



Rhode Island Department of Labor and Training



2006 Annual Report

Making Connections

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Welcome to DLT

Every day, Rhode Islanders in all industries and circumstances are finding ways to connect to the Department of Labor and Training. Human resources managers who need skilled employees for their businesses are connecting with our employer services representatives to produce job fairs and recruitment activities. Job seekers are taking advantage of our convenient and comprehensive netWORKri Career Centers to launch their career searches or to enroll in helpful workshops such as interviewing skills and résumé writing. High school students are using our RI Red career database to research future careers and to analyze their present work skills. And employees of businesses large and small continue to benefit from training opportunities funded in part by Governor's Workforce Board grants.

When Rhode Islanders encounter tough times, DLT is there to help. The department oversees Rapid Response programs that help some recently unemployed workers find new jobs expeditiously. For those Rhode Islanders who have lost their jobs because their work has moved overseas, the Trade Adjustment Assistance program may connect them with benefits such as retraining, reemployment services and health coverage tax credits. Temporary Disability Insurance and Unemployment Insurance can help affected Rhode Islanders stay financially afloat when they cannot work. Other UI programs, such as WorkShare, can help employees keep their jobs while their company experiences an economic slow-down.



DIRECTOR
ADELITA S. OREFICE

Other Rhode Islanders know DLT by the good work we do in the areas of Workforce Regulation & Safety and Workers' Compensation. Whether you are a tradesperson applying for a license or a business owner storing hazardous materials, the Department of Labor and Training is helping to monitor the credentialing and safety practices needed to make Rhode Island a safe state in which to work. Similarly, DLT helps keep Rhode Island workers safe by monitoring and enforcing Workers' Compensation insurance for all the state's workforce, and by providing a safety net should individual members of that workforce ever need to draw upon that insurance.

By connecting to the Department of Labor and Training, you can connect to a world of related resources in your community. DLT has partnerships with social service agencies, education institutions, labor market information resources and service providers throughout the region that can help you address your particular employment needs. Also, through its numerous and unique ties to the business community—from workforce investment boards to industry partnerships—the Department of Labor and Training can help new and existing employers recruit and retain their workforce.

Just as the department is made stronger by its network of community connections, we hope that your workforce skills and resources are made stronger by your connection to DLT.

INTRODUCTION

Strategic Planning

The strategic plan for the RI Department of Labor and Training (DLT) has four main objectives.

Objective 1: Strengthen and improve Rhode Island's workforce development systems so that:

- Rhode Island workers can find job opportunities to match their skills and improve their standards of living.
- Employers have access to a well-trained, highly qualified workforce for a 21st-century economy.
- The state can make strategic, demand-driven investments in workforce development and leverage its funds with private sector investment.

Objective 2: Strengthen and improve income support programs so that:

- Rhode Island workers receive timely benefit payments during times of hardship, can access their benefits relatively easily with as little red tape as possible and receive a fair and competent hearing if benefits are denied.
- Rhode Island employers can be confident that the income support system is run effectively, does not put employers at a competitive disadvantage, does not discourage employee productivity and is not an unfair tax burden.
- The State of Rhode Island can benefit from maintaining a level of economic stability when workers and employers hit rough times.

Objective 3: Strengthen and improve the department's regulatory programs so that:

- Rhode Island workers can be confident that their rights are protected, that they are receiving a fair (legal) wage for their work and that they are working in safe and healthy workplaces.
- Rhode Island employers can be confident that laws are effectively and fairly enforced for all employers, that no single employer or group of employers has a competitive economic advantage and that bad employers are appropriately sanctioned and discouraged.
- The State of Rhode Island will be known as a place that protects its workers while supporting a level playing field for all employers.

Objective 4: Strengthen and improve administrative support functions so that:

- DLT employees can better understand the work of the department, be able to articulate how their own jobs fit into the larger picture, have the right tools and training to do their jobs and feel that DLT is a great place to work.
- DLT managers and senior staff can have legal, human resources, financial and administrative support to accomplish goals.
- The State of Rhode Island can have a model for administrative efficiency and cost effectiveness consistent with the Governor's Fiscal Fitness goals.

