

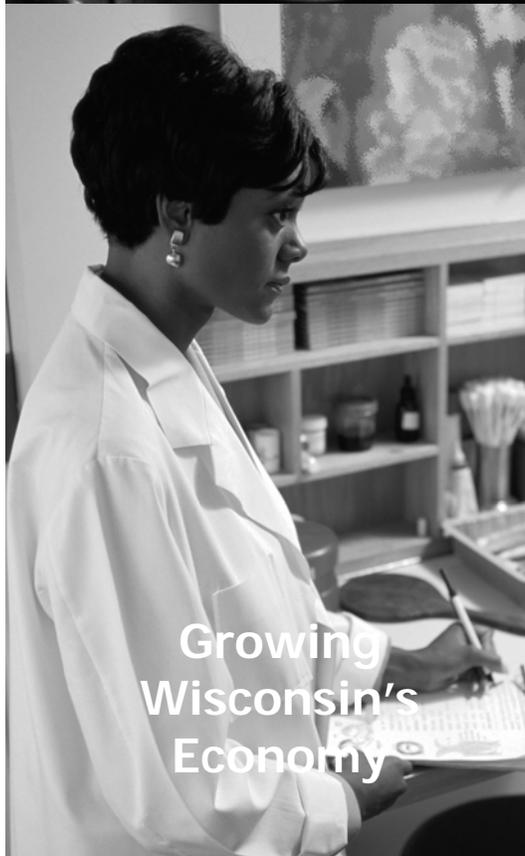
*Wisconsin Department of  
Workforce Development*

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***2005-2007  
Action Plan***



**Strengthening  
Wisconsin's  
Families**



**Growing  
Wisconsin's  
Economy**

Dear Colleagues:

With a sense of pride and excitement about the future, I am pleased to offer the 2005-2007 Action Plan for the Department of Workforce Development. Under Governor Jim Doyle's leadership, Wisconsin is moving forward, and at DWD, we are doing our part to maintain a course to a brighter future. We are meeting the needs of our many customers.



With this plan, we strengthen our resolve to build on our record of success. We are ready to act, whether the challenge is helping a major employer find highly-skilled workers to compete globally, or helping a single mother collect child support, find work and rise from poverty to self-sufficiency and career opportunities. Facing these and other challenges, we strive to provide the most efficient, cost-effective service to make Wisconsin an even better place.

Our charge is to ensure Wisconsin has the best workforce possible, now and in the future, and I am especially pleased that we are at the heart of Governor Doyle's agenda. DWD has a central role in his key initiatives: **Grow Wisconsin**, his long-term strategy to build a high-end, knowledge-based economy with family-supporting jobs; and **KidsFirst**, his equally comprehensive plan to see that all children get a positive, healthy start in life; thrive in strong, secure families, excellent schools and safe neighborhoods; and become successful, contributing members of society.

We pursue this overall mission, these important initiatives and our program responsibilities with an operating budget of over \$2 billion, a staff of more than 1,900 employees and a commitment to collaboration. Whenever and wherever partnerships help achieve what's best for Wisconsin, we welcome them. We work with other state agencies, education systems, employers, private organizations, labor and other groups to meet our goals. In this collaborative spirit, we complement the talents and many valuable contributions of our employees.

Through our programs and services, we touch the lives of all Wisconsin residents. We are excited about the future, and as Secretary of the Department of Workforce Development, I invite all to review the following pages, a plan of action and a means of monitoring progress in achieving our goals and providing the very best service.

Sincerely,

A handwritten signature in black ink that reads "Roberta Gassman". The signature is fluid and cursive, with a long, sweeping underline.

Roberta Gassman  
Secretary

Wisconsin  
Department of Workforce  
Development

2005-2007 Action Plan



# DWD's Mission and Vision

Our **Mission** is to provide a system of employment-focused programs and services that enable individuals and employers to participate fully in Wisconsin's economy.

