

BIENNIAL REPORT

2007 - 2009



October 2009

WISCONSIN DEPARTMENT OF WORKFORCE DEVELOPMENT

Putting people to work, rebuilding the State,
and moving our economy forward



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State of Wisconsin
Department of Workforce Development
Jim Doyle, Governor
Roberta Gassman, Secretary

October 14, 2009

The Honorable Jim Doyle
Office of the Governor
115 East, State Capitol
Madison, WI 53702

Dear Governor Doyle:

I am pleased to provide you with this report on the Department of Workforce Development for the biennium ending June 30, 2009.

DWD is working hard with your administration and with key stakeholders to grow Wisconsin's economy, create jobs, and provide opportunities for workers, their families, and employers in communities throughout the state. Economic development *is* workforce development, and DWD is committed to ensuring Wisconsin's workforce remains first rate. In this way, DWD sustains Wisconsin's economic momentum, helps families and communities grow stronger, ensuring that Wisconsin remains the best place to live, work, and raise a family.

In the past biennium, the department has undertaken new initiatives to grow Wisconsin's workforce for the 21st century and beyond. Among DWD's new initiatives was the September 15, 2008 launching of JobCenterofWisconsin.com, a new internet application for job seekers and employers, which holds over 16,000 job openings and approximately 20,000 resumes at any given time. The department also successfully completed a major reorganization, which involved the spinning off of the department's Division Family Supports to the newly created state Department of Children and Families. This process required the dedicated effort and many hours of hard work from staff across the department.

The many other accomplishments by DWD include increasing the number of minorities entering the apprenticeship program by 16 percent overall and by 43 percent in the construction trades; holding 325 Rapid Response orientations through the dislocated worker program, serving over 14,745 individuals; ensuring that more than 8,000 migrant workers had safe housing conditions, and an appropriate wage; and reorganizing the department's programs for veterans into the Office of Veterans Services, which provided services to some 8,000 veterans during 2008.

The department also distributed more than \$2.5 billion in UI benefits to nearly 773,000 claimants over the biennium; issued over 7,500 judicial orders to resolve worker's compensation injury claim disputes; invested \$28 million in helping 3,021 DVR participants reach their employment goal, resulting in estimated annual earnings of nearly \$55 million; investigated nearly 8,500 civil rights cases and resolved nearly 8,000 unpaid wage complaints.

We look forward to continued success as we work with you to build a high-end, knowledge-based economy with family-supporting jobs.

Sincerely,

A handwritten signature in black ink that reads "Roberta Gassman". The signature is written in a cursive, flowing style.

Roberta Gassman
Secretary

Department of Workforce Development

Biennial Report 2007-2009

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Department Overview

The Wisconsin Department of Workforce Development (DWD) is the state agency charged with building and strengthening Wisconsin's workforce. The department's mission is to provide a single, comprehensive employment and training system for Wisconsin job seekers and employers so all workers can find and retain high-wage, high-skill jobs, and all employers have access to a qualified, trained workforce.

A variety of employment programs and services, many of which are accessible through a statewide network of Job Centers, is available at DWD. These programs and services include assisting people with disabilities in securing jobs, helping veterans enter or return to the workforce, and connecting youth with the jobs of tomorrow. Of paramount importance is DWD's role in four areas where Wisconsin has led the nation: enforcing workers' rights, providing unemployed workers the benefits they are due, ensuring that injured workers receive worker's compensation in accordance with the law, and providing opportunities for workers to grow their skills through the apprenticeship program.

At DWD there is a commitment to investing in people, helping workers climb the economic ladder, and building a strong and competitive workforce designed to grow and thrive in this century and beyond.

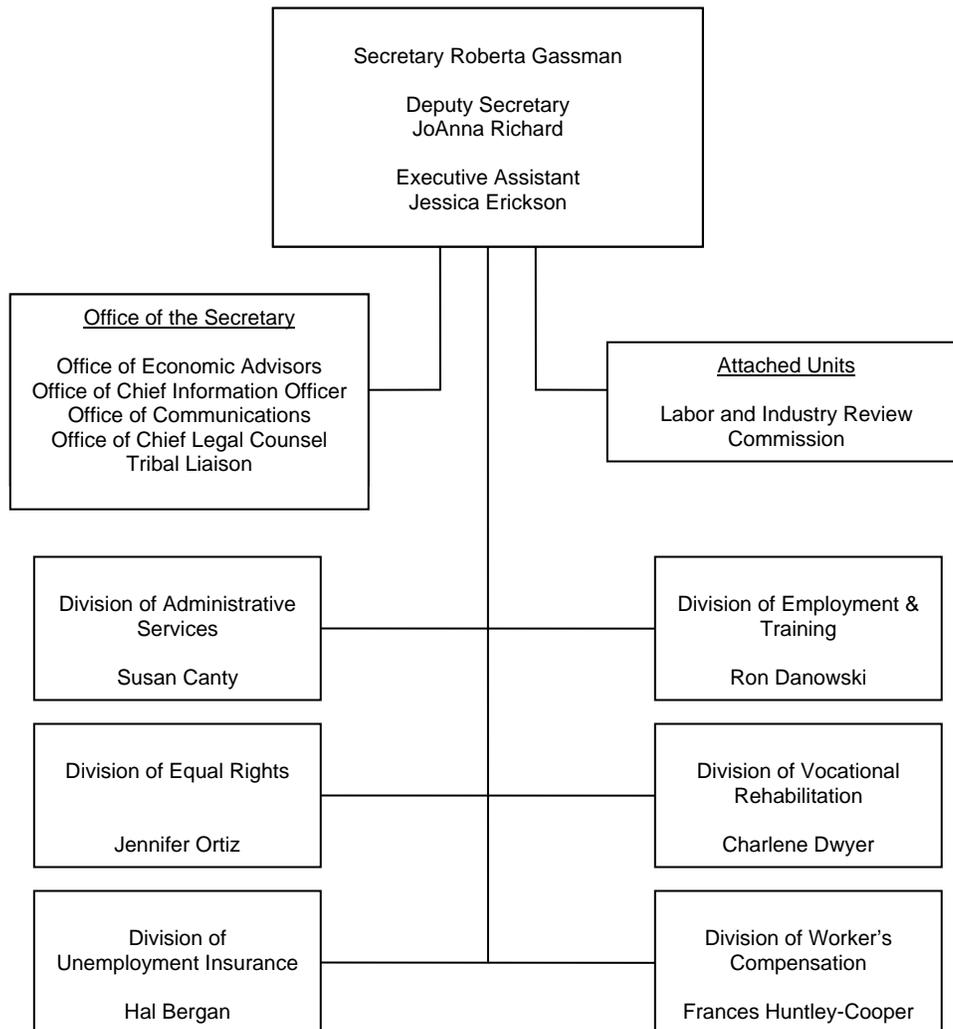
The department is led by Secretary Roberta Gassman, appointed by Governor Jim Doyle in January 2003 and reappointed in January 2007. The annual operating budget for DWD is nearly \$400 million, and its workforce totals nearly 1,700 employees. Following a recent reorganization, the department now consists of five program divisions, an administrative services division, and one administratively-attached entity, the Labor and Industry Review Commission (LIRC).

The department's achievements during the biennium are many. Of special note, the department:

- ◆ Participated in the National Governor's Association Sector Strategies Initiative, bringing together leaders from industry, labor, education, workforce development, and economic development to build an education and training system responsive to and driven by the needs of workers and employers. As a result, Governor Doyle directed \$5.89 million in funds for implementation of Sector Strategies in Wisconsin.
- ◆ Successfully moved JobNet from a touch screen application to an Internet application, setting the stage for the September 15, 2008 implementation of the Job Center of Wisconsin (JCW: jobcenterofwisconsin.com), which offers a much broader array of services and enhancements than did JobNet, which JCW replaced after approximately 20 years.
- ◆ Registered over 110,000 customers through Job Center resource rooms. Beginning in January 2009, Job Service staff have begun tracking individualized services provided to resource room customers. Since then, 33,430 jobseekers have been served at this level of interaction.
- ◆ In state fiscal year 2009, Division of Vocational Rehabilitation (DVR) invested \$28 million in the 3,021 DVR participants who were successful in reaching their employment goal. The estimated annual earning for that group was \$54.5 million.
- ◆ Distributed more than \$2.15 billion in Unemployment Insurance (UI) benefits to approximately 772,942 claimants.

- ◆ Managed the UI Extended Benefits program, which triggered in February 2009, the first time the program triggered on since the early 1980s, necessitating an extensive computer system upgrade. The Extended Benefits provide an additional 13 weeks of benefits to eligible claimants.
- ◆ Was awarded new federal grant funding totaling \$133,934,079 for UI modernization in federal fiscal year 2009.
- ◆ Prepared and issued *2009 Report on Detection and Prosecution of Fraud* to the UI Advisory Council, including details on recovery of \$18 million in overpayments in 2008.
- ◆ Conducted 1,381 Worker's Compensation pre-hearing and settlement conferences to resolve contested cases.
- ◆ Monitored and processed over 99,000 non-litigated Worker's Compensation claims for accuracy, actions and prompt payments of over \$600 million.
- ◆ Resolved 7,809 unpaid wage complaints and recovered almost \$5.56 million for workers.
- ◆ Resolved 193 construction wage complaints and recovered \$557,000 for construction workers.
- ◆ Received the State Council on Affirmative Action and the Office of State Employment Relations 2008 Annual Diversity Award in recognition of DWD's workforce diversity and opportunities for upward mobility for women, racial/ethnic minorities, and people with disabilities.
- ◆ As of January 1, 2008, Wisconsin had 10,467 apprentices and 2,936 employers sponsoring apprenticeship programs.
- ◆ A total of 3,381 apprentices graduated or completed their apprenticeship program during the biennium, with 5,652 new apprentices being registered during that period.
- ◆ Certified 394 new employers during the biennium who became active sponsors in training apprentices, trained apprentices in approximately 200 occupations, and added 16 new occupations during that time.
- ◆ Co-lead, with the Wisconsin Technical College System (WTCS), the implementation of the Regional Industry Skills Education project—building industry-driven pathway models to ensure that low skills adults have optimal opportunities for training and career advancement.
- ◆ Held 325 Rapid Response orientations that provided dislocated worker program information to over 14,745 individuals affected by dislocation events.
- ◆ Secured \$6.8 million in new National Emergency Grant funding from the U.S. Department of Labor to assist dislocated workers affected by specific dislocation events including the closure of Delphi Corporation facilities in Oak Creek, General Motors and four other automotive related plant closures in Janesville and Beloit and the 2006-2007 flood disaster.
- ◆ Made 21 visits to migrant camps and other locations, providing Job Service outreach to 2,550 migrant farm workers.

DWD Organization – June 2009



The Office of the Secretary oversees the Department of Workforce Development (DWD), which conducts a variety of work-related programs designed to connect people with employment opportunities in Wisconsin. DWD has responsibility for the state's employment and training services, including job centers; job training and placement services provided in cooperation with private sector employers; apprenticeship programs; and employment-related services for people with disabilities. The department oversees a number of other programs, including Unemployment Insurance and Worker's Compensation programs, and is responsible for adjudicating cases involving employment discrimination, housing discrimination, and labor law. The department also analyzes and distributes labor market information. On July 1, 2008, the department underwent a reorganization affecting some programs. The changes included moving the DWD Division of Family Supports to the new Department of Children and Families. This included the Wisconsin Works (W-2) program, the Child Care program, and the Child Support program.