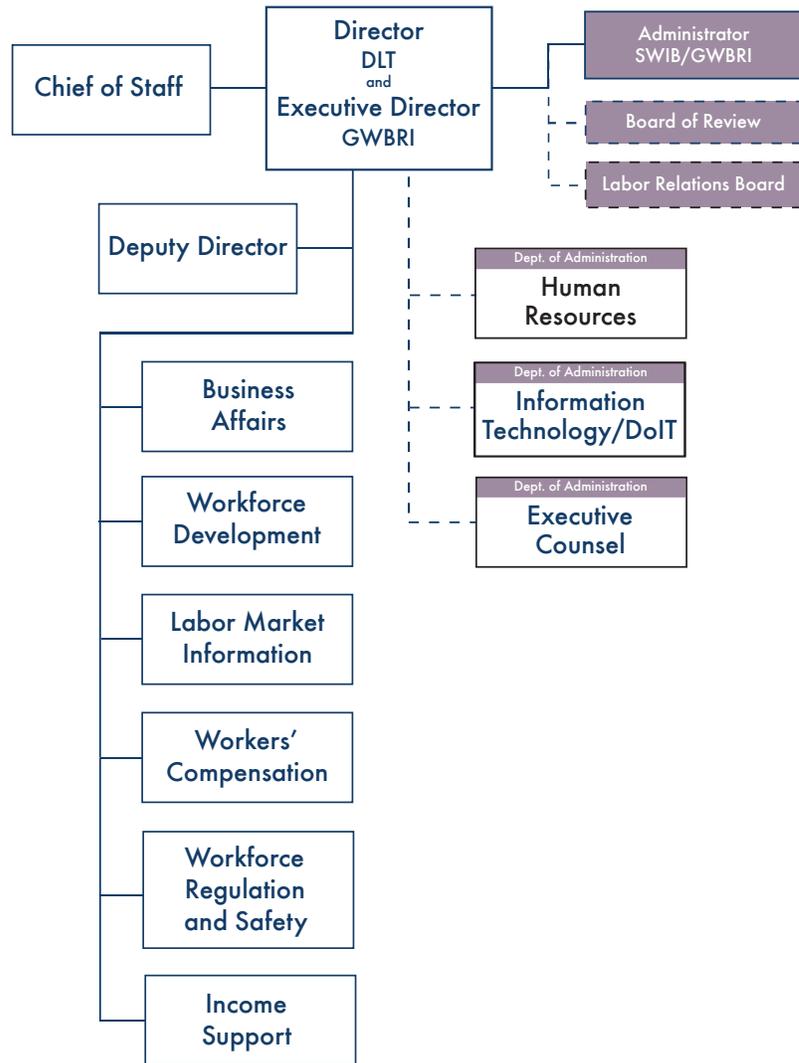


DLT staffers are dedicated to ACHIEVE the principles of Accountability, Communication, Hard work, Initiative, Enthusiasm, Vision and Energy.

Understanding that these objectives must be embedded within all levels of department operations, the senior staff in 2006 held a retreat for DLT managers to translate these objectives into meaningful strategies and tasks for their individual units. In addition to identifying and pursuing these strategies—many of which are articulated in the individual sections of this report—the managers also learned principles to help them become effective agents of change.



Organizational Chart



Human Resources

The Governor’s Fiscal Fitness Initiative identified benefits to the consolidation of key functions across agencies and departments. The Department of Labor and Training’s Human Resources office is part of that unification of administrative services, falling under the purview of the Department of Administration yet located on site at DLT.

The Office of Human Resources made several improvements in 2006. One of the most effective was the creation of a DLT hiring committee—comprised of the director, deputy director, chief of staff, finance director and human resources administrator—to prioritize recruitment needs. Before any job vacancy can be posted, the requesting supervisor must demonstrate a critical need for the position, identify funding sources and provide a contingency plan. This process has made hiring more efficient and enables DLT to view the recruitment process holistically and strategically.

During 2006, Human Resources invested time and money in technology and training to improve internal customer service. Personnel and payroll transactions such as longevity

and step increases that had been manually tabulated were automated. The human resources staff were cross-trained to improve efficiency, performance and communication among staff.