Our **Vision** is to ensure that:

- Wisconsin has the workforce it needs:  
A qualified worker for every job.  
A quality job for every worker.  
Advancement and support for workers.  
Necessary support for families to gain and maintain employment; and Key services enabling employers to stay and grow in Wisconsin.
- Workforce solutions for Wisconsin that will achieve full employment, and support a diverse workforce; and provide training, improved job safety, equality, work and economic support services.
- Workforce development services that all Wisconsin residents can easily access.

## **DWD supports Governor Doyle's *Grow Wisconsin: Invest In People***

- A. DWD enhances opportunities, training and education for Wisconsin's workforce.
- B. DWD deploys public funds strategically, enlists private partners in more effective, collaborative efforts.
- C. DWD promotes high wage jobs and career ladder opportunities.
- D. DWD helps raise wages for working families.
- E. DWD encourages funding for technology training.
- F. DWD helps youth succeed in the workplace.

***DWD has a record of success in workforce strategies.***

***For example, in 2004 DWD assisted over 33,000 dislocated workers by providing \$53 million in training, re-employment services and weekly benefits through local Workforce Development Boards.***



## **DWD supports Governor Doyle's *Grow Wisconsin: Invest In People***

- G. DWD supports a diverse business environment and supports minority businesses and entrepreneurs.
- H. DWD invests in Wisconsin's economic base and growth industries.
- I. DWD helps grow our own with increased entrepreneurial opportunities.
- J. DWD streamlines regulations for businesses and provides high quality services to businesses to ensure retention.

***In 2004, DWD helped nearly 3,300 people with disabilities gain employment.***

***As a result of that \$21 million investment, these individuals now earn an estimated \$55.5 million per year, earnings that add to local economies and provide revenue for vital services in their communities.***



## **DWD supports Governor Doyle's *KidsFirst: Ready for Success***

- A. DWD helps parents to purchase quality child care so they can work.
- B. DWD supports efforts to have an ample supply of quality child care.
- C. DWD is committed to initiating stronger accountability in state child care programs through the proposed Quality Care for Quality Kids Initiative, which includes:
  - Investments to improve the education and support the child care workforce, and
  - Helping parents gain access to information about the quality of child care and why their choice matters.
- D. DWD promotes investments to improve the education and support of the child care workforce.

***In 2004, DWD awarded \$480,000 in child care grants to programs serving low-income children under 5 years of age. In addition, DWD awarded almost \$2.5 million in Community Child Care Initiative Grants to 52 grantees and their partners.***



## **DWD supports Governor Doyle's *KidsFirst: Strong Families***

- F. DWD helps low-income families move toward economic self-sufficiency.
- G. DWD helps low-income families with access to streamlined services through improved coordination with the Department of Health and Family Services and other partners.
- H. DWD helps break the cycle of incarceration by connecting ex-offenders to Job Service and other support services.



*In 2004, DWD received \$10.8 million in TANF performance funds for success in helping W-2 participants move toward economic self-sufficiency.*

## DWD Promotes Cost Efficiency

- A. DWD streamlines services to improve efficiency and realize cost savings.
- B. DWD promotes cost efficiencies in program operations through effective use of technology.
- C. DWD values high quality customer service while managing the challenge of budget realities.

*DWD completed the transfer of KIDS operations from IBM to DWD's technology bureau, saving the state \$2.5 million in 2005.*



## DWD upholds the tradition of excellent customer service

- A. When people contact DWD they are treated courteously, and their questions and concerns are addressed promptly.
- B. DWD operates programs for the service and convenience of our customers.
- C. DWD strives for excellence by asking customers directly, How can we serve you better?

*In 2004, DWD improved electronic filing, ensured correct, prompt payment of more than 80,000 injured worker claims, including 45,000 plus new claims. DWD will continue to seek ways to improve customer service.*



## DWD puts a premium on excellent customer service

- D. DWD's written documents, electronic tools, and website are easy to understand and use.
- E. DWD is committed to helping people of diverse cultures access opportunities and thrive in the workplace.
- F. DWD welcomes Limited English Proficient (LEP) clients, endeavors to serve them and increase the bi-lingual workforce in Wisconsin.