Division Summaries

Division of Employment and Training

The Division of Employment and Training (DET) oversees all workforce services administered by the department. Programs include, but are not limited to, those funded under Refugee Act, Wagner-Peyser Act, and the Workforce Investment Act (WIA). The division manages the state labor exchange system, monitors migrant worker services, and operates the state apprenticeship program. The division also administers a comprehensive interdepartmental employment and training system through public-private partnerships and a statewide network of job centers.

Division of Vocational Rehabilitation

The Division of Vocational Rehabilitation (DVR) provides employment services to people with disabilities. The goal of DVR is to maximize the employment and earning potential of people with disabilities who experience disability-related barriers to work. DVR counselors and case coordinators, located in 63 offices around the state, work in partnership with qualified individuals who want to obtain, retain, regain or improve their employment. DVR serves over 14,000 people with disabilities each month and works closely with employers to assist them in including people with disabilities in their workforce and diversity plans.

Division of Unemployment Insurance

The Division of Unemployment Insurance (UI) administers programs to pay benefits to unemployed workers, collect employer taxes, resolve contested benefit claims and employer tax issues, detect unemployment insurance fraud, and collect unemployment insurance overpayments. The division also collects employment information for national and Wisconsin New Hire Directory databases and quarterly wage information on Wisconsin's three million workers.

Worker's Compensation Division

The Worker's Compensation Division (WCD) administers programs designed to ensure that injured workers receive prompt payment of required benefits from private insurance companies or self-insured employers, encourage rehabilitation and reemployment for injured workers, and promote the reduction of work-related injuries, illnesses, and deaths. The division resolves appeals regarding claims and ensures compliance with the provisions of the Wisconsin Worker's Compensation Act.

Equal Rights Division

The Equal Rights Division (ERD) enforces state laws that prohibit discrimination and regulate labor standards in the workplace. These laws impact all of Wisconsin's five million citizens. The division administers these laws by setting guidelines, educating the public, and managing a complaint-driven investigative process. Specific laws administered by the division include public accommodation, minimum wage, prevailing wage, proper hours and conditions of work, family and medical leave, and enforcement of the Wisconsin Fair Employment Law.

ERD is responsible for protecting the rights of all people in Wisconsin under civil rights and labor standards laws; achieving compliance through education, outreach, and enforcement

by empowered and committed employees; and performing all duties and responsibilities with reasonableness, efficiency, and fairness.

Administrative Services Division

The Administrative Services Division (ASD) provides management and program support to all of the department's operating units. ASD services include facilities, finance, budget, payroll, human resources, health and safety, disaster response coordination, telecommunications, mail and imaging services, information technology, and procurement.

Attached Units

Labor and Industry Review Commission

The three-member Labor and Industry Review Commission (LIRC) is a quasi-judicial body created by Chapter 29, Laws of 1977, which handles petitions seeking review of the decisions of the Department of Workforce Development related to unemployment insurance, worker's compensation, fair employment, and public accommodations. It also hears appeals about discrimination in post-secondary education involving a person's physical condition or developmental disability.

Commission decisions may be appealed to the circuit court. Commission decisions are enforced by the Department of Justice or the commission's legal staff. Commission members serve full-time for staggered six-year terms and they select a chairperson from their membership to serve for a two-year period.

Internal Structure and Department Management

Office of the Secretary

The Office of the Secretary is responsible for day-to-day management of the entire department. This includes promoting the department's mission to provide a system of employment-focused programs and services that enables individuals and employers to fully participate in Wisconsin's economy and remain globally competitive.

The Office of the Secretary is also responsible for carrying forward Governor Doyle's vision to develop an economic strategy that focuses on creating high-end, family-supporting jobs, ensuring our children are prepared for success in schools and throughout their lives, and making government more responsive to the needs of our citizens and businesses.

The Office of the Secretary includes:

Secretary

Appointed by Governor Doyle, Secretary Roberta Gassman works in close collaboration with all Cabinet members; the Legislature; state agencies; community, business, and labor leaders; and other public and private organizations and interest groups to ensure the department's overall mission and goals provide value to the citizens of Wisconsin.

Deputy Secretary

Deputy Secretary JoAnna Richard serves as a surrogate for Secretary Gassman and is responsible for the day-to-day internal operations of the department, including the department's budget, resolution of all critical issues, and oversight of major contracts.

Executive Assistant

Executive Assistant Jessica Erickson serves Secretary Gassman and is the primary contact for inter-governmental agency functions. The Executive Assistant also serves as the agency legislative liaison.

Office of Economic Advisors (OEA)

The Office of Economic Advisors, headed by Dennis Winters, utilizes the expertise of economists throughout state agencies to advise Governor Doyle and other executive branch agencies on economic trends and labor forecasting. The office assists in the development of metrics that measure and report on the progress of Governor Doyle's economic development initiatives.

Office of the Chief Information Officer (CIO)

Directed by Rose Lynch, the mission of the Office of the CIO is to assist DWD in successfully selecting and managing Information Technology (IT) projects and to aid business operations in achieving their business missions and outcomes.

Office of Communications

Currently without a director, the responsibility of the Office of Communications is to ensure that the department responds to requests for information from the news media in an accurate, timely, and comprehensive fashion. The office also works with each of the divisions to publicize the many programs, innovations, achievements, and issues for DWD.

Office of Chief Legal Counsel

The DWD Chief Legal Counsel Howard Bernstein provides legal advice to the department's program managers and supervise litigation handled on behalf of DWD by the Department of Justice and county attorneys. He also provides legal representation in individual cases and coordinates DWD's rulemaking activities.

Tribal Liaison

The purpose of the DWD Native American Services program as carried out by the department's Native American Services Coordinator Rachelle Ashley, is to improve the department's coordination and collaboration with the state's 11 federally-recognized Indian tribes, as well as individuals and organizations representing the state's urban Indian population.

Office of the Secretary Initiatives

- ◆ NGA Sector Strategy Initiative – In 2008, DWD was selected to participate in the National Governors Association Policy Academy on Sector Strategies bringing together leaders from industry, labor, education, workforce development, and economic development to build an education and training system responsive to, and driven by, the needs of workers and employers. The purpose of Wisconsin's sector strategies initiative is to grow the Wisconsin economy and strengthen opportunity and skills for working Wisconsinites.

The outcome of this initial work was fully supported by Governor Doyle, who directed \$5.89 million in funds from the WIA statewide funds to the sector strategy initiative and other workforce training needs. In addition, the Joyce Foundation has funded a position to assure the project deliverables, working closely with the Council on Workforce Investment and DWD.

- ◆ Regional Industry Skills Education (RISE) – In 2006, the Joyce Foundation awarded a \$1 million grant to the Department of Workforce Development to launch the RISE initiative in partnership with the Wisconsin Technical College System. Since then, the RISE partnership has funded local grants to develop career pathway curricula suited to low-income adults balancing family and work responsibilities. In addition, grants were awarded to workforce development boards and local technical colleges for industry engagement activities. These activities are intended to support career pathway expansion across industry sectors and throughout the state's post-secondary educational system. In 2009, DWD was awarded a second round of funding from the Joyce Foundation to further pursue the RISE initiative and launch a communications campaign to broaden the scope of awareness, understanding, and support.
- ◆ NASWA Conference – In partnership with the Greater Madison Convention and Visitors Bureau, DWD will host the 74th Annual National Association of State Workforce Agencies (NASWA) Conference in Madison, September 20 through 24, 2010, at the Monona Terrace Convention Center.

Division of Employment and Training

The Division of Employment and Training (DET) focuses on key workforce issues including responding to projected workforce shortages, building a skilled workforce, integrating workforce issues with economic development issues, and redesign of the workforce development system and programs to advance Governor Doyle's goals of helping low-wage workers through training, career pathways, and higher wage jobs.

Mission

Provide a seamless continuum of services accessed by employers and members of the workforce and their families with the following results:

- ◆ Employers have the workers they need.
- ◆ Individuals and families achieve economic self-sufficiency by accessing job search, training and related services, making sound employment decisions, and maximizing their workforce potential.

Programs and Services

- ◆ Apprenticeship
- ◆ Civil Rights Compliance
- ◆ Contract Monitoring
- ◆ Council on Workforce Investment
- ◆ Dislocated Worker Services
- ◆ Job Service and Job Center of Wisconsin
- ◆ Migrant, Refugee and Labor Services
- ◆ Labor Market Research and Data Analysis
- ◆ Regional Industry Skills Education
- ◆ Veterans Services
- ◆ Workforce Investment Act (WIA)
- ◆ Youth Apprenticeship

Apprenticeship

Program Summary

Started in 1911, the Wisconsin Apprenticeship Program is the oldest such program in the United States. DWD's Bureau of Apprenticeship Standards is responsible for administering the program. The Bureau administers the program through its strong partnerships with industry, labor, education, and government with the goal to produce highly-skilled and trained apprenticeship graduates.

Accomplishments 2007-2009

- ◆ A total of 3,381 apprentices graduated or completed their apprenticeship program. During that same period, 5,652 new apprentices were registered. As of January 1, 2008, Wisconsin had 10,467 apprentices and 2,936 employers sponsoring apprenticeship programs. As of January 1, 2009 Wisconsin had 9,766 apprentices sponsored by 2,782 employers.
- ◆ Certified 394 new employers during the SFY 2007-2009 period who became active sponsors in training apprentices. Trained apprentices in approximately 200 occupations, and added 16 new occupations during SFY 2007-2009.
- ◆ Held the 24th Biennial Apprenticeship Conference at the KI Convention Center in Green Bay. Participants included employers, labor, employer association members, technical

college instructors, and other apprenticeship partners and stakeholders. In conjunction with the conference, an Apprentice Expo was held for over 350 high school students in Northeast WI where these students could see apprentices displaying their trades.

- ◆ The apprenticeship and Department of Corrections partnership has continued to flourish. With the beginning of the cook/chef program in one institution during the 2003-2005 biennium, the apprenticeship program has now grown to 12 occupations in 14 different institutions. In addition, apprenticeship staff have begun working with correctional re-entry staff to place the apprentices with employers upon release from the institutions.
- ◆ Completed a financial literacy class for apprentices called “Financial Tools for the Trades.”

Upcoming Initiatives

- ◆ Expand the number of employers who use apprenticeship to train their skilled workforce both in nontraditional programs and in traditional high growth, high wage industries.
- ◆ In conjunction with the Wisconsin Apprenticeship Advisory Council, implement the new federal apprenticeship federal regulations.
- ◆ Begin planning for the Wisconsin Apprenticeship program’s 100th Anniversary in June 2011.

Civil Rights

Program Summary

All employment and training contracts must meet civil rights and Affirmative Action /Equal Employment Opportunity (AA/EEO) requirements. The DET Civil Rights program assures these criteria are met through contract planning, monitoring and evaluation, and defining performance standards that must be met.

Accomplishments 2007-2009

- ◆ Developed and submitted updated Methods of Administration to U.S. Department of Labor (DOL) for certification of compliance with civil rights requirements under the Workforce Investment Act. U.S. DOL approved certification for a two-year period, effective September 26, 2008 – September 26, 2010.
- ◆ Completed final on-site Civil Rights compliance monitoring reports on six Workforce Development Boards: Southeast, WOW (Waukesha-Ozaukee-Washington), Fox Valley, Bay Area, Western and South Central.
- ◆ Revised and issued the DET Limited English Proficiency Plan, including an updated inventory of DET’s Vital Documents.
- ◆ Developed and issued to DET staff a “Handbook on Translation/Interpretation Services.”

Upcoming Initiatives

- ◆ Finalize Civil Rights compliance monitoring reports for five Workforce Development Boards, including Milwaukee, North Central, Northwest, West Central, and Southwest.