All DLT management staff participated in a new training program for senior managers, sponsored by the Department of Administration’s Office of Human Resources. Approximately 60 middle- and upper-management personnel attended two half-day workshops that focused on

strategies to improve employee productivity and address performance-related issues. In addition, DOA’s Office of Human Resources also sponsored two wellness workshops for any interested DLT employees—one session on handling stress and another on dealing with personality differences between co-workers.

In conjunction with marketing and public relations staff and the facilities staff, the Office of Human Resources instituted photo identification badges for all 400+

employees of DLT. The badges, which are worn at all times within the DLT complex, also serve as electronic keys to limited access areas and are intended to improve overall security throughout the department.

In 2006, the office instituted a new leave request policy to improve tracking and allocation of employee vacation and personal time.

Information Services

Information Services, under the purview of the Department of Administration and located on site at DLT, supports all information systems and computing services required for the department's mission-critical business systems such as Unemployment Insurance, Temporary Disability Insurance, Workforce Development, Workers' Compensation, Administration and Workforce Regulation and Safety.

Personnel maintain one mainframe and two midrange computers, countless servers and printers and over 600 desktop and laptop computers on a daily basis. These computer systems support employees, contractors and numerous constituents.

Information Services also facilitates DLT's Internet applications, maintaining secure computing for the public and departmental employees.

Office of Legal Services

The Office of Legal Services, under the purview of the Department of Administration and located on site at DLT, represents the department in court proceedings and administrative hearings. It also counsels staff on state and federal laws as they influence DLT activities. This includes advising on legal matters; rendering written and oral legal opinions; appearing before various courts, boards and commissions; attending, in an advisory position, board meetings; and serving as hearing officers. The Legal Office also ini-

tiates prosecution on unemployment compensation fraud and benefit overpayments.

The Legal Office also represents the department in the following areas: motions to quash filed when subpoenas for department records are served; objections to court-ordered counsel fees; appeals to the District Court from the Board of Review; appeals under the Administrative Procedures Act; and all stages of the labor relations/personnel cases (grievances, arbitrations, Personnel Appeal Board, Labor Relations Board and Human Rights Commission).

LEGAL OFFICE ACTIVITY 2006

Type of Case	Number of Cases	Amount Collected*
Workers' Compensation Lack of Insurance	94	\$203,306
Unemployment Insurance Overpayments	202	\$33,347
Labor Standards	45	\$51,931
Prevailing Wage	7	\$48,959

*Dollar amounts reflects total collected during 2006 and does not include cases pursued in 2006 but still pending collection.

State Workforce Investment Office

The State Workforce Investment Office (SWIO) oversees Workforce Investment Act (WIA) services statewide and promotes efficient delivery of services in netWORKri One-Stop Career Centers across the state by coordinating with local Workforce Investment Boards (WIBs), administrators and staff. In conjunction with statewide programs, the two Rhode Island WIBs—Workforce Solutions of Providence/Cranston and Workforce Partnership of Greater Rhode Island (see page 35)—provided WIA services to over 1,600 Rhode Islanders.

