

WISCONSIN

Department of Workforce Development

ANNUAL REPORT

2019



STATE OF WISCONSIN
 **DWD**
Department of Workforce Development





"In order to grow Wisconsin's economy, we need to ensure that we are building a Wisconsin that works for everyone - a Wisconsin that provides opportunities not only for education, training, and career growth, but a safe and reliable transportation network, affordable housing, clean environment, and support for folks when unexpected hardship occurs."

Tony Evers, Wisconsin Governor

"In Wisconsin, we are fortunate to have a workforce and workforce system that are the envy of the nation. At DWD, we will continue to support Wisconsin workers and businesses by delivering effective and inclusive programs and services."

Caleb Frostman, Department of Workforce Development Secretary-Designee



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December 27, 2019

The Honorable Tony Evers
Office of the Governor
115 East, State Capitol Building
Madison, WI 53702

Dear Governor Tony Evers:

It is my honor to present to you the Department of Workforce Development's (DWD) 2019 Annual Report, summarizing the agency's activities and key accomplishments throughout your first year in office. DWD staff provide exceptional services to the people of Wisconsin, including processing unemployment insurance and worker's compensation claims, navigating workplace discrimination laws, and connecting job seekers to well-paying jobs. The entire agency has embraced your mission of putting the people of Wisconsin first. Whether they are overcoming an unforeseen bout of joblessness or workplace injury, DWD is helping individuals find employment in family-supporting careers that allow them to invest in themselves, their families, their communities, and their future. Wisconsin's government should work for the people, and I am proud that we are implementing your vision of building a Wisconsin that works for all of us.

Specific accomplishments include:

Youth Apprenticeship to Registered Apprenticeship Bridge: Part of the career pathways within the apprenticeship program is the bridge between Youth and Registered Apprenticeship (RA). The YA to RA Bridge encourages employers to offer a registered apprenticeship to qualifying youth apprentices as the youth graduates from high school by applying some of the hours of related instruction gained under the youth apprenticeship toward the registered apprenticeship. The YA to RA Bridge program had a 28% increase in the 2018-2019 school year, transitioning over 100 students into related registered apprenticeships.

DWD and DOC Partnership: DWD and the Department of Corrections (DOC) have continued connecting the dots and opened a job center this year at Wisconsin's maximum women's prison, Taycheedah Correctional Institution in Fond du Lac. The inmates at the Taycheedah facility will have access to career readiness programs, job search assistance, resume development, services for veterans, registered apprenticeships, and assistance for individuals with disabilities. DWD and DOC have also prepared to open additional job centers in 2020.

Mobile Career Lab: The Division of Employment and Training recently launched a Mobile Career Lab, which allows for workforce services to be delivered in every region, county, and community in the state. The Mobile Career Lab visits communities throughout Wisconsin delivering workforce resources and services to individuals and businesses. The Mobile Career Lab assists those who may have challenges accessing workforce services, employers or businesses who have a training or hiring need, and partners who could use additional resources offered by the Mobile Career Lab.

Project SEARCH: Since the inception of Project SEARCH in Wisconsin, the program has grown from a single site during the 2008-09 school year to 27 business sites for the 2018-19 and 2019-20 school years. As of November 2019, these 27 sites enrolled 237 participants for the 2018-19 school year and 241 for the 2019-20 school year. Project SEARCH graduated a record 224 students in 2019.

S.A.F.E. Initiative: In October 2019, the Equal Rights Division introduced the S.A.F.E. ("Safe Access for Employees") Initiative to build awareness of the impact of domestic and sexual violence on the workplace, and to incentivize Wisconsin employers to enact policies that encourage their employees to seek assistance.

UI Trust Fund Grows: For the third year in a row, the UI Trust Fund balance exceeded the \$1.2 billion threshold needed to trigger the lowest tax rate schedule. The UI Reserve Fund balance was over \$1.8 billion on June 30, 2019, the date used to determine the required tax rate schedule for the following year and was over \$1.98 billion on December 12, 2019. For the 2020 tax year, employers will continue to pay taxes in the lowest possible tax schedule, schedule D. Since 2013, employers have saved over \$740 million when considering the changes in tax schedules and the improved UI tax account standing for many covered employers.

DWD will continue efficiently delivering innovative, impactful, and inclusive programming to meet Wisconsin's diverse workforce needs, and advocate for the protection and economic advancement of all Wisconsin workers, employers, and job seekers. In 2020 and beyond, we will continue our efforts to provide top-tier services to the people of Wisconsin.

Sincerely,



Caleb Frostman
Secretary-designee

Secretary's Office Overview

The Office of the Secretary oversees the Department of Workforce Development (DWD), which efficiently delivers innovative, impactful, and inclusive programming to meet Wisconsin's diverse workforce needs, and advocates for the protection and economic advancement of all Wisconsin workers, employers, and job seekers. DWD is responsible 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 several 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.

Legislative Liaison

The Office of Legislative Affairs is the agency's primary contact for the state's 132 legislators, as well as Wisconsin's Congressional delegation. He responds to legislative inquiries made on behalf of citizens from Wisconsin. He tracks legislation that has the potential to impact the agency and he meets with lawmakers and other stakeholders to educate them on DWD's mission and core services.

Office of Communications

The Office of Communications shares Department information and ensures 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 build awareness of the many programs, innovations, achievements, and issues related to DWD.

Office of Chief Legal Counsel

The Office of Legal Counsel provides legal advice to the Office of the Secretary and the Department's program managers, acts as the legal custodian for public records purposes, oversees rulemaking for the Department, supervises attorneys in the Office of Chief Legal Counsel and the director of Office of Integrity and Accountability, represents the Department before administrative tribunals, and acts as Department's litigation contact with the Department of Justice.

Office of Program Integrity and Accountability

The Office of Integrity and Accountability is responsible for evaluating the agency's resources to ensure they are being used efficiently, effectively, and appropriately for the advancement of the agency's mission and objectives. OIA conducts internal and external review activities and furnishes DWD with high quality analyses, appraisals, and recommendations.

Mission

DWD efficiently delivers effective and inclusive services to meet Wisconsin's diverse workforce needs, and advocates for the protection and economic advancement of all Wisconsin workers, employers, and job seekers.

Vision

DWD envisions a thriving Wisconsin economy in which:

- ▶ All workers are treated fairly, with dignity and respect;
- ▶ Employers, government, educational institutions, and workers collaborate to ensure workforce programs meet current and future needs; and
- ▶ Every job provides the wages and benefits necessary to support workers' basic needs, invest in their future, and actively engage with their families and communities.



Department of Workforce Development

Employment and Training

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 talent they need.
- ▶ Individuals and families achieve economic independence by accessing job search, training and related services, making sound employment decisions, and maximizing their workforce potential

OVERVIEW:

The Division of Employment and Training (DET) oversees the majority of workforce services administered by DWD, including the state labor exchange system and Job Center of Wisconsin, analyzes and distributes labor market information, monitors migrant worker services, manages the Wisconsin Fast Forward grant program and operates the state apprenticeship programs.



DWD Awarded a \$100,000 Fidelity Bonding Demonstration Grant



DWD was awarded a \$100,000 Fidelity Bonding Demonstration Grant from the U.S. Department of Labor (DOL) Employment and Training Administration (ETA) in June 2019. The grant funds will be used to purchase fidelity bonds to assist former offenders in obtaining employment, including former offenders recovering from opioid and other drug addictions. Fidelity bonds are business insurance policies that protect employers in case of any loss of money or property due to employee dishonesty. It gives an employer assurance that the hired former offender will not be a risk to the employer. DWD's fidelity bonding program plans to serve 1,000 additional former offenders over four years with the grant funding.

Strategic Goal: Career Pathways

YOUTH AND REGISTERED APPRENTICESHIP PROGRAMS CONTINUE TO GROW

The Division of Employment and Training's Bureau of Apprenticeship Standards (BAS) continues to provide a successful and sustainable training model for employers to gain skilled talent and for individuals to find a career pathway into high-demand occupations with family supporting wages.