Council on Workforce Investment

Program Summary

The Council on Workforce Investment is the federally required state board set forth in the Workforce Investment Act (WIA). It is advisory to the Governor with duties including the development of the WIA state plans; development, redesign, and continuous improvement of the statewide workforce system; and performance of the training and employment activities that align with Governor Doyle's *Grow Wisconsin -- the Next Steps*.

Accomplishments 2007-2009

- ◆ Actively participated in the National Governors Association Center for Best Practices Policy Academy to develop and implement strategic action plans that align policies and resources across workforce development, economic development and education for customized, regional solutions to address the needs of key industries for the training, employment, and career advancement needs of workers.
- ◆ Advised the Governor on an industry-driven regional focus strategy resulting in the \$5.89 million Wisconsin Sector Strategies Initiative. As a first step, \$490,000 in competitive grants were awarded for formalizing industry partnerships that include business, labor, education, economic, and workforce development. This funding also supported competitive training grants, Opportunity Grants, Skills Jump Start, Manufacturing Skills Standards Certification, Emerging Industry Skills Partnership grants, Skills Assessment, Work Readiness Certification, and Career 101 Pilots.
- ◆ Provided oversight of the dislocated worker funding and the Medicaid Infrastructure Grant overarching activities.

Upcoming Initiatives

- ◆ Create new committee structures to help implement and oversee the Sector Strategies efforts.
- ◆ Create a new committee to review performance and program operations.
- ◆ Continue to expand the Manufacturing Skills Standard Certificate program, the Emerging Industry Skills Partnership grants, Opportunity Grants, Skills Jump Start, Career 101, Skills Assessment, and Work Readiness Certification efforts.

Dislocated Worker Services

Program Summary

The Dislocated Worker program provides services to workers who lose their jobs due to layoff or business closure. The goal of this program is to help workers become re-employed at or above the wage level of previously held employment. Services include job search and training assistance to upgrade existing skills or retrain for a new occupation.

Accomplishments 2007-2009

- ◆ Held 325 Rapid Response orientations that provided dislocated worker program information to over 14,745 individuals affected by dislocation events.
- ◆ Invited 70,000 UI claimants to attend 28 local Job Fairs.
- ◆ Secured \$6.8 million in new National Emergency Grant funding from the U.S. Department of Labor to assist dislocated workers affected by specific dislocation events

including the closure of Delphi Corporation facilities in Oak Creek, General Motors and four other automotive related plant closures in Janesville and Beloit, and the 2006-2007 flood disaster.

- ◆ The Workforce Investment Act Title 1 program provided services to 13,895 individuals. Dislocated workers were also provided assistance through WIA state reserve funds (4,200 workers), through National Emergency Grants (2,141 workers), and the Trade Adjustment Assistance Program (6,193 workers).
- ◆ Secured \$3 million for the Bay Area dislocated worker needs.

Upcoming Initiatives

Continue to seek additional federal funding to respond to the needs of dislocated workers.

Job Service/Job Center of Wisconsin

Program Summary

The Job Service Bureau provides high-quality public labor exchange and targeted program services to workers, job seekers, and employers. These services are provided in person in Job Centers throughout the state, over the Internet via the new jobcenterofwisconsin.com website application, and via several statewide call centers.

Major programs include Wagner-Peyser (the public labor exchange), Re-employment Services (specialized services for unemployment insurance (UI) claimants to help them more quickly return to work), Trade Adjustment Act/Assistance (TAA: re-employment and training services specifically to workers who have been dislocated due to foreign competition), and other services such as Migrant Seasonal Farm Worker (MSFW) outreach, Work Opportunity Tax Credit (WOTC), and more.

Accomplishments 2007-2009

- ◆ Successfully moved JobNet from a touchscreen application to an Internet application, setting the stage for the September 15, 2008 implementation of the Job Center of Wisconsin (JCW: jobcenterofwisconsin.com). This Internet application offers a much broader array of services and enhancements than did JobNet, which JCW replaced after approximately 20 years.
- ◆ JCW holds over 16,000 job openings and about 20,000 resumes at any given time. On an average week, approximately 2,000 new job openings are added to the system. Since July 2008, over 50,000 job orders have been placed on JobNet / JCW, representing over 110,000 job openings.
- ◆ Job Service consolidated its staff into 22 Job Centers throughout Wisconsin, and began focusing more intently on outreach efforts. In the first seven months of 2009, Job Service staff provided 439 unique outreach visits, serving over 4,600 jobseekers.
- ◆ In July 2008, established its first statewide call center for employer services. Since that time, two additional call centers have become operational—a jobseeker call center (with Spanish and Hmong subgroups) and an RES (Re-Employment Services) call center to schedule UI customers for RES sessions. The employer call center has registered over 6,300 new employers, processed over 49,000 job orders, and fielded almost 6,600 employer phone calls. The jobseeker call center has fielded over 15,000 jobseeker queries, including an estimated 500 calls in Spanish or Hmong. The RES call center has rescheduled almost 3,700 UI claimants to new RES sessions.

- ◆ TAA caseloads now number over 3,000 individuals. Average caseload has increased from approximately 80 to over 150 per case manager, especially in hard hit areas such as Rock County, Milwaukee, the Bay Area, and the Fox Valley. Job Service has changed numerous forms, held training, worked with other bureaus to increase coordination with Workforce Development Board (WDB) Dislocated Worker Program staff, and will shortly establish a statewide call center.
- ◆ Registered over 110,000 customers through Job Center resource rooms. Beginning in January 2009, Job Service staff have begun tracking individualized services provided to resource room customers. Since then, 33,430 jobseekers have been served at this level of interaction.
- ◆ Implemented a new database for tracking and monitoring WOTC applications, and dramatically increased production over the last year. Since July 2008, the WOTC unit has received 28,000 applications, entered 37,000 applications, and made 93,000 determinations (almost 49,000 of which were certified as tax credit eligible).
- ◆ In Spring 2009, Job Service hired 50 project positions to expand RES services to UI claimants, including referring customers to counseling services and partners such as DVR and WIA Title I.
- ◆ Lead and participated in job fairs and specialized recruitment activities. Since January 2009, Job Service has helped sponsor 187 unique employer events for almost 1,000 employers. Almost 11,000 jobseekers were served at these specialized events.
- ◆ Since January 2009, held 450 workshops throughout the state (in addition to RES), serving over 3,800 customers. These workshops range in topics from how to interview, to career decision making 101, to resume preparation, to an introduction to JCW.
- ◆ During the past fiscal year July 2008 through June 2009, Job Service outreach staff made 21 visits to migrant camps and other locations, providing outreach services to 2,550 migrant farm workers.
- ◆ Completed programming to limit access to social security numbers (SSN) in ASSET (Automated System Support for Employment and Training), removed SSNs from the Computer Access Request form in compliance with Governor Doyle's directive to limit the use of personally identifiable client information, and renewed the Computer Matching agreement with the Social Security Administration which is now scheduled to expire on December 31, 2009. Also, completed a security review of user access to the Job Center Systems data warehouse and deleted IDs that no longer required access.

Upcoming Initiatives

- ◆ Wisconsin Job Service is expecting to provide RES services to 100,000 UI claimants per year, counseling sessions to over 10,000 claimants, and job-readiness testing to over 20,000 claimants. Job Service anticipates offering between 12,000 and 15,000 National Career Readiness Certificates.
- ◆ Work on phase two of the American Recovery and Reinvest Act (ARRA) RES initiative, which provides UI claimants with educational training to attain skills needed for most entry level jobs. The focus will be on three basic skill sets: applied math, reading, and locating information. Success of those skills will be determined using an online job-readiness assessment tool. These three assessments, if passed, comprise the National Career Readiness Certificate (NCRC), which will be signed by Governor Doyle. Starting in September 2009, Job Service will be proctoring the online assessments

throughout the state for UI customers. Efforts are underway to expand these services to partner customers, employers, and the general public.

- ◆ Recently signed a statewide contract to implement an online workplace skills assessment and remediation application that will soon be available in 100 locations throughout the state, including Job Centers. This application will help customers prepare for job-readiness assessments by providing the competencies necessary to succeed.
- ◆ Job Service is working closely with partner bureaus to make significant improvements and enhancements to JCW. These include a workshop scheduling feature, batch processing of job orders, promotion, and other additions that will help serve employer and jobseeker customers.
- ◆ Job Service is focusing on the addition of several new call centers. The job-readiness scheduling call center will be operational in September 2009. The TAA call center will likely be operational in October 2009.
- ◆ Received a \$1.3 million U.S. DOL grant jointly with UI to implement re-employment eligibility assessments in eight Job Centers throughout Wisconsin, providing better connections between UI and Job Service. This initiative will begin in the late fall of 2009.
- ◆ Work will begin on phase two of the WOTC database enhancements, which will include a file upload feature for WOTC employers and consultants. In addition, the WOTC backlog will be eliminated.
- ◆ Job Service will also begin focusing an effort to heavily promote JCW and the National Career Readiness Certificate (NCRC). Job Service has hired an employer services coordinator in central office to lead this effort.

Labor Market Information

Program Summary

The Labor Market Information (LMI) Section produces detailed, objective information on employment, unemployment, mass layoffs, job creation, wages, and occupational wages. Fully funded by the federal government through the Employment and Training Administration and the Bureau of Labor Statistics, LMI provides information critical to the allocation of nearly \$750 billion nationwide and provides the baseline information necessary to evaluate program outcomes in terms of job creation and a living wage. LMI also provides access to information on job creation, unemployment and wage information to the public, other governmental agencies, and academic researchers. In the last two years, the LMI Section focused on improving the accuracy and timeliness of its data collection, added analytical capabilities, and begun outreach activities to enhance access to labor market information.

Accomplishments 2007-2009

- ◆ Completed the U.S. Department of Labor contract deliverables on time.
- ◆ Over 165,000 organizations were surveyed to complete the Quarterly Census of Employment and Wages Report.

Upcoming Initiatives

- ◆ Currently competing for ARRA National LMI grant award that would enable business and job seekers to better understand the availability of labor pools and job vacancies.
- ◆ Retooling LMI staff to increase analytical skills and statistical capability to improve accuracy of Labor Market Information and decrease response time to citizen inquiries.

Migrant, Refugee and Labor Services

Program Summary

The Bureau of Migrant and Refugee Labor Services (BMRLS) creates a focal point to coordinate services to all migrant workers, their families, and employers who hire foreign and/or Limited English Proficient (LEP) workers. The bureau enables DWD to effectively mobilize all of its services on behalf of these target populations through staff training and support. The bureau also serves employers more effectively by providing a coordinated response to employers seeking to hire foreign born workers, providing them with both qualified applicants and accurate information concerning required documentation, and best practices for hiring and retaining foreign born workers and migrants. Effective July 1, 2009, the Refugee Section moved from DWD to the Department of Children and Families to better coordinate refugee clients with support programs such as W-2, Child Care, and Child Support. The Division of Employment and Training now includes a new Bureau of Migrant Labor Services.

Accomplishments 2007-2009

- ◆ Under the refugee employment and training programs, Social Service Employment and Training (SS ET) and Road to Work (RtW), 1,264 refugees secured employment in 2007-2008.
- ◆ Obtained funding renewals from Office of Refugee Resettlement (ORR):
 - ORR..... \$215,000
 - RtW \$600,000
 - Preventive Health \$100,000
- ◆ Resettled 905 refugees during 2007-2009, the largest number coming from Somalia and former Burma (Karen and Chin). This includes a handful of Iraqi and Afghani refugees. The Bhutanese refugees represent a brand new refugee ethnicity.
- ◆ Allocated a three-year supplemental Social Services grant specifically for refugees in the City of Milwaukee region, the single largest refugee site in the state, \$287,000 annually, to enhance supportive services and employment.
- ◆ Worked with Wisconsin Department of Children and Families (DCF) transitional staff and submitted issue paper for improving services for refugees in Milwaukee as the state plans to take over the administration of the Milwaukee County income maintenance.
- ◆ Awarded \$102,000 to develop a mental health screening/ assessment tool for employment case managers to use from ORR Standing Announcement for Recently Arrived Refugees.
- ◆ Worked closely with the Wisconsin Department of Health Services to coordinate mental health and Alcohol and Other Drug Abuse (AODA) services for refugees in Milwaukee, resulting in a fee-per-service AODA subcontract for Sebastian Family Psychology.