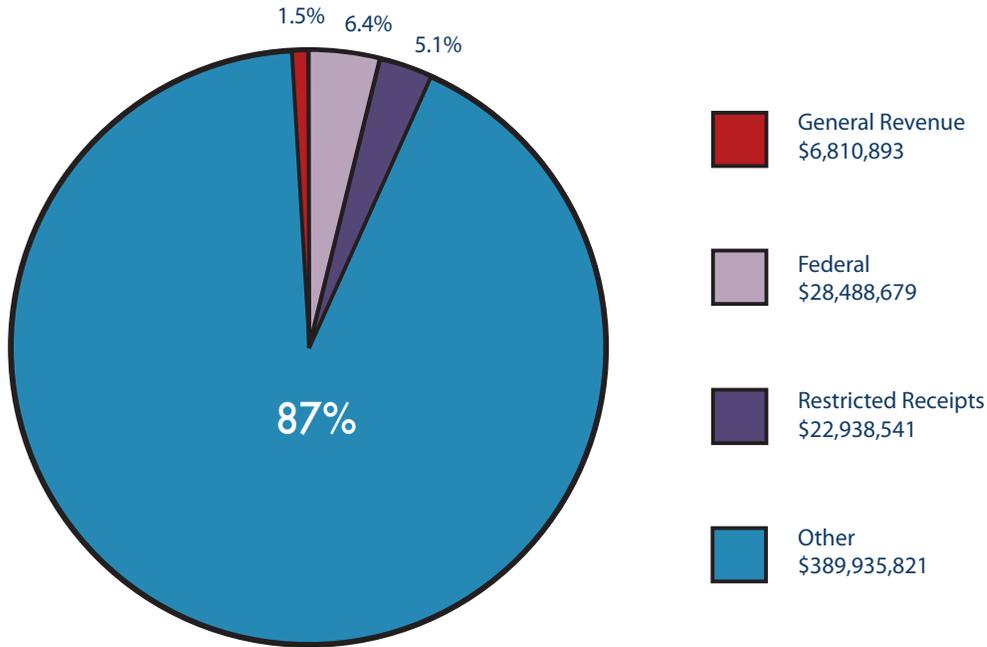
The SWIO is responsible for evaluating the success of services provided to Adults, Dislocated Workers and Youth

enrolled in WIA programs. For program year 2005/2006, Rhode Island achieved eight and exceeded nine of WIA's 17 negotiated performance standards. Most notably:

- Adult clients served by both local workforce boards increased by 45%
- Individuals who received training services realized wages 20% higher than those receiving only core and/or intensive services.

More information regarding the State Workforce Investment Office may be found by visiting www.dlt.ri.gov/WIO or by calling (401) 462-8780.

DLT BUDGETED EXPENDITURES FOR FISCAL YEAR 2006



Less than 2% of funding for the RI Department of Labor and Training comes from State General Revenue. For more financial information, please refer to the annual Statistical and Fiscal Digest, published each May by DLT's Labor Market Information Unit.

Workforce Development Services

The Workforce Development Services (WDS) Unit dedicates itself to the advancement of all who comprise the workforce: those who perform the work and those who hire them. The unit oversees the activities, program operations and departmental services that guide job seekers to suitable employment and that introduce employers to qualified workers. The unit furnishes administrative and technical support, ensuring that programs follow pertinent laws and regulations and adhere to agency goals and objectives.

WDS oversees the activities of:

- Employment Services
- Employer Services
- netWORKri One-Stop Career Centers
- Workforce Partnership of Greater RI
- Trade Adjustment Assistance Programs
- Rapid Response Services for Dislocated Workers
- Reemployment Services
- Veterans Services
- Alien Labor Certification and Migrant Seasonal Farm Workers Program
- Federal Work Opportunity Tax Credit (WOTC) Program

The Department of Labor and Training delivers employment and training services through netWORKri One-Stop Career Centers located throughout the State (see map, page 38). In addition, a DLT Reemployment Office at 73 Valley Road in Middletown offers essential services available in the larger centers. From these sites, DLT operates a free public employment service, providing staff-assisted and self-directed employment and career-related services that connect people to work. Resource areas provide an extensive library of self-service materials, including telephones, fax machines and computer workstations equipped with Internet capabilities and word-processing software. Employment counseling and testing services help customers assess interests, skills and abilities in order to identify employment goals. Workshops benefit those who want to brush up their résumés, finesse interviewing techniques, explore job opportunities using the Web or join a networking group.

Information is a valuable commodity which the department makes accessible to all. Information on local or national labor markets is available to job seekers and employers researching job trends or wage and employment data. Employers and job seekers also have had access to America's Job Bank, the largest job bank on the Internet, which boasts over a million jobs from more than 50,000 employers.

DLT is charged with providing all Workforce Investment Act adult/dislocated worker activities in the Greater Rhode Island area. Customers unable to find employment after using the reemployment resources described above and who qualify to participate in training or retraining programs are provided with information on and referral to certified training programs available statewide. Programs include occupational skills training, skills upgrade, job readiness training, on-the-job training, adult education, literacy and remediation.

More information regarding programs offered through Workforce Development Services may be found by visiting www.dlt.ri.gov/wfds or by calling (401) 462-8800.