Youth Apprenticeship Enrolled Records Number of Students

BAS's Youth Apprenticeship program continued its growth in the 2018-2019 school year, enrolling more than 5,000 students, a record for the Youth Apprenticeship program. Youth Apprenticeship (YA) is a highly successful talent acquisition strategy in which employers hire high school juniors or seniors for a one or two-year apprenticeship. During the apprenticeship, the student continues on their path to high school graduation and takes courses related to the profession as a way of enhancing what is being learned on the job. The YA Program is coordinated locally by regional consortia and overseen by the BAS.

Youth Apprenticeship to Registered Apprenticeship Bridge

Contract Year (7/1-6/30)	2013	2014	2015	2016	2017	2018	2019
Expense History	1,862,171	2,131,985	2,130,679	2,186,558	3,068,222	3,803,518	4,248,990
Enrollment History	1,829	2,520	2,552	3,042	3,561	4,362	5,099

Part of the career pathways within the apprenticeship program is the bridge between Youth and Registered Apprenticeship (RA). The YA to RA Bridge encourages employers to offer a registered apprenticeship to qualifying youth apprentices as the youth graduates from high school which includes applying some of the hours of related instruction, on-the-job training or both gained under the youth apprenticeship toward the registered apprenticeship. The YA to RA Bridge program had a 28% increase in the 2018-2019 school year, transitioning over 100 students into related registered apprenticeships.

Number of Students Who Bridged from YA to RA:

- 18-19: 109 students*
- 17-18: 85 students*
- 16-17: 42 students*
- 15-16: 39 students*

The Division of Facilities and Maintenance Services for Milwaukee Public Schools has bridged at least 6 apprentices from the Youth Apprenticeship program into registered apprenticeship for occupations including electrical, pipefitter, and HVAC.



Strategic Goal: Career Pathways (con't)

REGISTERED APPRENTICESHIP CONTINUES TO EXPAND

The RA program continues to see growth in the number of active apprentice contracts as employers continue to see the benefits of training and upskilling their workforce using the RA program.



Active Apprenticeship Contracts		New Apprenticeship Contracts	
Year	No. of Contracts	Year	No. of Contracts
2011	9,801	2011	2,279
2012	9,681	2012	2,718
2013	9,870	2013	3,133
2014	10,663	2014	3,414
2015	10,526	2015	3,069
2016	11,334	2016	3,133
2017	12,254	2017	3,321
2018	13,808	2018	4,093
2019*	14,226*	2019*	3,274*

*Through 10/1/2019

*Through 10/1/2018

In addition to the traditional apprenticeship occupations like carpenter and steamfitter, BAS continues to expand the apprenticeship training model into new occupations. In 2019, new apprenticeship programs were launched in Medical Assistant and Broadband Services Technician.

The Medical Assistant apprenticeship was launched in the Madison area in 2018 and expanded statewide in 2019. The program provides an opportunity to health care organizations across the state to create talent pipelines for their incumbent workers and is one of the first apprenticeships in the health care field.

The Broadband Service Technician apprenticeship was created in partnership with DWD's Bureau of Apprenticeship Standards, the Wisconsin State Telecommunications Association, Wisconsin Indianhead Technical College, and Tri-County Communications Cooperative. It was developed to assist with the skill needs of the telecommunications industry as broadband is expanded to all parts of Wisconsin.



PRE-APPRENTICESHIP PROGRAMS

Pre-apprenticeship programs were created to provide underrepresented populations opportunities to enter the registered apprenticeship pipeline by gaining meaningful skills, offering exposure to occupational areas, and connecting to available apprenticeships.

Pre-apprenticeship programs focus on "upskilling" an individual, so the individual is ready to enter a registered apprenticeship. The pre-apprenticeship program is also endorsed by an apprenticeship sponsor who sponsors apprentices in registered apprenticeship. This provides a helpful transition from the pre-apprenticeship into a registered apprenticeship. There are currently 29 certified pre-apprenticeship programs with 14 added in 2019, with many of the providers focusing on providing opportunities to underrepresented populations.

The State Council on Affirmative Action awarded the DWD as the winner of the 2019 Diversity Award for the pre-apprenticeship program for its strong commitment to providing certified pre-apprenticeship opportunities and training support for underrepresented populations throughout the state.

Strategic Goal: Re-entry

EXPANDING TRAINING OPPORTUNITIES IN CORRECTIONAL INSTITUTIONS

DWD and the Department of Corrections (DOC) have continued their workforce collaboration and opened a second correctional job center this year at Wisconsin's maximum women's prison, Taycheedah Correctional Institution in Fond du Lac. The same services and programming that is offered at the Oakhill Job Center has been integrated into the Taycheedah facility including career readiness programs, job search assistance, resume development, services for veterans, registered apprenticeships, and assistance for individuals with disabilities. DWD and DOC plan to open additional job centers in 2020.

DWD and DOC also partner on other job training opportunities in the correctional facilities such as technical skills training with the local technical colleges. Computer Numerical Control, or CNC, Welding, and Industrial Maintenance training programs were conducted at several correctional institutions. As inmates are trained, they will also work with the Job Center to ready themselves for employment upon release by updating their resume with new skills and learning how to apply for jobs online. Two Mobile Training Labs are also providing additional training opportunities. A Welding Lab is located at Taycheedah Correctional Institute offering eight inmates in each cohort the opportunity to receive career training on welding equipment and simulators. Upon completion of the welding program, inmates will receive a technical certificate from Moraine Park Technical College. This lab will be shared with Kettle Moraine Correctional Institute in calendar year 2020.

The Electro-Mechanical Mobile Training Lab is offering eight to ten inmates at Jackson Correctional Institution the opportunity to train and receive a technical certificate from Western Technical College. This lab will be shared with New Lisbon Correctional Institute in calendar year 2020. DWD and DOC are developing partnerships with additional state agencies such as the Department of Children and Families and Department of Health Services to provide additional resources to inmates prior to their release. Connecting workforce with other vital post-release needs like housing, health care, and child care, provides inmates up with the access to resources they need to be successful upon reentry into the community.



Strategic Goal: Workforce Services Delivery

DET LAUNCHES MOBILE CAREER LAB

The Division of Employment and Training recently launched a Mobile Career Lab, which allows for workforce services to be delivered in every region, county, and community in the state. The Mobile Career Lab visits communities throughout Wisconsin delivering workforce resources and services to individuals and businesses. The Mobile Career Lab assists those who may have challenges accessing workforce services, employers or businesses who have a training or hiring need, and partners who could use additional resources offered by the Mobile Career Lab such as:

- ▶ Job Search Assistance: Resume Review, Help with Job Applications, Improving Interview Skills, etc.
- ▶ Individual or Group Career Exploration
- ▶ Connections to Local Employers and Job Openings
- ▶ Re-employment Services to Unemployment Insurance Claimants
- ▶ Labor Market Information and Resources for Employers and Job Seekers
- ▶ Workshops to Assist Job Seekers with Resumes, Interview Techniques, and other Work Search Skills
- ▶ Technical Assistance and Liaison Services to Employers in Recruitment and Workforce Retention Planning
- ▶ Veteran Job Service Assistance
- ▶ Workforce Displacement Job Service Assistance

This new tool will expand the way that DET provides services by meeting customers wherever they are by partnering with libraries, correctional institutions, nonprofits, and others to provide services to their customers onsite. DET's customers include many hard to reach populations and the Mobile Career Lab assists in finding new ways to provide access to services for these individuals.

Visit JobCenterofWisconsin.com/mobile to view the Mobile Career Lab's Calendar of events and request a visit to your area.



DET Awarded Grant to Increase Workforce Delivery in Libraries

DET, in partnership with the Department of Public Instruction (DPI) and the Wisconsin Workforce Development Association, received a Laura Bush grant through the Institute of Museum and Library Services, the Libraries Activating Workforce Development Skills Project (LAWDS) grant. Libraries across the state are seeing many of the same customers that are seen in our Job Centers and the grant focuses on providing workforce information and resources to library staff, expanding workforce service delivery to the many library locations.