- ◆ Managed 14 contracts with WI public health departments for refugee initial health screenings. Supported medical interpreter training.
- ◆ Coordinated one W-2 listening session with refugees for the Wisconsin Department of Children and Families in Milwaukee and planning another for La Crosse later in the year. Worked closely with W-2 staff to ensure culturally and linguistically competent service policy is incorporated in the upcoming W-2 RFP.
- ◆ Administered and awarded nine refugee consortia contracts for 2009.
- ◆ Supported the development of ethnic community-based organizations for two new refugee populations—the Somali refugee community in Barron, WI; and the growing number of refugees from former Burma now resettling in the Milwaukee area (ethnic Chin and Karan groups).
- ◆ Co-sponsored the 14th Annual Hmong National Conference held in April 2008 in Appleton.
- ◆ Supported outreach efforts for both ARRA funding and for Novel A H1N1 flu epidemic health education.
- ◆ Participated in the WI Literacy Biennial Health Literacy Summit providing information on the Refugee Health Information Network web site offering multi-language health materials.
- ◆ Collaborated with Association of State Refugee Health Coordinators (ARHC) to provide a day-long refugee health in-service training for the SE WI Region Nurses' Association meeting.
- ◆ Developed recruitment and tracking policies to ensure foreign labor certification compliance with federal regulations and to promote employment of the local workforce and Migrant Farm Seasonal Workers.
- ◆ Issued 2,407 Prevailing wage determinations.
- ◆ Processed 57 H-2A (temporary employment visas for agricultural positions) applications and camps and inspected and certified 50 H-2A camps. Processed 97 H-2B applications (temporary employment visas for occupations other than agriculture).
- ◆ Received federal funding of \$100,242 for FFY 2008 and \$126,829 for FFY 2009.
- ◆ Ensured that 8,343 migrants had safe housing conditions, an appropriate wage, and were paid according to contracts.
- ◆ Conducted inspections and certified 176 migrant labor camps. No migrant labor camp closings during this period.

Upcoming Initiatives

- ◆ Create a prevailing wage database to track and ensure consistency of determinations and to increase the efficiency and decrease processing times.
- ◆ Develop enhanced resume tracking procedures to streamline the monitoring of employers' compliance with federal recruitment and hiring regulations.
- ◆ Develop a stronger partnership with the Bureau of Job Service in order to connect U.S. job seekers with H-2A and H-2B job opportunities.

- ◆ Refine reporting and data management to improve the quality of allowable information shared with other agencies such as the Department of Public Instruction and the Bureau of Job Service.
- ◆ Seek out new potential employers in the agriculture, horticulture, and food processing industries.

Program Management and IT Coordination

Program Summary

The Bureau manages the financial and technical services of division contracts and grants, including development, issuance, and signature and reporting processes; financial monitoring requirements and on-site compliance reviews; financial policy development; single agency audit reviews; request for proposal processes; provision of technical assistance; and compliance with related division, department, state and federal requirements. In addition, the bureau is responsible for program and staffing reorganization needs.

Accomplishments 2007-2009

- ◆ Completed reorganization request and approval of the Job Service Bureau and relocations of 44 Job Service staff to 22 locations.
- ◆ Completed reorganization request and approval of the Veterans Services Office.
- ◆ Developed and updated the Financial Compliance Monitoring Plan and Format.
- ◆ Conducted on-site Financial Compliance Monitoring Reviews at all 11 Workforce Development Boards: Southeast, Milwaukee, WOW, Fox Valley, Bay Area, North Central, Northwest, West Central, Western, South Central, and Southwest.
- ◆ Processed 210 grant awards under WIA, 20 under Refugee, 2 private foundations, 34 Youth Apprenticeship and 7 related grants. Processed 145 Grant Modifications
- ◆ Processed three Memorandums of Understanding:
 - FoodShare Employment and Training MOU with the Wisconsin Department of Health Services (DHS)
 - Refugee Coordinator with DHS
 - Youth Apprenticeship with the UW Oshkosh Center for Career Development and Employability Training (CCDET)
- ◆ Updated the division's Continuity of Operations Plan (COOP) and conducted Team reviews of the revised plans.
- ◆ Developed a new web site for Manufacturing Skills Standards Certification (MSSC)

Upcoming Initiatives

- ◆ Simplify the Civil Rights Plan Requirements which are jointly issued by the DET and the Wisconsin departments of Health Services (DHS) and Children and Families (DCF).
- ◆ Re-engineer batch processing for federally-required deliverables in Wegner-Peyser, Workforce Investment Act, Trade Adjustment Act, Veterans and ARRA programs, which is projected to save 1,000 staff hours yearly.
- ◆ Develop a full web solution to manage the reporting of Youth Apprenticeship data via a user-driven, password-protected database. This will ensure protection of confidential

youth records and other program data, as well as allow local partnerships direct access to their performance records.

Regional Industry Skills Education (RISE)

Program Summary

Wisconsin's effort to respond to workforce strategies has received support beyond state and federal funds. Wisconsin was awarded a Joyce Foundation grant that focuses on systems changes and innovative collaboration called Regional Industry Skills Education (RISE). RISE is a joint initiative of DWD and the Wisconsin Technical College System. This effort focuses on low-skill working adults, who could benefit from career advancement opportunities that lead to better wages and individual economic stability. Critical to its success, the business community is engaged at both the state and regional levels to address the skill needs of major industry sectors. Ultimately, RISE participants will have higher skills and better jobs through a more accessible and navigable training and career advancement system, and employers will have a reliable supply of workers whose skills are geared to industry needs.

Accomplishments

- ◆ Completed an intensive process of policy analysis is underway to develop and refine career pathway models and industry-driven pathway training curricula, and to realign state-level programs, policies, and resources to support career pathways in Wisconsin.
- ◆ Awarded \$290,000 in Curriculum Development grants to local technical colleges to develop bridge and career pathway programs in welding, industrial maintenance, health care, and other occupations and sectors that need skilled workers.
- ◆ Awarded \$240,000 in Industry Engagement grants to workforce development boards and technical colleges to introduce sector strategy initiatives.
- ◆ Received a second grant from the Joyce Foundation to further advance the RISE initiative.
- ◆ Linked RISE efforts to the department's National Governors Association Policy Academy on State Sector Strategies.
- ◆ Hosted professional development opportunities, including the RISE Workforce Policy Forum February 2008, and the Professional Development Forum October 2008.

Upcoming Initiatives

- ◆ Participate in the national Skills2Compete campaign that supports post-secondary education that leads to middle-skill jobs.
- ◆ Refine pipeline baseline data to identify and track the impact of career pathway education to explore how momentum points can be integrated into existing performance measurement systems.

Veterans Services

Program Summary

In Wisconsin, veterans are provided services by a Local Veteran Employment Representative (LVER) or Disabled Veteran Outreach Program (DVOP), but can be dually enrolled in state and federal programs, such as WIA and Veterans Employment and Training programs. Job Centers have agreements with each local veteran partner to

ensure that veterans have access to the resources they qualify for, regardless of how they initially enroll in an employment program. Through the GI Bill, benefits for apprenticeship training are available to veterans. Currently, DWD contracts with 197 employers who have one or more veteran apprentices on site. There are 293 veterans actively engaged statewide in all trades in the apprenticeship program.

Accomplishments

- ◆ Re-organized the LVER and DVOP Programs into the Office of Veterans Services (OVS) in January of this program year. The program now has a director and two regional supervisors who oversee the DVOPs and LVERs located at the job centers throughout the state. This change has resulted in specific guidance being given to the team members, which has further resulted in more veterans being assisted and provided services.
- ◆ Provided approximately 8,000 veterans with services during the 2008 program year. Approximately 5,000 (63 percent) of these veterans entered employment.
- ◆ Developed an updated policy initiating performance measurements for “veteran’s priority of service” within all U.S. DOL Employment and Training programs. This information was also provided for each Workforce Development Board (WDB) to include in their area plan and also included in the state WIA Plan.
- ◆ Placed emphasis on using the State’s Veterans Noncompetitive Hiring Program. During a six-month period, 52 disabled veterans were hired in DET and OVS. DWD has set the standard for other state agencies to follow in using this program to assist veterans.
- ◆ Developed a program to better utilize the federal contract list for Wisconsin. This online computer-generated program has been updated with current contractors and is monitored and updated on a monthly basis by OVS.
- ◆ Created a two-year Apprenticeship Program for DVOPs and employment and training specialists within OVS and DET. During this 2008 program year, 72 eligible employees had enrolled—46 veterans and 26 others.

Upcoming Initiatives

- ◆ Assist the Wisconsin National Guard with providing employment and training services to the 3,200 guard members returning from Iraq in the spring of 2010.
- ◆ Offer a Career Transition Assistance Program (C-TAP) for Wisconsin Guard and Reserve units. This three- to six-hour training program will be tailored to employment and training assistance to further assist veterans with obtaining employment.
- ◆ During Spring 2010, and partnering with the Wisconsin National Guard, various Veteran Career Fairs will be established throughout the state at local National Guard Armories.

Workforce Investment Act (WIA)

Program Summary

WIA was implemented in July 2000 upon the U.S. Department of Labor (DOL) approval of a five-year strategic plan to operate unified One-Stop Job Service/Job Center systems monitored by local Workforce Development Boards (WDBs). WIA provides employment and training services for low-income adults, dislocated workers and youth.

Accomplishments 2007-2009

- ◆ Secured \$10 million in Workforce Innovation and Regional Economic Development (WIRED) federal grant money to stimulate innovation in the South East Wisconsin and South-Central/Southwest Growing Regional Opportunities in Wisconsin (GROW) regions. Innovations have centered on sector development in water, healthcare and biotechnologies.
- ◆ Met U.S. DOL Performance Standards for WIA service and program delivery in Program Years 2007 and 2008.
- ◆ Issued the state's WIA Strategic Plan for Title I of the Workforce Investment Act of 1998 and the Wagner-Peyser Act, which was approved by the Governor's Council on Workforce Investment (CWI) and approved by the U.S. DOL.
- ◆ Administered the Project Lead the Way grant which provided \$50,000 to the Milwaukee Area Workforce Investment Board for use in the Milwaukee Public Schools to provide Project Lead the Way activities to 14- to 18-year-old WIA-eligible youth.
- ◆ Implemented the Workforce Investment Act provisions of the American Recovery and Reinvestment Act (ARRA) of 2009 (P.L. 111-5) by issuing policy guidance and allocations.
- ◆ Implemented the ARRA Summer Youth Employment Program to provide employment and training opportunities to over 4,800 WIA eligible 14- to 24-year-old youth.
- ◆ Administered the Invasive Species Project which provided summer employment opportunities to up to 55 low income 18-to 24-year-old youth; coordinated with the Department of Natural Resources and the Workforce Development Boards.
- ◆ Administered the Energy Advocates Project which provided summer employment opportunities to up to 25 low income 18-to 24-year-old youth; coordinated with the Wisconsin Energy Conservation Corporation and five Workforce Development Boards.
- ◆ Conducted onsite management and monitoring to ensure compliance and quality of services for a wide variety of workforce development programs and activities including Workforce Investment Act (WIA), National Emergency Grants (NEG), American Recovery and Reinvestment Act (ARRA), Milwaukee Corrections Pilot Project, summer youth employment programs, annual data validation required by U.S. Department of Labor, and industry sector grants.