LABOR EXCHANGE ACTIVITY 2006*

Job Seekers	Total
Customers Served	28,369
UI Eligible Claimants	20,523
Career Guidance	4,152
Job Search Activities	13,403
Entered Employment	11,235
Employers	
Job Openings	14,514
Job Fairs and Recruitments	935
WOTC Certifications	593

*Activities performed during program year 2006.

Rapid Job Entry Program

The Rapid Job Entry Program (RJEP) is an intensive employment program for Family Independence Program (FIP) welfare recipients, Food Stamp recipients, and Non-Custodial Parents (NCPs).

Through Rapid Job Entry Programs, FIP recipients with children, Food Stamp recipients and non-custodial parents can become financially independent by securing and maintaining employment. Individuals receiving FIP and Food Stamps must participate in job search activities to continue receiving those benefits. FIP and Food Stamp recipients are referred to the program by the Department of Human Services.

Non-custodial parents must comply with the Rapid Job Entry Program in order to satisfy their child support obligations. Non-Custodial Parents are referred to the Rapid Job Entry Program directly from the courts via the Child Support Enforcement Agency. Non-Custodial Parents are also referred to the Rapid Job Entry Program directly from prison by the Child Support Enforcement Agency.

RAPID JOB ENTRY ACTIVITY 2006			
	FIP	Food Stamps	NCPs
Total Enrolled	273	114	159
Total Entered Employment	114	46	71
Average Wage	\$9.02	\$9.97	\$10.03

FIP=Family Independence Program / NCP=Non-Custodial Parents

Employer Service Unit

Employer Service Representatives (ESRs) are the department's liaisons to the employer community, developing job openings and providing information on DLT services, grant opportunities and state and federal tax credits. This team ably serves large and small employers by coordinating recruitments and job fairs, screening applicants and facilitating contacts that help employers become or stay competitive.

Employer Service Representatives are outstationed at the department's six netWORKri One-Stop Career Centers and, for the convenience of the business community, often make themselves available where business leaders congregate. All are active participants in area Chambers of Commerce and use networking sessions and direct employer contact to keep employers abreast of departmental and other services and programs. ESRs simplify doing business in Rhode Island.

In today's marketplace, a primary challenge is a lack of job-ready applicants. ESRs meet that challenge head on, connecting qualified job seekers with unfilled job vacancies. During 2006, the Employer Service Unit organized or assisted in 935 recruitment or job fair events for employers in retail, manufacturing, agriculture, shipping, banking, food, medical, airline and publishing. The Employer Service Unit also partnered with four *Providence Journal* job fairs and three

DLT + Employers

When 200 audience members arrived at Showcase Cinema in Warwick Sept. 13th, they were not expecting the usual night of popcorn and action films. Rather, they gathered to hear a four-hour, multi-speaker presentation on Unemployment Insurance and Temporary Disability Insurance, one of two equally well-attended seminars held at the Showcase that month as part of DLT's new Employer Education Series.

Launched in the fall of 2006, the Employer Education Series offers free, public seminars in some of the Department's most sought-after topics: labor laws, tax breaks, prevailing wage and workers' compensation, to name a few. The goal of these seminars is two-fold: to increase public awareness of worker rights and regulations and to build stronger ties between DLT and the business community.

While most of the seminars were held on site at the DLT Cranston offices, some such as Unemployment Insurance and Temporary Disability Insurance drew such overwhelming interest that it had to be held off site; in the case of disaster preparedness, the program was held at Rhodes-on-the-Pawtuxet in order to accommodate the more than 400 in attendance.

Like many of the Employer Education Series offerings, the Unemployment Insurance seminars at the Showcase won rave reviews from the audience, who completed anonymous evaluations.

"Each presenter was precise and very knowledgeable," wrote a representative of the construction industry.

"I found the session one of the very best I have been able to attend," raved another audience member.

"Thank you for the plethora of information and for having staff available to answer questions.... Wonderful job!" added an attendee in the child care field.

Employment Guide job fairs. Job seekers had the opportunity to have their résumés professionally evaluated and were made aware of the wide range of services available from the Department's net-WORKri One-Stop Career Centers.