Cooperatively, 4 workforce modules will be developed. Training will be provided to library staff and the information will be made available through a portal through a DPI website allowing for continuing education for library staff.

The modules include:

- ◆ An Overview of Workforce Services and Resources
- ◆ Job Center of Wisconsin Website: Navigation and Resume Development
- ◆ Unemployment Insurance Basics
- ◆ WisConomy and Labor Market Information

Through partnership, greater connections are being made in communities across the state to impact individuals seeking workforce and job search services and information by partnering and educating local library staff.

Additionally, DET's Bureau of Job Service staff are working closely with Wisconsin communities to provide onsite assistance for library patrons seeking and needing services who may be unable to get to a Job Center or utilize libraries for their internet connection and would benefit from Job Service assistance. Outreach activities at libraries have grown in 2019, now providing workforce services in over 130 libraries across the state with the goal of "meeting people where they are."

SUPPORTING VETERAN THROUGH EMPLOYMENT

The Office of Veteran Employment Services (OVES) serves veterans and their spouses with significant barriers to employment find family-sustaining jobs and also promotes the hiring of all veterans to Wisconsin employers. OVES successfully launched new programs in 2019 to continue improving employment opportunities for veterans.

Hire Heroes: Wisconsin Transitional Jobs Program for Veterans

DET, in partnership with the Departments of Veteran Affairs (WDVA) and Children and Families, rolled out the Hire Heroes: Wisconsin Transitional Jobs Program for Veterans in April. The Hire Heroes program places eligible veteran participants into jobs to gain new skills or upskill and reimburse the employer the cost of wages (up to the Federal Minimum Wage), federal social security and Medicare taxes, state and federal unemployment insurance contributions or taxes and worker's compensation insurance premiums, if any, for up to 1,040 work hours. The program aims to provide employers an incentive to hire and provide training to veterans so the veteran gains transferrable skills that will lead to job with family sustaining wages ideally with the subsidized employer.

Staff from DET, WDVA, DCF, partners have been training in the program requirements and eligible so they can make referrals to OVES staff for program participation. Most veterans referred to the program have been hired on directly by employers without the subsidized wage, but one veteran and employer has participated and found success with the program.



Strategic Goal: Workforce Services Delivery (con't)

Vets Ready Employer Initiative Launch

DET announced an employer recognition program, the Vets Ready Employer Initiative, to the Wisconsin Veterans Chamber of Commerce in November. Vets Ready is a recognition of employers who go above and beyond for the veterans in their community and especially in their workforce. Businesses deemed "Vets Ready" provide an exemplary support system for Wisconsin's veterans and have demonstrated a strong commitment to building an engaged veteran network, both inside and outside their workplace. The Vets Ready employers will be recognized by DWD on JobCenterofWisconsin.com, social media, and on WiscJobsforVets.com. The application opens on January 2, 2020 with the first set of Vets Ready employers announced on Veterans Day.

Military Spouse Economic Empowerment Zones

DET has partnered with the Wisconsin Economic Development Corporation (WEDC), WDVA, Wisconsin Manufacturers & Commerce, and the U.S Chamber of Commerce Foundation's Hiring Our Heroes to launch the Military Spouse Economic Empowerment Zone (MSEEZ) in the state of Wisconsin in June. MSEEZ is a collaboration of public and private sector supporters who work together with local stakeholder to identify opportunities for military spouses to find meaningful employment in their local communities. MSEEZ communities also work to address barriers that military spouses face and find solutions to overcome them.

Military Transition Summits

DET continues to participate in Wisconsin's efforts to recruit service members exiting the military to come to Wisconsin. The Military Transition Summits are coordinated by WEDC and include DET veteran staff who attend to promote the many employment opportunities, recreational options, and military benefits offered in Wisconsin. In 2019, DET staff attended 18 transition summits across the world, leaving each summit with leads from 10-15% of the attendees.



Event Location / Source	Leads	Resumes
2019 USMC Okinawa	145	22
2018 USA Schofield Barracks	136	22
2019 USA Schofield Barracks	132	15
2019 USN Yokosuka	94	21
2018 USA JBLM	93	8
2019 USA JBLM	75	16
2018 USMC Camp Pendleton	71	1
2019 USA Fort Gordon	63	12
2019 USMC Camp Pendleton	62	13
2019 Vilseck, Germany	61	6
2018 USMC Kaneohe Bay	60	9
2019 Kaiserslautern, Germany	56	9
2019 USMC Camp Lejeune	56	12
2019 USA Ft. Bliss	52	1
2019 USA Fort Campbell	50	3
2019 USMC Kaneohe Bay	35	6
2019 USA Ft. Leonard Wood	33	6
2019 USMC Cherry Point MCAS	30	7
2019 USA Fort Carson	27	11
Unknown*	27	12
2018 USN Whidbey Island NAS	19	
2019 Vincenza, Italy	18	2
2019 USAF Travis AFB	17	13
2019 USAF Buckley AFB	15	5
LinkedIn	11	2
Email	4	
DWD Referral	2	2
Facebook	1	
HoH Mil Spouse Network	1	1
Total	1,446	237

*Service member did not indicate where they met Team Wisconsin

Strategic Goal: Customer Service

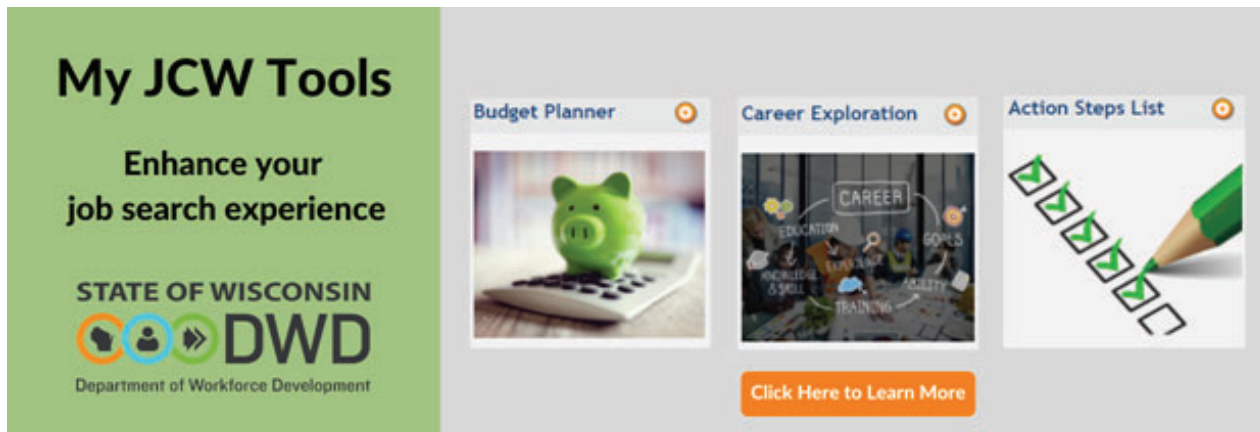
MODERNIZATION ASSISTS IN CUSTOMERS ENGAGEMENT AND RESOURCES

Over the last couple of years, DWD has made significant strides in modernizing the way our customers and the general public engage and interact with the public workforce development system. The results of this modernization effort have been the implementation of the Comprehensive Employment Planning Toolkit (CEPT), a case management application that interfaces with several online tools that participants may access through the My JCW portal on JobCenterofWisconsin.com. The modernization efforts are not intended to replace face-to-face interactions between participants and their career planners; rather, to enhance the service-delivery process by allowing participants and career planners to more effectively exchange information and engage virtually.

The online tools that DWD developed include a Budget Planner, Self-sufficiency Calculator, a Community Resources locator, an Action Steps List, a Career Exploration tool, an Unemployment Insurance Summary tool, and an Individual Employment Plan (IEP) /Individual Service Strategy (ISS) development tool. Collectively, these tools help participants build financial literacy, connect with resources to address potential barriers to program participation, identify appropriate training and occupational goals, and outline the action items that will lead them to goal attainment. DWD created the CEPT application and online tools with input from an ongoing workgroup comprised of representatives from the local WDBs and their Title I service providers, Title III, the Office of Veteran Employment Services (OVES), and TAA.