Upcoming Initiatives

- ◆ Implement new U.S. DOL program reporting requirements.
- ◆ Increase emphasis on the collection of quality program data for state and local program analysis and evaluation.

Youth Apprenticeship

Program Summary

The Wisconsin Youth Apprenticeship (YA) program, authorized in 1991 by the Wisconsin Legislature and part of Governor Doyle's GROW initiative, provides high school juniors and seniors with the opportunity to explore their chosen career while still in high school. Students receive occupation-related instruction and on-the-job training as part of their regular high school schedule, and they leave high school with a state skill certificate and career-related work experience. The program prepares students for all options after high

school, whether they go directly into the workforce, a technical college, or a university. Since the program began, over 12,000 students have graduated from the program.

Accomplishments 2007-09

- ◆ Updated and revised skill standard competencies and all associated materials for 8 of the 22 YA programs, taking additional steps to align the pathways within their appropriate Career Cluster recognized nationally by education and workforce programs. Those revised included: Finance, Insurance, Tourism, Lodging Management, Industrial Equipment, Logistics, Automotive Technician, and Auto Collision.
- ◆ Enrolled more than 3,600 students, representing 310 public and private school districts, and over 1,300 employers (per year) participated in the program.
- ◆ Issued annual Request for Proposals (\$2.2 million) to 35 partnerships each year.
- ◆ Developed Credit for Prior Learning model for YA graduates' post-secondary credits that are transferable to the Wisconsin Technical College System and the UW System. This replaces the previous statewide advanced standing agreement between WTCS and DWD.
- ◆ Revised and enhanced the YA web site providing a library of Internet-based trainings for Youth Apprenticeship Coordinators.
- ◆ Initiated a pilot program to link youth apprenticeship participants to adult apprenticeship employers in manufacturing as directed by the Governor's office via the Grow WI Plan, with plans for statewide replication. Youth apprentices who successfully complete the two-year Manufacturing Youth Apprenticeship Program will receive credits toward the registered Adult Machine Tool Trades Apprenticeship requirements for both work hours and related instruction.

Upcoming initiatives

- ◆ Revise and update the skill standard competencies and all associated materials for the Agriculture Food and Natural Resources Cluster which includes Production Agriculture—Animal Science and Soils and Crops Youth Apprenticeship programs, and the Information Technology Cluster which includes Information Technology and IT Networking Youth Apprenticeship programs.
- ◆ Implement the Career 101 WIA 10 percent demonstration grants.
- ◆ Conduct analysis to demonstrate the cost benefits of the program through the use of UI employment and wage data, database searches, employer surveys, etc. This information will provide valuable information to both state and national employment and training and education fields about local and state 'returns' on our investment in this program.
- ◆ Develop additional online training modules for the Learning Library to address YA training needs statewide.

Division of Vocational Rehabilitation

Mission

To obtain, maintain, and improve employment for people with disabilities by working with Division of Vocational Rehabilitation (DVR) consumers, employers, and other partners.

(Find a job, keep a job, get a better job)

DVR's primary services in support of an employment goal are:

- ◆ Career Guidance and Counseling
- ◆ Disability and Employment Assessment
- ◆ Job Search and Placement assistance
- ◆ Information and Referral Services
- ◆ Transition to work services for students with disabilities in high school
- ◆ Supported employment services for persons with severe disabilities; includes time-limited, on-the job supports
- ◆ Vocational and other training
- ◆ Rehabilitation Technology
- ◆ Occupational licenses, tools, and other equipment
- ◆ Assistance in small-business plan development

Program Summary

Collaborative partnerships with persons with disabilities seeking employment

More than 175 DVR licensed vocational rehabilitation counselors provide services in partnership with 75 consumer case coordinators. DVR services are located in 11 Comprehensive One-Stop Job Centers and 30 additional service locations throughout Wisconsin. DVR's key services include vocational counseling and the purchase of employment and training services and assistive technology. All services are developed in collaboration with the DVR consumer and written into an Individualized Plan for Employment. Each year, more than 30,000 individuals with disabilities participate in a plan for employment with DVR. Counselors and case coordinators deliver team-based services, drawing on the expertise of all team members to most effectively meet the needs of each consumer.

Collaborative partnerships with state and county agencies serving persons with disabilities seeking employment

DVR works closely with the Department of Health Services (DHS), the Department of Public Instruction (DPI) and county human services agencies to coordinate services to common customers.

- ◆ *The DHS Medicaid Infrastructure Grant (MIG)* – This is a multi-year, multi-million dollar systems change project that is geared toward improving opportunities for people with disabilities to participate in the workplace and their communities. DVR is working closely with the MIG projects to ensure that the systemic improvements compliment the services being offered to job-seekers with disabilities through DVR programs.
- ◆ *Family Care* – DVR is collaborating with DHS to support Wisconsin's Family Care program expansion and the effort to maximize community-based work options for persons with disabilities who need long-term employment supports.

- ◆ *Supported Employment* – For those areas of the state that are not yet involved in Family Care services, DVR collaborates with county human service agencies to increase employment opportunities for people with severe disabilities by working with the job applicant and an employer to find a job suited to the applicant's specific skills and abilities. DVR collaborates with county partners to provide the longer-term supports that may be required to maintain employment.
- ◆ *High School Transition Services* – In partnership with DPI and DHS, DVR works with high school students who are transitioning from high school to post-secondary education and employment. Our joint goal is to work collaboratively with the student and community resources to provide a smooth transition from school to the world of work.

Supporting employers who recruit, hire, and retain persons with disabilities

DVR provides a variety of services to Wisconsin employers to assist them to effectively recruit, hire, and retain workers with disabilities.

- ◆ DVR is focusing on employers who are establishing or expanding their business operations in Wisconsin. Through the Business Relations Program of the Council of State Administrators of Vocational Rehabilitation, DVR is an active partner in a national vocational rehabilitation (VR) business network. The network provides a coordinated approach to serving business customers through a national vocational rehabilitation team that specializes in employer development, business consulting, and corporate relations.
- ◆ DVR staff participate in employer services teams in all of Wisconsin's 11 Comprehensive Job Centers. Along with DVR staff, these teams include partner agencies who work toward the common goal of connecting employers with qualified job candidates.

Accomplishments 2007-2009

- ◆ Thousands of job-seekers with disabilities in Wisconsin became employed as a result of DVR services and thousands more applied for DVR services.

	<u>SFY 2008</u>	<u>SFY 2009</u>
Successful Employment outcomes	3,663	3,021
Wages per hour of those employed	\$11.53	\$12.21
Applicants for services	17,494	16,431

- ◆ Wisconsin realizes an incredible return on DVR's taxpayer investment when a person with a disability joins our state's workforce. In state fiscal year 2009, DVR invested \$28 million in the 3,021 DVR participants who were successful in reaching their employment goal. The estimated annual earning for that group was \$54.5 million. The following table shows, by county, the investment made in DVR services alongside the estimated annual earnings of the people with disabilities who were successful in reaching their employment goal in state fiscal year 2009.

State Fiscal Year 2009			
<i>County</i>	<i>Cost of DVR Services</i>	<i>Annual Income of Successful Cases</i>	<i>Successful Case Closures</i>
Adams	\$125,661	\$71,292	6
Ashland	\$97,233	\$313,768	20
Barron	\$543,603	\$675,740	40

<i>County</i>	<i>Cost of DVR Services</i>	<i>Annual Income of Successful Cases</i>	<i>Successful Case Closures</i>
Bayfield	\$137,338	\$197,808	17
Brown	\$687,338	\$2,145,364	130
Buffalo	\$26,773	\$34,632	4
Burnett	\$83,746	\$212,472	15
Calumet	\$269,608	\$335,296	32
Chippewa	\$183,315	\$470,392	32
Clark	\$343,406	\$671,840	17
Columbia	\$320,045	\$342,004	23
Crawford	\$244,776	\$235,040	14
Dane	\$3,576,913	\$5,592,844	371
Dodge	\$492,492	\$587,340	32
Door	\$90,309	\$277,836	14
Douglas	\$136,431	\$428,220	30
Dunn	\$496,662	\$686,712	31
Eau Claire	\$509,826	\$1,173,432	54
Florence	\$26,682	\$92,404	6
Fond du Lac	\$522,866	\$842,556	72
Forest	\$6,822	\$14,560	1
Grant	\$250,042	\$834,652	19
Green	\$193,339	\$232,180	14
Green Lake	\$43,210	\$144,664	5
Iowa	\$114,020	\$215,436	13
Iron	\$22,623	\$109,512	6
Jackson	\$13,123	\$44,460	4
Jefferson	\$432,529	\$709,956	52
Juneau	\$156,570	\$204,672	10
Kenosha	\$638,967	\$1,487,096	95
Kewaunee	\$69,885	\$91,068	5
La Crosse	\$237,881	\$643,708	43
Lafayette	\$4,039	\$11,024	1
Langlade	\$158,967	\$187,304	9
Lincoln	\$22,993	\$178,308	7
Manitowoc	\$300,725	\$554,164	52
Marathon	\$1,239,658	\$1,624,896	76
Marinette	\$113,227	\$219,024	24
Marquette	\$59,983	\$125,216	9
Menominee	\$4,354	\$7,280	1
Milwaukee	\$2,928,477	\$7,227,909	393
Monroe	\$477,042	\$1,886,976	36
Oconto	\$80,024	\$125,840	11
Oneida	\$268,491	\$558,064	29
Out of state	\$67,961	\$143,572	3
Outagamie	\$982,827	\$1,268,852	83
Ozaukee	\$433,874	\$746,356	31
Pepin	\$31,135	\$57,044	4
Pierce	\$90,237	\$185,640	9
Polk	\$358,181	\$528,528	26
Portage	\$525,540	\$689,052	36
Price	\$143,346	\$185,120	6
Racine	\$745,526	\$1,899,612	100
Richland	\$279,968	\$203,086	17
Rock	\$756,238	\$1,389,232	92
Rusk	\$94,576	\$150,436	9
Sauk	\$369,701	\$470,964	26
Sawyer	\$31,191	\$100,568	10
Shawano	\$244,469	\$945,994	18
Sheboygan	\$460,246	\$1,254,604	66
St Croix	\$180,772	\$266,760	16
Taylor	\$268,890	\$297,128	19
Trempealeau	\$40,404	\$122,876	6
Vernon	\$199,093	\$294,892	19
Vilas	\$28,466	\$98,436	5
Walworth	\$703,234	\$1,345,656	64

<i>County</i>	<i>Cost of DVR Services</i>	<i>Annual Income of Successful Cases</i>	<i>Successful Case Closures</i>
Washburn	\$50,765	\$168,844	12
Washington	\$416,883	\$733,044	45
Waukesha	\$1,675,589	\$4,600,362	217
Waupaca	\$154,098	\$331,032	19
Waushara	\$138,630	\$296,348	22
Winnebago	\$1,006,542	\$1,944,436	118
Wood	\$752,003	\$920,941	48
<i>Wisconsin Total</i>	\$27,982,397	\$54,464,376	3,021

- ◆ DVR staff are located in 11 Comprehensive One-Stop Job Centers and 30 additional service locations throughout Wisconsin. DVR works closely with its Job Center partners to provide quality employment services to people with disabilities. Wisconsin continues to be a leader in the provision of employment services to people with disabilities through Job Centers.
- ◆ DVR staff provide vocational rehabilitation services to people with disabilities through a system of team-based service delivery. This approach allows DVR to serve consumers more efficiently by utilizing the strengths and talents of all team members.
- ◆ In collaboration with our Wisconsin Department of Public Instruction and Department of Health Services partners, DVR provides team-based services in support of seamless career planning and employment services for students transitioning from high school to either employment or post-secondary education.