*In 2004, DWD tapped \$5.5 million plus in federal aid; staffed the Governor's Hmong Resettlement Task Force; led the efforts to resettle 2,500 refugees, including 2,100 Hmong; and served 1,500 employers and job seekers through the Refugee Employment and Immigrant Partnership Projects, helping employers fill jobs.*



## DWD strives to be an exemplary employer

- A. DWD strives to be an excellent workplace that values diversity and the unique contributions of each employee.
- B. DWD supports skill building and career ladders for its employees.
- C. DWD seeks ways to manage its human resources to maximize high quality customer service, recognize the importance of succession planning, and value its workforce, while addressing complex fiscal pressures in state government.

***DWD reduced administrative overhead by \$1.8 million in state fiscal year 2005.***



## The Department of Workforce Development Major Areas of Responsibility

### **Equal Rights**

This division protects the rights of all people in Wisconsin under the Civil Rights and Labor Standards Laws, and seeks to achieve compliance through education and outreach.

- Civil rights complaints investigation/hearings/resolution in employment and housing
- Family and Medical Leave Act enforcement
- Labor Standards violations investigations/resolution
- Child Labor Permits
- Construction Prevailing Wage determinations
- Statewide education and outreach programs

### **Unemployment Insurance**

This division collects taxes and pays unemployment benefits when due to workers. It seeks to facilitate a quick return to work for those who have become unemployed.

- Benefit determination and payment
- Disputed claims resolution
- Tax collection and auditing
- Appeals of benefit and tax decisions
- Fraud detection and enforcement
- Wage reporting

# The Department of Workforce Development

## Major Areas of Responsibility

### **Vocational Rehabilitation**

The division works in partnership with people with disabilities to individually pursue, obtain, and maintain employment suited to a person's abilities and interests and leading to independence, increased self-sufficiency and full inclusion in society.

- Vocational counseling
- Individual skills assessments
- Employment and training services
- Educational programs for employers and the public
- Assistive technology
- Self-employment assistance

### **Worker's Compensation**

This division ensures that workers who incur work-related injuries and illnesses receive appropriate benefits, and it promotes healthy, safe work environments.

- Resolution of Disputed Injury Claims
- Monitoring of insurance industry performance
- Authorization of self-insurance status for employers
- Enforcement of laws - requiring employers to carry Worker's Compensation insurance
- Recognition of safe businesses and practices

# The Department of Workforce Development

## Major Areas of Responsibility

### **Workforce Solutions**

This division works in partnership with local agencies, education systems and the private sector to develop and maintain employment-focused programs that enable employers to hire and retain the workforce they need. It also provides individuals and families with services that enable them to achieve financial well being as members of Wisconsin's workforce.

- Wisconsin Works (W-2)
- Wisconsin Labor Exchange
- Administration of Job Center Network
- Rapid Response
- Employment & Training Programs for
  - At-Risk Youth
  - Low-Income Adults
  - Dislocated Workers and Veterans
- Apprenticeship Program
- Child Care for Working Parents
- Child Support Enforcement
- Refugee Services and Resettlement Efforts
- Enforcement of Migrant Labor Laws

### **Administrative Services**

This division provides support to the department's divisions and partners.

- Information technology including data tracking and case management
- Facilities management
- Finance and procurement
- Budget and policy

**The Wisconsin Department of  
Workforce Development  
is an equal opportunity employer  
and service provider.**

**If you have a disability and need to access this  
information in a different format  
or need it translated to another language, please  
contact us by calling 608-266-3131.**

**For more information about our programs  
and services,  
visit our website at  
<http://dwd.wisconsin.gov>  
or write to us at PO Box 7946, Madison, WI 53707.  
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