While the modernization efforts have focused on the state's Title I-funded programs, the majority of the online tools are accessible to the general public and can therefore be leveraged by other core and partner programs. Additionally, the CEPT application is already available to Title III, OVES and TAA staff, and has been built in a fashion that would allow for future expansion to other core and partner programs.

To promote the knowledge and use of these tools, DWD created several tutorial and explainer videos for the tools to help staff, participants, and the public understand the purpose of the tools and how to use them. DWD will continue to lead efforts to further enhance the CEPT application and the existing online tools, as well as develop new tools to improve the way customers engage with the public workforce development system. Additionally, DWD is taking steps to require that Title I use the IEP/ISS development tool for program participants. It is anticipated that other programs may follow suit. DWD is planning to implement a pilot in early 2020, to evaluate the required use of the IEP/ISS development tool by Title I.



Strategic Goal: Worker Protections

ADMINISTRATIVE RULE TO INCREASES EQUAL OPPORTUNITY STANDARDS WITHIN APPRENTICESHIP PROGRAM

On October 1, 2019, the Bureau of Apprenticeship Standards finalized new affirmative action and equal employment opportunity regulations for the state's registered apprenticeship program. The passage of the new administrative rule (DWD 296) marks the first substantive change to the equal opportunity standards governing state apprenticeship in more than 40 years. With the new rule comes additional protections for apprentices against discrimination because of their sexual orientation, age, disability status, and genetic information. In addition, the rule requires apprenticeship sponsors and employers to provide anti-harassment training to new apprentices and to employees working with those apprentices, as well as ensure that their programs and facilities are free from discrimination.

Sponsors must also establish procedures to handle complaints about harassment, intimidation, and retaliation and make apprentices aware of their rights to make a complaint against their sponsor or employer with BAS or the Wisconsin Equal Rights Division. One of the biggest components of DWD 296 is the emphasis placed on outreach and recruitment, especially for larger programs that lag in their inclusion of minorities, women, and persons with disabilities. When notice about apprenticeship openings and opportunities is circulated in advance to a wide variety of outlets, organizations and mediums, as the rule requires, the benefits of apprenticeship training, such as family-sustaining wages and career prospects, are available to a wider array of applicants and job-seekers.

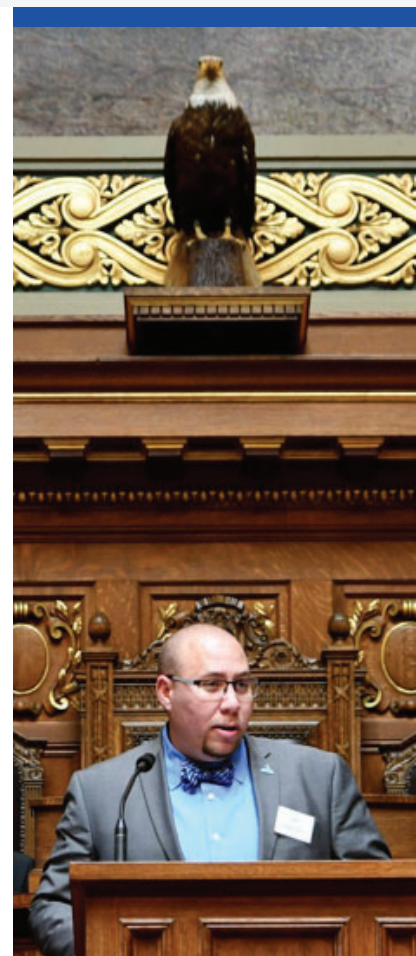
DET RECOVERS LOST WAGES FOR MIGRANT WORKERS

DWD is distinctly positioned to inform, educate, and protect migrant agricultural workers, a particularly vulnerable population. Wisconsin Migrant Labor Law, enacted in 1977, protects individuals who come to Wisconsin for 10 months or less and work in agriculture, horticulture, or food processing. The law provides multiple protections, including standards for wages, hours, and working conditions of migrant and seasonal farm workers (MSFW); certification, maintenance and inspection of migrant labor housing; and the recruitment and hiring of migrant and seasonal workers.

DWD employs two full-time bilingual Spanish migrant labor inspectors who travel the state to ensure Wisconsin's agricultural employers comply with State migrant labor laws. Inspectors and MSFW outreach staff also speak directly to workers, providing them information about their rights and protections, as well as referrals to supportive services available to them through community organizations and human services organizations.

If a worker indicates any issues or files a complaint about wages, conditions, treatment, etc., MSFW inspectors are permitted by the State migrant law to investigate and issue notices of violations and correction orders to employers.

While most complaints and apparent violations are informally resolved, there are instances when the State has investigated and found employers in non-compliance. Recently, a group of migrant workers notified one of our inspectors that they had not been paid according to the terms of their contract. After thorough investigation and consultation with DWD Legal, DWD successfully recovered \$3,000 in wages for the workers.





Department of Workforce Development

Equal Rights

MISSION:

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

OVERVIEW:

The Equal Rights Division administers laws prohibiting discrimination in employment, housing and public accommodations, and the state's family and medical leave law. Enforces laws pertaining to minimum wage, overtime pay, timely payment of wages, employment of minors, and notification of business closings or mass layoffs.



DID YOU KNOW . . .

Administrative Law Judge Mediators continue to have an excellent success rate of more than 70 percent of the more than 2,000 mediations completed annually. Mediation helps parties reach mutually agreeable settlements and helps prevent the need for costly litigation for all parties.

Administrative Law Judges issued more than 800 hearing decisions, including dismissals.

Equal Rights Division Investigators issued more than 2,700 investigation resolutions, including dismissals. This included 1,112 initial determinations finding "no probable cause" and 332 finding "probable cause" that discrimination occurred as alleged.

Strategic Goal: Customer Service

THROUGH DIRECT ASSISTANCE, ERD HELPS INDIVIDUALS AND BUSINESSES NAVIGATE LABOR STANDARD AND CIVIL RIGHTS LAW

The Equal Rights Division (ERD) enforces over forty different laws protecting persons in Wisconsin from discrimination and retaliation in employment, housing, and public accommodations, and maintaining fair labor standards, including just wages and hours of work, safe work conditions for minors, notification rights when businesses close, and protected leave. In this way, the ERD helps make Wisconsin a fair and just place for all people to work.

From January to November 2019, our Equal Rights Officers investigated over 2,500 civil rights complaints. These included 2,221 fair employment law complaints, 119 family and medical leave law complaints, 101 fair housing complaints, 57 public accommodations complaints, and 33 health care retaliation complaints. In close to one quarter of those cases, the Equal Rights Officers found probable cause to believe the law had been violated and referred those cases to hearings before one of our Administrative Law Judges.

In the first half of 2019, over 600 cases were certified to hearing before an Administrative Law Judge. The Administrative Law Judges determine whether the law has been violated and determine appropriate remedies. Additionally, as of this year, all our Administrative Law Judges can conduct pre-hearing mediations when agreed to by the parties. Parties voluntarily agree to pre-hearing mediation in about a third of our cases, and nearly two-thirds of those mediations result in settlement.

On the labor standards side, ERD Equal Rights Officers investigated 1,605 labor standards complaints, over 1,300 of which involved claims for owed wages. As a result of their investigation, the ERD was able to collect nearly \$800,000.00 in wages owed to Wisconsin workers.

To serve clients more efficiently, ERD made a number of work process improvements. Internal productivity measures were improved, and, using daily reports, we were able to substantially reduce the percentage of overage cases and lower our case backlog. Training of our Equal Rights Officers so that all are cross-trained to handle both civil rights and labor standards investigations, trained consistently, and able to handle full caseloads faster from hire has been a top priority. This is particularly important given that half of the Equal Rights Officers have been hired within the last two years. The division has implemented stay interviews and has used that data to inform a number of initiatives to increase employee engagement and retention. Finally, ERD expanded our workspace in the Milwaukee office to include an additional hearing room, better office space for our Administrative Law Judges, and additional cubicles to better accommodate our new Equal Rights Officers.