Upcoming Initiatives

In SFY 2010, DVR anticipates maintaining for a third consecutive year, no wait for employment plan services for eligible applicants with the most significant disabilities (Order of Selection Category 1), a wait period of no longer than six to eight months for those with significant disabilities (OOS Category 2), and an indeterminate wait for services for individuals determined to have non-significant disabilities (OOS Category 3).

DVR will utilize American Recovery and Reinvestment Act (ARRA) funds to promote employment for DVR job-ready applicants by sponsoring paid internships in state government and funding on-the-job training for hires in other employment sectors. The program results in a “win-win” for DVR customers and employers. While DVR customers gain valued work experience and employment, the ARRA funding supports employers in expanding their workforce with qualified job-seekers with disabilities.

Division of Unemployment Insurance

Mission

Provide employer-funded, temporary, economic assistance to Wisconsin's eligible unemployed workers.

Program Summary

- ◆ Determines eligibility and pays benefits to claimants under state and federal programs and requirements.
- ◆ Manages the Unemployment Insurance Trust Fund.
- ◆ Collects Unemployment Insurance (UI) taxes from approximately 135,000 state employers.
- ◆ Assures integrity of benefit payments and tax collections.
- ◆ Manages the department's labor law clinic program, providing employers with information about the laws administered by the department.
- ◆ Takes an active role in influencing federal Unemployment Insurance policy decisions.
- ◆ Provides continuing outreach to employers and potential claimants, explaining the Unemployment Insurance law and describing administrative procedures.
- ◆ Works with the Unemployment Insurance Advisory Council to update state Unemployment Insurance statutes every two years.

Accomplishments 2007-2009

- ◆ Distributed more than \$2.15 billion in UI benefits to approximately 772,942 claimants over two years.

	<u>CY 2007</u>	<u>CY 2008</u>
Number of Claimants Paid	338,004	434,938
Amount of Benefits Paid	\$929,453,704	\$1,222,686,370
Number of UI Initial Applications	646,544	834,143
Number of weekly claims processed	3,971,926	5,176,172
Number of disputed issues resolved	223,692	229,584

- ◆ Achieved 89.1 percent first payment promptness for intrastate worker claims for unemployment insurance for the federal measurement period April 8 through March 31, 2009. This exceeds the U.S. Department of Labor standard of 87 percent.
- ◆ Issued 453,276 written initial determinations of benefit eligibility during the biennium.
- ◆ Implemented federal Emergency Unemployment Compensation (EUC08) program in July 2008. This provided, in addition to state UI benefits, 13 weeks of benefits to eligible claimants. EUC08 was expanded in November 2008 to add 7 weeks of benefits, called Tier 1, to eligible claimants who had exhausted regular EUC08 benefits. In addition, 20 weeks of benefits were made available to eligible claimants if certain unemployment triggers were met. The added weeks of benefits are called EUC Tier 2 and triggered on in January 2009.

- ◆ Managed the UI Extended Benefits program, which triggered in February 2009, the first time the program triggered on since the early 1980s, necessitating an extensive computer system upgrade. The Extended Benefits provide an additional 13 weeks of benefits to eligible claimants.
- ◆ Implemented the federal ARRA High Extended Benefits program after passage of Wisconsin Act 11 to have program trigger on when the Total Unemployment Rate reaches eight percent for three months. High Extended Benefits made seven additional weeks of benefits available to qualified claimants.
- ◆ Implemented the ARRA Federal Additional Compensation (FAC) program. FAC is a federal program that provides a \$25 weekly supplement to the unemployment compensation payments effective February 2009.
- ◆ Implemented the federal initiative to notify UI beneficiaries of the potential eligibility for Pell Grants and other student aid by providing them information about how to apply, and explaining they may still be eligible for unemployment benefits.
- ◆ Held approximately 12 labor law clinics to teach employers about their rights and responsibilities under Wisconsin law. Clinics are offered in all areas of the state and an average of more than 100 employers attend each clinic.
- ◆ Procured new federal grant funding totaling \$134 million for ARRA-related UI modernization. To qualify for full funding, Wisconsin already had an alternative base period provision for UI claimants and then through 2009 Wisconsin Act 11, added expanded qualification of individuals forced to separate from employment due to family circumstances and extended benefit entitlement for individuals enrolled in training programs.
- ◆ Offered small employer education sessions focusing on worker and employer UI rights and responsibilities were presented by staff from the four adjudication centers and from the tax bureau in communities outside large urban cities. During 2007, 17 presentations were offered in 16 sites throughout the state, and 540 employers attended the presentations. In 2008, 17 presentations were offered in 16 sites throughout the state, and 565 employers attended the presentations.
- ◆ Participated in rapid response sessions and provided speakers to employer groups, human resource groups, and business associations upon request. The four adjudication centers average 150 presentations of this type each year.
- ◆ Experimented with alternative ways of assigning adjudication work as well as having adjudicators specialize in certain eligibility issue families in an effort to more effectively manage the high workload at the four adjudication centers.
- ◆ Implemented UIBNET, a technical replacement of the UI Benefits and Legal electronic document management and workflow system, was implemented in late 2008. UIBNET was developed in-house, utilizing DWD standard software and eliminating reliance on proprietary software.
- ◆ Prepared and issued *2009 Report on Detection and Prosecution of Fraud* to the UI Advisory Council, including details on recovery of \$18 million in overpayments in 2008.
 - \$21,330,840 overpayments established in 2008, of which \$6,594,409 were due to fraudulent activities.
 - \$18,238,038 in overpayments recovered in 2008. \$4,904,873 was due to fraudulent activities.

- In 2008, 41 claimants were prosecuted and found guilty of UI fraud. Restitution of \$267,553 was ordered by the courts.
 - \$18,083,068 in overpayments was established in 2007. Recovered \$16,633,597 (92 percent).
 - In 2007, \$9,250,012 in penalties was assessed for fraudulent claims. \$4,245,365 was satisfied (collected).
 - In 2008, \$8,852,825 in penalties was assessed for fraudulent claims and \$5,024,971 was satisfied.
- ◆ Referred 121 cases of fraud for prosecution to district attorneys (52 cases) and the Wisconsin Department of Justice (69 cases).
 - ◆ Implemented the National Directory of New Hire cross-match, a new fraud detection tool.
 - ◆ Implemented the Inmate Crossmatch, a new fraud detection system to identify claimants who are filing while in jail or prison.
 - ◆ Added a section chief and two Program Integrity Investigators to the Program Integrity Section, which was created in 2007. Including the 8 fraud detection technicians, the section now consists of 11 FTE. These investigators specialize in complex fraud investigations including imposter/identity theft cases, employers who aid and abet individuals in committing unemployment fraud, and representing the department in criminal prosecution matters.
 - ◆ Implemented in April 2009 a new online direct deposit application that allows customers to self enroll to have their UI benefits directly deposited into their savings or checking accounts. Continued promotion of direct deposit to UI customers has increased the total benefit dollars that are direct deposited from 15.41 percent in March 2008 to 23.48 percent in March 2009 to 35.45 percent in August 2009.
 - ◆ Enhanced the Internet Initial Claims application to allow more people to complete their application online. Both system changes and workflow changes were made to accomplish this goal. In 2007, 38.6 percent of the claimants starting a claim on the Internet were able to complete their claim online. (The others needed to speak with a claims specialist to complete their claim.) In 2008, that number was 39.6 percent. After the changes were implemented in 2009, 51.4 percent of the claimants starting a claim on the Internet were able to complete their claim online.
 - ◆ Completed construction and user acceptance testing of and deployed the new State Unemployment Insurance Tax Enterprise System (SUITES).
 - ◆ Completed construction and testing of and deployed a number of online tax applications for employer to use in providing and obtaining information about their UI tax accounts including registering as a new employer, reporting quarterly tax and wage information, paying quarterly taxes electronically, inactivating their account, adjusting reported tax and wage information, calculating voluntary contribution amounts, and accessing tax rate and other account information.
 - ◆ Received an unqualified audit opinion from the Legislative Audit Bureau on the Unemployment Reserve Fund financial statements and financial operations.

- ◆ Continued to increase the number of employers filing their tax reports and paying electronically. More than 58,000 employers made their payment electronically for the first quarter. Over 96,000 employers filed their second quarter tax report electronically.
- ◆ Completed the enhancement of the on line Quarterly Tax and Wage Reporting System (QTWRS). The system now allows employers and employer agents to upload wage and tax reports, edits the uploaded reports for errors and permits online and file uploads for the current year as well as the previous three years.
- ◆ Maintained accounts for over 135,000 employers covered under the UI law.
- ◆ Implemented additional phases of the UI data warehouse Claimant and Employer Data Analysis Reporting System (CEDARS). The required federal report on UI tax operations (ETA 581 Report) is now generated from CEDARS.
- ◆ Implemented and enforced a number of law changes including increasing the number of employers and agents required to file quarterly wage and tax reports electronically, requiring certain employers and all agents to make quarterly tax payments electronically, expanding the criteria for employers who are eligible to defer payment of their first quarter taxes, and increasing the taxable wage base for all employers.
- ◆ Issued 40,841 appeal tribunal decisions in unemployment benefit cases over two years.
- ◆ Maintained quality of hearings at a high level, as indicated by consistently obtaining scores exceeding 90 percent in U.S. Department of Labor annual evaluations and DWD quarterly evaluations of hearing quality.
- ◆ Maintained an average case age of 24 days despite reductions in administrative law judges and support staff and substantial increases in the number of appeals filed during 2009.
- ◆ Implemented various permanent improvements in processing work and systems support for receiving and scheduling appeals hearings.
- ◆ Led the successful passage of the 22-page UI Bill, 2007 Wisconsin Act 59, containing numerous improvements to the UI statute, including, among many others:
 - Improved Reserve Fund solvency by:
 - Strengthening the UI Reserve Fund by three step increases to the wage base over 2009 to 2013.
 - Shifting base rate tax amounts to solvency tax rates.
 - Limiting benefit rate increases to improve solvency.
 - Increasing amount of minimum qualifying earnings for benefit eligibility
 - Provided more consistent treatment of separations due to inability to work and leaves of absence.
 - Clarified provisions on disqualification for failure to notify of absence and tardiness and lifted sunset on provision.
 - Lifted sunset on provision making employer responsible for failure to provide timely and complete response to department eligibility investigations.
 - Imposed firm due date for payments and tax and wage reports.
 - Required all employer agents and certain large employers to pay taxes electronically.
 - Expanded use of electronic filing for wage and tax reports.