THROUGH EDUCATION, ERD CONTINUES PROACTIVE OUTREACH

For the ERD to be fully effective, Wisconsin workers need to know their rights and know when and how to file a complaint with our agency. That is why ERD staff engages in outreach and education activities throughout the year.

Staff have given presentations to over 1,200 individuals on a wide variety of topics, including harassment in the workplace, arrest and conviction discrimination rights, child labor and youth apprenticeship, social media laws, and disability law. This year, ERD's training portfolio was expanded to include job seekers and DWD staff outside Equal Rights who are then better able to identify needs of the individuals seeking assistance and direct them to our services.



Besides these presentations and training, the division looks for other ways to make it easier for individuals to seek assistance from ERD. Online complaint forms have been developed that will allow aggrieved workers to start the investigation process without needing to print and mail forms to our offices (reducing the use of paper as well). The division also increased our number of Spanish-fluent Equal Rights Officers to meet the need for in-language services for Wisconsin's growing Hispanic population.

ERD's outreach activities are by no means limited to reaching out to workers. Educating and providing resources to employers is also critical to reducing the number of violations and ensuring compliance with our laws. In 2019, ERD launched the division's first electronic newsletter for employers, helping them keep up to date on current workplace law issues. The ERD also presents on labor and employment law topics to employers and employer organizations throughout the state. Staff present to the employment law sections of state and local bar associations, so attorneys are better able to consult with their clients on workplace law topics.

In addition to these activities, the ERD website was updated to make it easier for users to find resources, as well as their answers to labor and employment law questions. The phone intake processes were streamlined to reduce the number of times callers may be "bounced around" from one staff member to another before getting the answers they need.

We continue to look for ways to build awareness and educate the people of Wisconsin on their rights and responsibilities under the laws we enforce.



Strategic Goal: Customer Service (con't)

INTRODUCTION OF THE S.A.F.E. INITIATIVE

On October 29, 2019, the ERD introduced the S.A.F.E. ("Safe Access for Employees") Initiative to build awareness of the impact of domestic and sexual violence on the workplace, and to incentivize Wisconsin employers to enact policies that encourage their employees to seek assistance.

Domestic and sexual violence is a widespread problem in Wisconsin. Although anyone can experience domestic or sexual violence, women are particularly likely to experience it. Ninety-six percent of workers in domestic or sexual violence situations experience problems at work due to the abuse. Yet too many workers are afraid to seek help from their employer, often out of fear of losing their jobs.

It is estimated that only about a third of companies have a formal workplace domestic violence assistance policy. The S.A.F.E. Initiative seeks to increase that number by incentivizing employers to enact policies that:

- ▶ Assure non-discrimination against victims of domestic or sexual violence;
- ▶ Protect the confidentiality of employee reports of domestic or sexual violence, sharing such information only on a need-to-know basis; and
- ▶ Accommodating victim's needs by offering job-protected time off work to seek assistance, such as to attend legal proceedings or relocate.

Participation in the S.A.F.E. Initiative is voluntary. And employers can tailor their domestic violence assistance policies as appropriate to align with their culture and available resources. However, as long as their policies meet the three requirements above, participating employers can display a sticker on their website or in their facility that identifies them as a "S.A.F.E." employer.

"If an employee asks for help in dealing with a domestic violence situation, most employers would already respect that employee's confidentiality and try to help the employee without ending their employment", believes Jesús Villa, ERD Administrator. "We are not asking employers to do something they wouldn't already do. However, by formally publishing these policies and letting employees know there is a safe path to seeking assistance, more employees will seek help and address or escape abusive situations."

The ERD is actively promoting the program to employers throughout the state, partnering with domestic violence advocacy organizations and other agencies to build awareness and encourage participation, so we can offer these protections to as many Wisconsin workers as possible. Additionally, ERD has published resources – including sample policies – on its website, <http://safe.wi.gov>, along with the application to participate.



- ✔ Protected Time Off
- ✔ Confidentiality
- ✔ Non-Discrimination



Department of Workforce Development

Operations

MISSION:

Provide strategic vision, leadership, and solutions with our business partners to empower clients and customers.

OVER VIEW:

The Division of Operations (DO) provides management and program support to DWD's divisions, including budget, facilities, finance, information technology, purchasing and procurement, lean government, project management services and solutions, and incident management and continuity of operations. In addition, DO provides IT support to the Labor & Industry Review Commission, batch monitoring support to the State of Wisconsin Investment Board, and certain statewide programs administered by the Department of Health Services and the Department of Children and Families. Additionally, DO works closely with the department of Administration (DOA) and the Division of Personnel Management (DPM) in the delivery of human resource services to the department.

DO consist of five bureaus and one office:

- ◆ Enterprise Solutions
- ◆ Finance
- ◆ General Services
- ◆ Information Technology
- ◆ Procurement and Information Management
- ◆ Office of Policy and Budget



DID YOU KNOW . . .

The Bureau of Procurement and Information Management's Records staff participated with the Wisconsin Historical Society (WHS) on a three-year electronic records grant, known as the Wisconsin State Preservation of Electronic Records Project, which completed in the spring of 2019. Our work with the WHS helped them to develop an online transfer process for Wisconsin State Agencies to transfer records to the WHS, create processes and tools to identify and schedule electronic records, and create guidance and best practices in records management.

Strategic Goal: Operating more effectively and efficiently

DWD'S DIVISION OF OPERATIONS COORDINATES AGENCY-WIDE STRATEGIC PLANNING

In the beginning of 2019, the department began its strategic planning effort, Connecting the Dots to Move Wisconsin Forward, with a strategy session, led by a Division of Operations, Bureau of Enterprise Solutions (BES) consultant. At the strategy session, the business consultant facilitated a dialogue with DWD appointees to identify high priority focus areas in alignment with the administration's goals. Following that brainstorming session, the executive leadership enlisted the BES to develop an agency wide leadership workshop to solicit further information and ideas around the priorities identified at the strategy session: Worker Protections and Rights, Career Pathways, Re-Entry to the Workforce, Customer Service, and Workforce Services Delivery. Taking the requirements identified by the executive leadership, BES developed a daylong event to include DWD senior managers and Aspiring Leaders Training Series (ALTS) graduates, broken into 10 discussion groups, each focusing on one of the high priority focus areas. BES selected and trained 12 facilitators and 12 note takers to ensure each discussion group was able to meet the goals identified for the day; developed the discussion agenda; and developed a report out methodology. BES also assigned more than 120 staff members to a focus group to ensure that each group represented a variety of ideas and experiences. At the end of the day, each group reported out their discussions using a science board format. Following the leadership workshop, the strategic planning began in full force. A BES consultant is the project manager of the initiative. She developed a plan to meet the agency strategic planning objective of identifying and achieving short term goals and identifying longer term goals before the end of 2019. BES staff serve as project managers for each of the five focus areas, helping senior leadership focus their efforts and meet timelines and deliverables identified by DWD executive leadership. In total, this initiative involved no less than 200 individual staff members, from different levels of job duties and from multiple DWD locations. The focus groups have identified short term goals and will be reporting on their completion in the beginning of 2020. The groups have begun discussion about long term goals and initiatives.



BITS DELIVERS SUPPORT TO DWD THROUGH HIGH-VALUE PROJECTS

The Bureau of Information Technology Services (BITS) implemented many high-value projects in 2019 to support the Department of Workforce Development's mission and vision, provide additional system security and provide the latest technology to increase overall effectiveness & efficiency. A few project examples are highlighted below:

- SOLAR (Sharing our Local Resources):** SOLAR, developed for the Division of Employment and Training (DET), is a financial transactions tracking system for allocating partner shared expenses to appropriate grant and fund codes. The functionality was necessitated as a result of the US Department of Labor recommendations. The BITS DET-Division of Vocational Rehabilitation (DVR) Applications Development Section worked on developing the application. A DET and BITS team demonstrated the application functionality to US Department of Labor Regional office and other state representatives. Other states have expressed interest in collaborating with our team for developing similar applications.

The screenshot displays the SOLAR application interface. At the top, there is a navigation bar with tabs for Information, Partners, Details, Manual Allocation, Budget Distribution, Payment Schedule, Attachments, and Budget Summary. The main content area is titled 'Budget Summary' and includes a 'Print Budget Summary' and 'Submit Budget for Review' button. Below this is the 'Budget Information' section with the following details:

- Job Center Budget: \$715
- Program Year: 2020
- WDA: Bay Area
- Job Center: Menasha Bay Area
- Budget Number: 624
- Status: Draft
- Budget Start Date: 07/01/2020
- Budget End Date: 06/30/2021

The 'Partners' section includes a table with the following data:

Partner	SQ FT	SQ FT %	FTE	FTE %	Customer Count	Customer Count %	Custom	Custom %
11	1	7.69%	1.00	33.33%	1.00	33.33%	1	7.69%
2016 server test	1	7.69%	1.00	33.33%	1.00	33.33%	1	7.69%
abcd	11	84.62%	1.00	33.33%	1.00	33.33%	11	84.62%
America Works, Inc.								
Total	13	100%	3.00	100%	3.00	100%	13	100%

The 'Details' section is divided into two parts:

- Infrastructure Costs:**

Budget Line	Amount	Allocation Type	Partner	In Kind
Equipment (Copier, Computers, Furniture)	\$65	Manual	2016 server test	<input type="checkbox"/>
Total	\$65			
- Shared Delivery Costs:**

Budget Line	Amount	Allocation Type	Partner	In Kind
IT Services	\$190	Customer Count	11	<input type="checkbox"/>
Office Manager	\$500	Sq Ft	abcd	<input type="checkbox"/>
Total	\$690			

- LexisNexis Identity verification:** The BITS Unemployment Insurance (UI) Applications Development team completed implementation for a unique functionality of utilizing identity verification quiz as a part of the claimant portal authorization process. The identity verification quiz is administered through data interface with LexisNexis, an external provider for such services. The identity verification quiz will help reduce fraudulent access of the UI claimant portal.
- Windows 10 migration:** BITS completed the migration of all agency user workstations and laptops to the Windows 10 operating system. This upgrade to Windows 10 ensures everyday computing devices used by agency staff have the most current technology, tools that provides better user experiences and ensures security of data.



Department of Workforce Development

Unemployment Insurance

MISSION:

To facilitate financial stability and a prosperous Wisconsin economy by delivering high quality, innovative, customer-driven unemployment services.

OVERVIEW:

The UI program primary roles are to provide:

- ▶ **Temporary economic assistance** to individuals who find themselves unemployed through no fault of their own and who are actively seeking work.
- ▶ **Economic stability** in the community during periods of economic downturn.

The UI program is financed by federal and state taxes paid by employers who are subject to the federal/state UI laws. Wisconsin was the first state to enact a UI law in 1932 to help stabilize the effects of the Great Depression.

The UI Division areas of responsibility consist of:

UI Administration - Handles the development of strategic plans, operating budgets, system modernization, information technology coordination, communications, and legislative and customer relations. Includes **Quality Control (QC)** - Audits and provides statistically valid estimates of the accuracy of both benefit payments and decisions and audits UI Tax operations to ensure accuracy and timeliness.

Benefit Operations Bureau (BOB) - Processes claims, adjudicates disputes, and ensures proper payment of benefits.

Bureau of Tax and Accounting (BTA) – Collects, controls, and accounts for flow of funds into and out of the UI program; establishes tax liability; maintains employer accounts; audits employers to promote and verify employer compliance with state laws, regulations, and policies; and collects unpaid employer taxes and benefit overpayments.

Bureau of Legal Affairs (BOLA) - Provides legal advice and services for the division, handles internal security, processes UI benefit and tax appeals, represents DWD in court and administrative proceedings, conducts research and analysis on UI laws and policies, investigates and educates employers on worker misclassification, and provides support to the Unemployment Insurance Advisory Council (UIAC).

Bureau of Management and Information Services (BMIS) – Handles project management, imaging and document management, business analysis and automation, telecom and data services.



DID YOU KNOW . . .

For the third year in a row, the UI Trust Fund balance exceeded the \$1.2 billion threshold needed to trigger the lowest tax rate schedule. The UI Reserve Fund balance was over \$1.8 billion on June 30, 2019, the date used to determine the required tax rate schedule for the following year and was over \$1.98 billion on December 12, 2019. For the 2020 tax year, employers will continue to pay taxes in the lowest possible tax schedule, schedule D.

Program integrity is a top priority for the UI Division. As of September 2019, claimants who file unemployment claims online (and have not logged into UI benefit online services for at least one year) are asked a series of questions provided by LexisNexis to verify their identity. This identity verification prevents potential improper payments and unauthorized access to UI benefit online services and the confidential information it contains.

When an individual files for unemployment benefits and has an eligibility issue that must be reviewed (e.g. discharge), waiting for a determination can be unnerving. UI understands it can be a difficult time and makes every effort to go above and beyond for unemployed individuals in the state. The Department of Labor has unemployment determination timeliness standards. In Wisconsin, UI is exceeding these standards.

Strategic Goal: Workforce Services Delivery

ONLINE UI CLAIMS FILING AIMS TO MAKE PROCESS EASIER FOR CLAIMANTS TO PERFORM, UNDERSTAND

In June 2019, UI implemented a new Worker Initial Claim application (WIC) that was developed to work on a platform that provides more flexibility within UI's technological architecture and the ability to integrate with other modernized UI applications. The WIC application provides a better user experience, improves efficiency, and reduces time to train new staff.

UI has made great advancements in efficient and effective service delivery. UI provides its customers with the ease and convenience of using smartphones, tablets, or computers to file claims quickly and securely. Nearly 99 percent of all claims are currently filed online, and UI provides the ability for Spanish speakers to file their weekly claims online using the Spanish application.

An example of this efficient and effective service delivery in action was displayed in October of 2018 when a major disaster occurred in Wisconsin. The President ordered federal assistance - known as Disaster Unemployment Assistance (DUA) - to supplement state and local recovery efforts in the areas affected by the severe storms, tornadoes, straight-line winds, flooding, and landslides that occurred across the state. The DUA funds furnished by the Federal Emergency Management Agency were administered through the UI program. UI's enhanced online services allowed claimants to indicate their need for DUA with the press of a button when filing their online initial claim.

Strategic Goal: Re-entry to the Workforce

RE-EMPLOYMENT OF UI CLAIMANTS REMAINS TOP PRIORITY

USDOL's most recent data shows that Wisconsin ranks second nationally at re-employment outcomes for UI recipients. Once a claimant registers with the Job Center of Wisconsin (JCW), they benefit from re-employment curriculum tailored to their unique job search needs. In July 2018, working closely with DWD's Division of Employment and Training (DET), UI enhanced its Re-employment Services and Eligibility Assessment (RESEA) program. Claimants who need more in-person counseling to help them obtain employment are now able to self-schedule appointments with job counselors online, making getting the skills they need to re-enter the workforce as efficient and easy as possible.

UI and DET staff participate in reoccurring monthly meetings to discuss issues, identify pain points, brainstorm solutions, and assign action items. These meetings work to guarantee continued communication and collaboration between the divisions. This ongoing cooperation ensures claimants continue to receive high levels of service.



BUSINESS SERVICES

WHERE TALENT & OPPORTUNITY MEET

In-person & Online

Strategic Goal: Worker Protections and Rights

UNDER GOVERNOR EVERS, RENEWED EMPHASIS ON WORKER MISCLASSIFICATION

Protecting the rights of workers and employers through proper worker classification is a focus for UI. In April 2019, Governor Evers created the Joint Enforcement Task Force on Payroll Fraud and Worker Misclassification. The Task Force focuses on tackling the issues of worker misclassification through interagency cooperation, information-sharing, and joint enforcement efforts against serious violators. The Task Force meets on a regular basis, and with Worker's Compensation, Equal Rights and UI each having a member serving on the Task Force, DWD has a key role in facilitating the coordination of worker misclassification matters between DWD, various state agencies, and stakeholders representing the interests of workers and business communities in industries affected by misclassification. Leading up to the first meeting of the Task Force, DWD proactively, in collaboration with contractors and construction unions, held a Worker Misclassification Roundtable to gather information and input on the issue of worker misclassification in Wisconsin.