- Increased penalties for claimants and employers that commit fraud by concealing information.
 - Removed benefit reduction for parents who are employees in their child's business.
 - Reduced from \$5,000 to \$1,000 the threshold for employers for deferring payments of first quarter tax liability.
 - Required UI Advisory Council to appoint a committee to study and report on the definition of "employee".
- ◆ Led the successful passage of 2009 Wisconsin Act 1, containing improved statutory mechanisms for turning off state programs for supplemental benefits in favor of federally funded programs
 - ◆ Promulgated numerous new and revised rules, including among others:
 - Exemptions of poverty-level wages from levy (DWD136)
 - Protection from disclosure of confidential unemployment insurance records (DWD 140 and 149)
 - Revised criteria for determining ability to work and availability for work (DWD128).
 - ◆ Conducted a series of five biennial public hearings by the UI Advisory Council, seeking and obtaining public input on the UI program.
 - ◆ Conducted 26 meetings of the UI Advisory Council during the 2007-2009 biennium, obtaining agreement on law change proposals and receiving and analyzing comments of the public and legislators on the UI program.
 - ◆ Developed a wide range of detailed policy options, research, and economic analysis to support a legislative program for strengthening and stabilizing UI reserve fund and delivered numerous presentations to UI Advisory Council.
 - ◆ Prepared and issued 2009 biennial reports to the Governor and Legislature, the *UI Financial Outlook*, reporting the UI reserve fund status, alternative financial projections of UI operations and impacts of potential changes to policy.
 - ◆ Prepared and issued 2009 biennial *Report of Activities of the UI Advisory Council for 2005–2006*.
 - ◆ Completed and delivered the *Unemployment Insurance Reserve Fund Stability* report required by 2005 Wisconsin Act 86 (July 2007).
 - ◆ Completed and delivered the Report of the UI Advisory Council Committee to Review the UI Statutory Definition of "Employee" required by 2007 Wisconsin Act 59 (June 2009).

Upcoming Initiatives

- ◆ Implement initiative with the DWD Employment and Training program to increase the re-employment services of UI benefit claimants.
- ◆ Continue to implement steps to ensure the UI system is accessible to non-English speaking individuals.
- ◆ Continue improvement of the quality of communications from the UI program to claimants, employers, and the general public.
- ◆ Continue efforts to employ a more diverse workforce.

- ◆ Expand efforts to encourage customers to utilize UI's new, efficient, and customer-friendly methods of interaction with special emphasis on web-based capabilities.
- ◆ Continue improvements in the quality and timeliness of information provided to the division by third-party administrators.
- ◆ Improve inter-divisional and inter-departmental relationships to reduce the cost of government while increasing the quality of service to customers.
- ◆ Implement options to strengthen the Unemployment Insurance Trust fund.
- ◆ Study and improve business processes in each major area of the division in an effort to enhance effectiveness of staff and operations, quality of work, and responsiveness to the UI customer.
- ◆ Continue to prioritize division needs in technology systems and carefully allocate scarce resources among numerous, competing technology projects.
 - Continue to expand the use of the UI data warehouse (CEDARS) for reporting purposes, including providing workload statistics and other information to monitor and improve the operations of the UI Bureau of Tax and Accounting Collection and Employer Service Team operations.
 - Continue to expand the employer reporting and information online portal for use by employers and employer agents.
 - Continue development and implement the new on line employer electronic payment application for employers and employer agents.
 - Complete the enhancement of SUITES to provide for assessing and paying interest on federal loans when due.
- ◆ Seek passage of proposals to strengthen and stabilize the UI reserve fund and other changes to the UI statute agreed upon by the UI Advisory Council
- ◆ Study and target improvements in state and federal law and department policy over the next biennium.
- ◆ Continue to improve the timeliness of establishing new employer accounts in order to meet the federal timeliness standard.
- ◆ Begin enforcing the new electronic payment requirement for employer agents.
- ◆ Implement any new law changes affecting the tax operation.
- ◆ Seek passage of department law change proposals to:
 - Improve definition of “employee”, study exclusions from “employment” and improve web-based service to employers and individuals interested in “employee” status determinations.
 - Refine rules on “able to work” and “available for work” and benefit claims filing.
 - Strengthen and stabilize UI reserve fund and enable repayment of federal loans.
 - Other changes to the UI statute agreed upon by the UI Advisory Council.
- ◆ Improve operational efficiency and customer service in appeals hearings.

Worker's Compensation Division

Mission

The mission of the Division of Worker's Compensation (WCD) is the promotion of healthy, safe work environments by maintaining a balanced system of services to ensure compliance with the provisions of the Wisconsin Worker's Compensation Act.

Program Summary

The WCD administers programs designed to ensure that injured workers receive prompt payment of required benefits from private insurance companies or self-insured employers. WCD also encourages rehabilitation and reemployment for injured workers and promotes the reduction of work-related injuries, illness, and deaths. The division resolves appeals regarding claims and ensures compliance with the provisions of the Wisconsin Worker's Compensation Act.

Division staff manage the worker's compensation claims program, provide assistance to claimants, set permanent disability ratings for claimants, and monitor accuracy and promptness of payments, health cost disputes, and return-to-work programs.

Division attorneys conduct formal administrative hearings to resolve disputed claims between claimants and employers.

WCD oversees the insurance functions of the worker's compensation program by managing the self-insurers program, the uninsured employers fund, and the wrap-up insurance program. The division also serves as liaison with the Wisconsin Compensation Rating Bureau and the Office of the Commissioner of Insurance.

Accomplishments 2007-2009

Legal Services

The Bureau of Legal Services has assisted the division in having one of the lowest cost per claim litigation rates in the country as noted by the Wisconsin Legislative Audit Bureau and the Worker's Compensation Research Institute. Staff accomplishments from July 1, 2008 to June 30, 2009 on an annual basis include:

- ◆ Scheduled 5,581 hearings, and conducted 765 formal hearings.
- ◆ Issued 7,551 judicial orders to resolve injury claim disputes.
- ◆ Processed 6,228 hearing requests.
- ◆ Conducted 1,381 pre-hearing and settlement conferences to resolve contested cases.
- ◆ Approved 5,171 settlements to resolve contested cases.
- ◆ Resolved 3,049 new health care service fee and necessity of treatment dispute cases through alternative dispute resolution.

Bureau of Insurance Programs

The Bureau of Insurance Programs reports the Uninsured Employer Fund (UEF) remains strong with a \$11.5 million balance as of June 30, 2009. Accomplishments from July 1, 2007 to June 30, 2009 include:

- ◆ Completed 42,217 Wisconsin employer investigations.

- ◆ Assessed penalties on 3,855 employers for operating without worker's compensation insurance.
- ◆ Collected penalty assessments of \$6.0 million from illegally uninsured employers.
- ◆ Estimated new insurance coverage resulted for 99,000 Wisconsin employees based on these efforts.
- ◆ Investigated and processed 137 claims for the Uninsured Employers Fund (UEF).
- ◆ Paid \$8.6 million through the UEF to or on behalf of workers injured while working for illegally uninsured employers.
- ◆ The Self-Insured program monitored about 155 private and 52 public self-insured Wisconsin employers.
- ◆ Five wrap-up projects were completed. Six new projects were approved. Currently there are nine active wrap-up projects being monitored. Wrap-up projects are large construction projects with a single policy covering all contractors. Wrap-up projects are designed to provide a coordinated project safety program. To qualify as a wrap-up project, the estimated project cost of completion must equal at least \$25 million and the estimated standard worker's compensation manual premium must be \$250,000 or more.

Bureau of Claims Management

The Bureau of Claims Management used information technology to improve customer service and streamline claims processing, as well as ensure prompt and accurate payment of benefits due and compliance with department reporting requirements. Accomplishments for July 1, 2007 to June 30, 2009 include:

- ◆ Monitored and processed over 99,000 non-litigated claims for accuracy, actions and prompt payments of over \$600 million.
- ◆ Created over 5,400 claims for applications, third parties, and hearing loss.
- ◆ Calculated Permanent Partial Disability (PPD) estimates for over 21,000 litigated and non-litigated claims.
- ◆ Verified and processed over 16,500 litigated and non-litigated claims for wage information.
- ◆ Processed over 212,000 pieces of litigated mail, paper reports and claim-related emails.
- ◆ Processed and verified over 12,000 claims for compromise and finding of fact orders.
- ◆ Received over 380,000 electronic transmissions of claim-related information by users of the division's secure log in Internet system for both viewing of claims and submission of required reports.
- ◆ Provided training to over 550 distinct insurance companies, self-insured employers, and their third-party administrators, by workshops, telephone, email, and division-maintained web pages. Division workshops were attended by 140 personnel.
- ◆ Published Indicators quarterly to help insurance companies and self-insured employers view their performance in nine various areas of compliance. Of the nine indicators, five of them are at or above the standard and four of them are holding steady or improving.

- ◆ Issued over \$5.2 million per year in special work injury benefits, including a biennium total of \$580,000 in death benefits to dependents of fatally-injured workers, and over \$460,000 in benefits paid to injured workers with permanent total disability.

Safety

The DWD Safety Partnership Committee completed and aired radio spots and public service announcements throughout the state for the prevention of back injuries in the healthcare industry. This was developed to promote the welfare of both patients and employees and relieve the concerns of the family members unfamiliar with the use of mechanical lifting equipment. The U.S. Department of Labor, Occupational Safety and Health Administration (OSHA) recognized the Safety Partnership committee for the work that was done on this project.

The Worker's Compensation Division continues its alliance with OSHA and the State of Wisconsin On Site Consultation Programs. The alliance works to achieve the following outreach and communication goals:

- ◆ Work with OSHA in developing information on the recognition and prevention of workplace hazards, and to provide expertise in developing ways of communicating such information (e.g., print and electronic media, electronic assistance tools, OSHA and DWD WCD web sites) to employers and employees.
- ◆ Appear at OSHA's or Wisconsin Department of Workforce Development Workers Compensation Division conferences or local meetings.
- ◆ Provide training and training materials, through the DWD WCD, to help employers understand and comply with OSHA regulations and to implement effective safety and health management systems.
- ◆ Promote and encourage participation in OSHA cooperative programs such as compliance assistance, the Voluntary Protection Program, and the Safety and Health Achievement Recognition Program.
- ◆ Increase the knowledge of DWD WCD and OSHA regulatory requirements through publications, media, and Internet geared toward those industries needing help in reducing injuries and illnesses in the workplace.
- ◆ Develop and disseminate case studies illustrating the business value of safety and health and publicize their results.
- ◆ Convene or participate in forums, round table discussions or stakeholder meetings to help forge innovative solutions in the workplace or to provide input on safety and health issues.

Accomplishments 2007-2009

- ◆ Study committees
 - The Loggers Committee initiated a "Certified Loggers Program" that, when completed by the loggers, will result in a 15 percent reduction in worker's compensation premiums for those loggers. Also, in accordance with the committee's recommendations, a "Mechanized Loggers Classification" was created by the Wisconsin Compensation Rating Bureau. This resulted in a substantial premium reduction for mechanized loggers.

- The Professional Employer Organizations (PEO) Committee proposed changes to the Worker's Compensation Act that insure proof of coverage and safety/risk ratings will be accurately maintained.
- The Permanent Total Disability (PTD) Committee completed an analysis of ways to provide regular cost-of-living increases to PTD recipients. The committee's recommendations are now being considered by the Worker's Compensation Advisory Council.
- ◆ Automated the hearing scheduling process. The new system went on line in early 2009.
- ◆ Finalized and implemented the newly-created administrative rule on utilization guidelines for medical services for injured workers. The administrative rules were adopted on November 1, 2007 and became effective in early 2008.
- ◆ Reduced the number of pending cases for hearings by 25 percent to substantially reduce the waiting period for hearings. The Worker's Compensation Division adopted a Certification of Readiness (COR) process that went into effect on August 1, 2008 and has been successful in assisting the Worker's Compensation Division in significantly improving service to stakeholders.

Under this process, attorneys representing injured employees are required to file a completed COR before the Worker's Compensation Division will schedule a hearing. By filing a COR the attorneys are verifying that they are genuinely ready to proceed to hearing with the case. The COR process is intended to enable Worker's Compensation Division staff to focus on scheduling cases that, according to the employee's attorney, are truly ready to be scheduled for hearing as soon as possible. The COR process is also intended to keep cancellations and postponements of hearings to a minimum due to employees' cases not being prepared for hearings.

In August 2007, the Worker's Compensation Division had 3,225 cases ready for hearing but not scheduled, and the average wait time or delay was about 200 days before a case was scheduled. In June 2009, after 22 months of the COR process, there are about 400 cases ready for hearing that have not been scheduled. The average wait time or delay is down to 42 days.

Upcoming Initiatives

- ◆ Improve insurer-compliance with replies to division correspondence. A proposal to strengthen correspondence compliance is being considered by the Worker's Compensation Advisory Council for inclusion in the upcoming "Agreed Bill," which would go into effect around January 1, 2010.
- ◆ Develop and implement the conversion of the division's Integrated Claims Management System (ICMS) from out-of-vendor-support application software to vendor-supported software that can use the current version of the department's database software.
- ◆ Work with the Worker's Compensation Advisory Council to analyze and effectuate cost containment initiatives for medical costs associated with work injuries in Wisconsin.
- ◆ Implement the Medicare secondary Payer Mandatory Reporting Provisions as required in Section III of the Medicare, Medicaid, and Extension Act of 2007.

- ◆ Take active steps to strengthen the solvency and sufficiency of the Uninsured Employers Fund in providing benefits to workers who are injured while working for an illegally uninsured employer.

Equal Rights Division

Mission

- ◆ To protect the rights of all people in Wisconsin under civil rights and labor standards laws.
- ◆ To achieve compliance through education, outreach, and enforcement by empowered and committed employees.
- ◆ To perform responsibilities with reasonableness, efficiency, and fairness.

Program Summary

The Equal Rights Division is responsible for enforcing the Fair Employment, Fair Housing, Public Accommodations, Whistleblower, and Family and Medical Leave laws in the Bureau of Civil Rights. The Bureau of Labor Standards enforces all Labor Standards Laws, including Hours of Work and Overtime, Minimum Wage, Wage Claims, Child Labor, and Plant Closing, as well as setting and enforcing the Prevailing Wage rates for state, local, and municipal building projects. The division also sets the prevailing wage rates for all state highway construction projects.

The Equal Rights Division is committed to education to eliminate discrimination and inadvertent violations of laws enforced by the division. Division personnel participate in over 50 presentations and seminars each year in this educational effort.

Accomplishments 2007-2009

- ◆ Investigated 8,440 civil rights cases.
- ◆ Resolved 7,809 unpaid wage complaints and recovered almost \$5.56 million for workers.
- ◆ Resolved 193 construction wage complaints and recovered \$557,000 for construction workers.
- ◆ Referred 19 housing discrimination cases to the Wisconsin Department of Justice for prosecution after a finding of probable cause at investigation.
- ◆ Updated and revised the civil rights training manual to capture the expertise and knowledge of retiring staff.
- ◆ Designed and implemented a new online complaint form for use by persons filing Fair Employment complaints.
- ◆ Provided an online summary of Wisconsin Act 20 that amended the Wisconsin Fair Employment Law to allow complainants who have received findings of discrimination to file an action in circuit court to obtain additional damages.
- ◆ Continued to successfully employ a diverse workforce while absorbing many retirements.

Case Data

<u>Civil Rights Cases</u>	<u>SFY 2008</u>	<u>SFY 2009</u>
Number of cases received	4,452	4,359
Cases completed	4,186	3,959

<u>Civil Rights Cases</u>	<u>SFY 2008</u>	<u>SFY 2009</u>
Cases sent to Hearing Section	1,227	1,163
Appeals to the Wisconsin Labor and Industry Review Commission	112	103
Decisions appealed to Circuit Court, as well as FMLA cases that go directly to court	35	24
 <u>Equal Rights Cases</u>		
Equal Employment Opportunity Commission (EEOC) cases processed	1,953	1,945
\$\$ paid by EEOC for cases processed	\$1,074,150	\$1,069,750
 <u>Labor Standards Cases</u>		
Unpaid wage complaints received	3,920	3,674
Complaints resolved	3,964	3,845
\$\$ recovered for claimants	\$3,706,952	\$1,856,029
 <u>Construction Wage Cases</u>		
Construction wage complaints received	97	102
Complaints resolved	74	119
\$\$ recovered for workers	\$127,371	\$430,004
Wage Determinations (the wage rates, by trade, to be paid for a construction project)	1,500	1,678

Upcoming Initiatives

- ◆ Explore changes that will allow for the most effective and efficient processing of large numbers of Fair Employment Law cases.
- ◆ Collaborate with Division of Vocational Rehabilitation to use Equal Rights Division staff as impartial hearing officers.
- ◆ Continue to increase accessibility of services and information to individuals with Limited English Proficiency (LEP) through handouts and Internet access.
- ◆ Strengthen the existing partnership with the U.S. Equal Employment Opportunity Commission (EEOC).
- ◆ Implement an electronic payroll reporting system by January 1, 2010 for contractors who perform work on public works projects to report payroll information to the department for the work done on the project.
- ◆ Update the administrative rules in DWD 290 to reflect the recently passed changes to the state prevailing wage laws contained in 2009 Act 28 (the biennial budget).
- ◆ Continue strong prevailing wage presence in all parts of the state by conducting on-site visits to construction sites.
- ◆ Develop frequently asked questions about Prevailing Wage laws and publish on ERD's website.
- ◆ Use ERD's website to communicate new laws, new applications, and revised publications about civil rights and labor standards laws.

Administrative Services Division

Mission

- ◆ To provide customers responsive, efficient, and high quality administrative support services.
- ◆ To provide department-wide integrated management systems to achieve department goals.
- ◆ To provide oversight of all department fiscal and personnel transactions.
- ◆ To provide a safe and healthful workplace for department staff and their clients, customers and visitors, and to provide for continuity of operations following the interruption of normal business processes.
- ◆ To ensure the integrity of public funds administered by department programs.

Business Services

The Administrative Services Division (ASD) provides a wide variety of customer-focused, central support services to the Office of the Secretary, DWD programs, staff, and partner agencies. The division's role is vital to the successful operation of the department.

The division is organized into the bureaus of Finance, General Services, Information Technology Services, and Human Resource Services.

The Administrative Services Division provides:

- ◆ Human resource management
- ◆ Payroll
- ◆ Financial management
- ◆ Purchasing
- ◆ Facilities management
- ◆ Mail, fleet, and asset management
- ◆ Information technology, imaging, and telecommunications services
- ◆ Continuity of operations planning, and incident management
- ◆ Health, safety and risk management services
- ◆ Central coordination of department administrative processes and policies

Accomplishments 2007-2009

- ◆ Assisted with creating the myriad of administrative processes and systems needed for the new Department Children and Families (DCF), including but not limited to:
 - Human resources and payroll
 - Accounting
 - Facilities consolidation and renovation
 - Mail, fleet, parking and asset management

- Information technology network connection, desktop support, and telecommunications
- Continuity of operations and incident management
- Records management

DWD continues to provide on-going network, mail, and accounting services to DCF.

- ◆ Received the State Council on Affirmative Action and the Office of State Employment Relations 2008 Annual Diversity Award in recognition of DWD's workforce diversity and opportunities for upward mobility for women, racial/ethnic minorities, and people with disabilities. From July 2007 to July 2008, these targeted groups' representation consistently remained well above both the statewide average as well as the available workforce. Statistics also showed that DWD had a higher number and percentage of reclassifications and promotional opportunities than the statewide average, which demonstrates the overall recruitment and retention success at the department.
- ◆ Reported a 7.62 percent Minority Business Enterprise (MBE) spend for SFY 2009, which exceeds the state goal of five percent. DWD was challenged to meet the five percent goal when more than sixty percent of the MBE spending transferred to the new Department of Children and Families. Innovative measures and consistent communication to all DWD divisions regarding the importance of continuing our efforts to support minority businesses allowed the department to once again meet and exceed the enterprise goal.
- ◆ Provided services in support of several large department initiatives:
 - Release of Job Center of Wisconsin, including accommodating ARRA requirements for Reemployment Services for UI claimants, a supporting call center, and consolidation and relocation of Job Center and DVR staff.
 - Implementation of the State Unemployment Insurance Tax Enterprise System (also known as SUITES), which replaced a 25-year-old system supporting UI Tax and Accounting operations.
 - Implementation of UIBNET, a technical replacement and upgrade of the system supporting UI Benefits and Appeals. The project has reduced on-going operating costs by eliminating the use of proprietary software.
- ◆ Implemented or supported a variety of administrative efficiencies
 - Electronic processing, auditing and storage of W-9 forms, travel vouchers and vendor, administrative, and TAA (Trade Adjustment Act) invoices.
 - Enterprise video conferencing and teleconferencing services to reduce travel.
 - Initiated a Web-based security awareness training program and required all current staff and contractors to complete the online training. This DWD training program has been shared as a "best practice" model with other state agencies.
 - Moved electronic tracking of correspondence to a less costly Microsoft Sharepoint application.
 - Database Conversion – DWD is the one remaining state agency still using out-of-vendor-support mainframe data management software for four DWD databases. A conversion effort is underway to convert these databases to vendor-supported software. The UI Appeals database was successfully converted in 2008. Testing is underway on the DWD Human Resources database with the production conversion planned for 2009. Work has begun on the remaining two UI Benefits databases with the production conversion planned for 2010.

- ◆ Participated in the Accounting Processes Re-engineering Collaboration (ARPC) group, consisting of representatives from the largest state agencies, including DCF, DHS, DNR, DOC, DOT, and DWD. The objective of this workgroup is to develop best practices in the financial areas that can eventually be adopted statewide. These best practices will help provide a framework that can be used if the state implements an Enterprise Resource Planning (ERP) system.
- ◆ Led a multi-agency effort to write a section of the state's pandemic operational plan for submittal to the federal government in the Fall of 2008. The section, titled *Mitigate the Impact of an Influenza Pandemic on Workers*, received 19 of a possible 19 points in the federal review, one of only two states to receive top marks. Subsequently, the U.S. Department of Labor referred several states to DWD for information on preparing their submittals.
- ◆ Collaborated with the Department of Children and Families to provide cardio-cerebral resuscitation (CCR) and Automated External Defibrillator (AED) training to agency lay rescuers and hosted staff from five state agencies in training for the use of evacuation stair chairs.

Upcoming Initiatives

- ◆ Issue a Request for Proposal for a contract to enable individuals collecting Unemployment Insurance to have benefit payments received via debit card. This new service will save the UI program from having to pay for postage and the costs associated with cutting a check for each payment.
- ◆ Add Worker's Compensation data to the department's financial data warehouse to provide improved detailed reporting and management trend analysis for this statewide program.
- ◆ Convert the financial system Transaction Editor (TEd) to .net. Along with the conversion, parts of the systems will be cloned for use by DCF.
- ◆ Complete the server co-location project by the end of SFY 2010. DWD's co-location strategy is for servers to physically reside at the Department of Administration data center and continue to be managed by DWD technical staff.
- ◆ Complete the Virtual Conferencing project by September 30, 2009. IT and DVR staff are working to implement Virtual Conferencing at 12 sites throughout the state including DWD locations, partner locations and other technology-enabled sites. Thus far, Virtual Conferencing solutions have been successfully implemented in GEF-1, Madison-Aberg, Milwaukee (Chase Ave) and the Rock County Job Center to meet the business needs of DVR counselors as they look to reduce staff travel to various offices around the state while providing a means for "face-to-face" communications between staff, partners, and consumers.
- ◆ Complete the conversion and migration of Human Resources, Unemployment Compensation, and Automated Scheduling databases in March 2010. Conversion of UI mainframe applications will create a foundation for modernizing UI applications.
- ◆ Continue department-wide Continuity of Operations (COOP) planning, training, and exercising, including pandemic preparedness planning and involving non-headquarters local sites with DWD staff.