The UI Division has been conducting its own initiatives to ensure workers in Wisconsin are properly classified and created a dedicated Worker Classification unit even before the creation of Governor Evers' Joint Enforcement Task Force on Payroll Fraud and Worker Misclassification. The UI Division's efforts to combat worker misclassification have generated approximately \$2.4 million in revenue for the Trust Fund since the project was initiated in May 2013; DWD has conducted 2,612 worker classification investigations, which have resulted in 600 audits that identified a total of 7,934 misclassified workers and the assessment of more than \$2.7 million in UI tax, interest and penalties. In addition, the UI Field Audit Section has identified another 42,000 misclassified workers since 2013 resulting in tax assessments and interest of \$12.5 million.

Strategic Goal: Customer Service

INCREASING CUSTOMER SERVICE FOR BOTH CLAIMANTS, BUSINESSES

After reviewing the operations of its Help Center, UI modified the Help Center's call menu options in September 2019 to improve the customer experience when a claimant calls for assistance. The improvements to the call menu options included making the information in the greeting more concise and reorganizing the menu options to make it easier for claimants to select the appropriate service so the claimant's needs can be addressed in a more efficient and effective manner. UI also changed the Help Center hours to improve staff efficiency and capacity while still providing excellent customer service.

UI also implemented a system which allows UI claimants and employers to make credit or debit card payments by phone, providing convenience to customers and reducing the risk of accepting a bad check. As of September 2019, employers can make single UI tax payments, including quarterly tax payments or delinquent tax payments, online through the Employer Portal (UI Employer Online Services) with a credit or debit card. UI will expand this function to allow claimants to repay overpaid benefits online with a credit or debit card in the spring of 2020.



Debit/Credit
Card

Pay Instantly & Securely

You can now pay [Unemployment Benefit Overpayments](#) by phone using credit or debit cards*



Call **608-266-9701** to make payments

Strategic Goal: Career Pathways

MENTORING AND STAFF TRAINING ENSURE STAFF HAVE CLEAR CAREER LADDER, CITIZENS RECEIVE ACCURATE INFORMATION

UI has recently started a mentoring program within BOB intended to empower a quality workforce and develop career opportunities within DWD. This mentoring program helps participants achieve career development and personal growth goals that support DWD business objectives, encourages the development of leaders, and fosters a higher level of job engagement. UI is looking to expand the program to the entire division.

BOB held its annual training conference in September 2019 for managers, supervisors, and lead workers to provide training in leadership and to discuss more ways to develop staff and handle increased workload. The BOLA held two training conferences in 2019. One conference was dedicated to training and developing BOLA administrative support staff, and the other was BOLA's annual training conference for UI attorneys and administrative law judges (ALJs) on recent changes and developments to Wisconsin unemployment law and policies. The BTA held a training conference in September of 2019 for field auditors to discuss a variety of topics and reinforce staff knowledge.

The UI division is taking advantage of training opportunities offered by the National Association of State Workforce Agencies (NASWA). To date, BTA, BOB, and QC have participated in NASWA's UI Operations Integrity training. The UI Operations Integrity curriculum is delivered through six eLearning modules: Fundamentals, Claims Intake and Processing, Adjudication, Overpayment/Recovery, and Key Skills. Small group meetings are held after completion of each module to discuss each topic more in depth. Staff will receive a UI Operations Integrity certificate after they have completed the training.

Strategic Goal: Operating Effectively and Efficiently While Enhancing Program Integrity

UNEMPLOYMENT INSURANCE ADVISORY COUNCIL COMPLETES WORK ON AGREED BILL

The UIAC advises DWD and the Legislature on policy matters concerning the development and administration of UI law. The Council allows labor and management representatives to work together to ensure stability in the UI system and collaborate on positive changes to enhance to program. The Council is recognized as essential and integral to the legislative process. As a result, controversial issues and the foremost policy concerns are addressed effectively. Council deliberations and negotiations resolve difficult issues and tend to efficiently balance the interests of employers and employees.

The Council began its agreed-bill process for the biennium by holding a public hearing in November 2018, via video conference with hearing locations in Eau Claire, Green Bay, La Crosse, Madison, Milwaukee, Superior, and Wausau. The Council also accepted written comments from the public submitted to the department by mail or through a dedicated email box. UIAC activities and related UI reports can be found at <https://dwd.wisconsin.gov/uibola/uiac>





Department of Workforce Development

Vocational Rehabilitation

MISSION:

The mission of the Division of Vocational Rehabilitation (DVR) is to assist individuals with disabilities in obtaining, maintaining, and improving employment by working with consumers, employers, and other partners. DVR primarily serves individuals with disabilities, working with them to maximize their employment opportunities by helping them develop the skills that today's businesses are seeking in the workforce. DVR also serves employers, connecting them to qualified job seekers with disabilities.

OVERVIEW:

DVR's primary services for job seekers with disabilities include:

- ▶ 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
- ▶ Employment service support for persons with significant disabilities, including:
 - + Time-limited, on-the-job supports
 - + Vocational and other training
 - + Rehabilitation technology
 - + Occupational licenses, tools, and other equipment
 - + Assistance in small-business plan development

DVR's primary services for businesses include:

- ▶ Informing business about the DVR talent pool and the full spectrum of DVR programs and services
- ▶ Sharing information with employers about incentives and opportunities to provide work-based learning and career exploration options to students and youth through internships and work experiences
- ▶ Connecting employers to resources to help them recruit, job match, hire, train, and retain qualified job candidates from the DVR talent pool
- ▶ Providing consultation, technical assistance, and support to employers on workplace accommodations, assistive technology, and accessibility
- ▶ Offering information and consultation on disability employment topics, including the benefits and return on investment of enhancing diversity in the workplace and the Americans with Disabilities Act



Program Accomplishments 2018-19

In SFY 2019, 3,590 individuals with disabilities successfully reached their employment goal and entered the workforce. The earnings of these 3,590 recent additions to Wisconsin's workforce are projected to be an estimated \$63 million annually, nearly double the public investment made during the entire time they received DVR services.

DVR Outcome Data

In State Fiscal Year 2019, DVR helped over 3,500 individuals with disabilities achieve their employment goal. Those workers had an average hourly wage over \$13.00 per hour, and are projected to earn over \$63 million annually.



Strategic Goal: Career Pathways

WISCONSIN CONTINUES TO LEAD IN PROJECT SEARCH

Administered by DVR, Wisconsin continued its successful participation in Project SEARCH, a national program for youth and adults with disabilities that provides internships and education leading to competitive integrated employment. Each Project SEARCH program runs concurrent with the K-12 school year and is offered statewide in partnership with Wisconsin businesses, schools, disability services agencies, and managed care organizations.

Since the inception of Project SEARCH in Wisconsin, the program has grown from a single site during the 2008-09 school year to 27 business sites for the 2018-19 and 2019-20 school years. As of November 2019, these 27 sites enrolled 237 participants for the 2018-19 school year and 241 for the 2019-20 school year.

The table below shows the most recent data available demonstrating Wisconsin Project SEARCH's success in connecting interns with employment upon completion of the program.

Wisconsin Project SEARCH Statistics	2016-17	2017-18	2018-19	2019-20
# Enrolled	163	194	237	241
# Graduated	158	186	224	--
# Employed-Total	143	164	--	--
# Employed-PS National Criteria	123	135	--	--
% Employed-Total	88%	85%	--	--
% Employed-PS National Criteria	75%	70%	--	--

Compared to Project SEARCH programs nationally, Wisconsin exceeds the national average in graduation rate and employment rate (both employment total and employment meeting Project SEARCH standards).

Wisconsin Project SEARCH Statistics	2016-17		2018-19	
	National	Wisconsin	National	Wisconsin
Graduation Rate	94%	97%	94%	96%
Employment Rate-Total	80%	88%	78%	85%
Employment Rate-PS National Criteria	70%	75%	67%	70%

Successful employment outcomes for Wisconsin Project SEARCH graduates for the 2018-19 and 2019-20 school years are expected to increase significantly given the rise in program enrollment since the 2017-18 school year.

Strategic Goal: Workforce Services Delivery

DVR DELIVERS COMMUNITY INTEGRATED EMPLOYMENT (CIE) PLAN AND REPORT

On March 28, 2018, the 2017 Wisconsin Act 178 was enacted into law, requiring DWD's Division of Vocational Rehabilitation, the Department of Health Services (DHS), and the Department of Public Instruction (DPI) to work together to increase the competitive integrated employment (CIE) outcomes for working age people with disabilities who receive public services outside their home. Since this date, DVR has taken on this legally required lead role and partnered with both DHS and DPI to write the first CIE **biennial plan** and **annual report**.

The inaugural CIE Plan includes an executive summary, guiding CIE principles from each agency, and CIE targets for CIE performance improvement. These CIE targets are included within three cross-agency objectives:

1. Increase awareness that work is possible for people with disabilities by promoting CIE opportunities using targeted outreach and education.
2. Align service delivery systems and strengthen coordination to increase CIE opportunities for people with disabilities.
3. Prepare students for CIE through their educational experience, connecting individuals to vital services both during and after high school.

The **CIE Report** highlights interagency collaboration to increase CIE to date, including some initial progress on the CIE plan. In addition, the plan reported on baseline CIE outcomes, which included reporting the connection of over 27,600 working age individuals with disabilities to CIE within the last reporting year.

The report and plan were posted on the DVR-hosted **CIE website** on June 30, 2019. CIE workgroups continue to meet monthly to implement the plan by reviewing workplans, data integration elements, and data system requirements, as well as getting updates on service provider capacity activities.

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07/01/2019 | CIE Joint Plan | DVR-18663-P



2017 Wisconsin Act 178: Increasing Competitive Integrated Employment Outcomes

Department of Workforce Development | Division of Vocational Rehabilitation
Department of Health Services
Department of Public Instruction

Strategic Goal: Customer Service

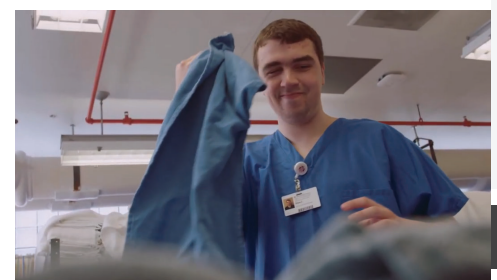
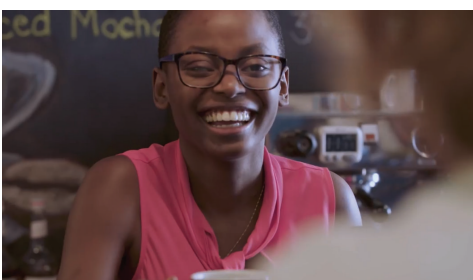
DVR DEVELOPS INFORMATIONAL VIDEOS

Throughout the program year, DVR worked to develop a series of DVR informational videos. The video series, titled Getting Started with the Division of Vocational Rehabilitation, is comprised of four videos, two of which have already been released – **DVR 101** and **Youth in Transition**.

Available publicly via YouTube, these videos highlight the services available through DVR and inform prospective consumers and their families about how DVR can help individuals with disabilities reach their employment goals. The videos have been shared via DWD social media and by DVR staff, partners, and stakeholders at meetings, conferences, events, and informational sessions. The final products are captioned and include graphic design elements emphasizing key content to ensure accessibility for DVR consumers with varying disability limitations.

DVR 101, which launched in April 2019, has over 3,500 views as of November 2019. Since its release in September 2019, Youth in Transition has been viewed over 1,000 times as of November 2019. The significant number of views for each of these products demonstrates the value our staff, customers, and partners find in these resources.

Two additional videos highlighting employment success for individuals with significant disabilities and the DVR eligibility process are expected to launch by the end of calendar year 2019.





Department of Workforce Development

Worker's Compensation

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. The Division's work to ensure compliance with the Worker's Compensation Act includes, among other efforts, advancing worker protections and providing exceptional customer service – both of which are areas of focus in DWD's current long-term strategic planning efforts.

OVERVIEW:

The WCD administers programs designed to advance worker protections by ensuring 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 ensures compliance with the provisions of the Wisconsin Worker's Compensation Act.

Highlights of key functions include:

- ▶ 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 resolve health care service fee disputes, necessity of treatment disputes, and pharmacy fee schedule disputes.
- ▶ 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.

In fulfilling these responsibilities, WCD maintains a commitment to the delivery of exceptional customer service through streamlining services, empowering staff, and robust outreach and education.



Lynn Weinberger, Honorable Mention Recipient, 2019 Virginia Hart Special Recognition Awards Program

WC Financial Specialist Lynn Weinberger was one of three women across state government who received an Honorable Mention in the 2019 Virginia Hart Special Recognition Awards Program. The program recognizes women in government who are unsung heroes. As one example of Lynn's many contributions, Lynn performed an outstanding job in 2019 collecting assessments from insurance carriers and employers to support the Work Injury Supplemental Benefits Fund (WISBF), which pays benefits to individuals or dependents under specified benefits programs. By July 2, 2019, an unprecedented 100 percent of all WISBF invoices – totaling \$4,996,180 covering approximately 247 entities based in Wisconsin and across the U.S. – was paid for the year's assessment. When the WISBF assessment was due on January 6, 2019, less than \$3.5 million had been paid. Lynn's persistence in obtaining the remaining \$1.5 million over the balance of the state fiscal year included repeated follow-up letters, phone calls, faxes, and emails to individuals both in Wisconsin and across the country, demonstrating her commitment to excellent customer service and her dedication to program integrity.

Strategic Goal: Customer Service

IMPROVING CUSTOMER SERVICE BY OPERATING MORE EFFECTIVELY AND EFFICIENTLY

The WCD in June 2019 rolled out a new electronic warrant filing system that streamlines the process to file WC warrants and will save tens of thousands of dollars annually. The electronic warrant (e-warrant) filing system, developed with the cooperation of the Wisconsin Court System, allows WC staff to seamlessly file warrants with Wisconsin circuit courts when WC looks to recover benefits costs paid out of the state's Uninsured Employers Fund (UEF). The UEF pays benefits on claims filed by employees who are injured while working for illegally uninsured employers. The WC e-warrant filing project streamlined the warranting process for more than 4,000 transactions annually. Examples of process improvements include:

- ▶ Eliminating daily printing, transporting, and mailing of paper warrants.
- ▶ Improving overall accuracy through automated data transfers.
- ▶ Allowing for one-day processing of warrant, satisfaction and withdrawal transactions.

In 2018, there were 1,914 warrants filed with an average of 10.9 days to docket the warrant. During the first three months following implementation, there were 421 warrants filed with an average of 1.6 days to docket the warrant, reflecting an 85% reduction in time to docket filed warrants. All of the warrants have accurate docket dates and case numbers assigned to them. Estimated savings through these process enhancements will surpass \$55,000 per year for the WC system, which is funded through an annual administrative assessment on insurance carriers and self-insured employers.

Selected Uninsured Employer Fund Metrics CY2019

Uninsured Employer Fund (UEF) Oct 31 Balance	\$26,986,324
Completed employer investigations by UEF Staff 1/1/19-10/31/19	19,897
Payments through UEF to on behalf of workers injured while working for illegally uninsured employers 1/1/19-10/31/19	\$3,211,809

Selected Legal Services Metrics CY2019

Number of processed and closed disputes involving reasonableness of fees, necessity of treatment and pharmacy fee schedule.	3,325
Number of processed hearing requests	3,260
Total pieces of legal mail on non-litigated cases that were processed (approx.)	40,000

STATE OF WISCONSIN



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