A major partner in 2006 continued to be Bank of America. With the assistance of the Employer Service Unit and the many job fairs the unit hosted for Bank of America, 667 full-time and 96 part-time positions were filled, substantially moving

Bank of America into the final stages of full staffing for their state-of-the-art call center built in East Providence the previous year.

Employer Service Representatives collaborate with other departmental units, including the Rapid Response team of the Adult and Dislocated Worker Unit, by hosting recruitment sessions and job fairs for diverse groups of employers looking to hire highly-trained but dislocated workers.

In addition, for the first time in 2006, the Employer Service Unit assisted three employers that were downsizing or closing by providing on site services to workers before they lost their jobs. The services provided to workers from Paramount Cards, the Newport Naval Station and Morgan Carbon Technologies enabled employees to find new jobs before they lost their old ones. The services included résumé development, interviewing skills and job search technique workshops.

During 2006, the Employer Service Unit continued to partner with the Workers' Compensation (WC) Division. As a result, employers interested in placing a job order are now verified by WC staff to determine that the employer is in compliance and has adequate in-



Employer Service Representatives actively reach out to employers, seeking personal interaction at Chamber events, job fairs or on site visits.

surance before the job order is accepted. This protects job seekers referred to vacancies by the department and enables DLT to monitor WC compliance more closely.

The Jobs Network, 1-888-616-JOBS (5627), is a valuable resource for both job seekers and employers. In 2006, Employer Service Representatives staffed the telephones and provided expert advice and referrals to 2,537 customers in 2006. Additionally, this toll-free line enabled employers to place 2,300 job postings with the Department.

More information regarding employer-friendly programs, tax credits and recruitment efforts may be found by visiting www.dlt.ri.gov/esu or by calling 1-888-616-JOBS.

Federal Tax Credits

Federal tax credits are designed to engage the private sector, complement welfare reform efforts and encourage hiring from disadvantaged and unemployed groups. The federal tax credit program was funded by the U.S. Department of Labor and, in 2005, was under the direction and oversight of the Employer Service Unit.

The Work Opportunity Tax Credit allows up to \$2,400 for each new hire. Employers may receive a credit of 40% of qualified first-year wages for those employed 400 or more hours and 25% for those employed at least 120 hours. Qualified wages are capped at \$6,000.

The Welfare-to-Work Tax Credit encourages hiring long-term family assistance recipients and may be as high as \$8,500 per new hire. Employers may receive a credit of 35% of qualified wages for the first year of employment and 50% of qualified wages for the second year of employment. Qualified wages are capped at \$10,000 per year for a two-year period. To qualify, new hires must be employed at least 400 hours or 180 days.

Authorization for the Work Opportunity Tax Credit and the Welfare-to-Work Tax Credit expired on December 31, 2005. However, both programs were reauthorized on December 20, 2006. During the hiatus, applications were partially processed pending reauthorization. The Employer Service Unit certified 593 Work Opportunity Tax Credits (see page 6) from the pending application pool.

netWORKri One-Stop Career Centers

The Department of Labor and Training operates the One-Stop Career Center System for Rhode Island. It is aptly named netWORKri. Six centers are conveniently located in Pawtucket, Providence, Wakefield, Warren, West Warwick and Woonsocket (see map, page 38).

Partner agencies investing staff and resources in the netWORKri System to ensure prompt and efficient delivery of employment and training services include: Department of Education; Department of Elderly Affairs; Department of Human Services; Department of Labor and Training; Goodwill Industries; Office of Rehabilitation



Six netWORKri Career Centers strategically located throughout Rhode Island are where “people and jobs connect.”

DLT + EDC

When nanotechnology manufacturer Aspen Aerogels chose East Providence as the location for a new \$30 million facility, it turned to two companionable RI agencies for help—the Department of Labor and Training and the Economic Development Corporation.

EDC served as a logistics facilitator for the project, helping Aspen Aerogels negotiate building, financing and permitting processes. Then the Economic Development Corporation handed the proverbial baton to teammate DLT.

“I always tell companies that the Department of Labor and Training’s experience and knowledge is invaluable in achieving their staffing objectives,” says Paul Harden, Business and Workforce Development Manager for EDC.

Once engaged, the DLT Employer Services Unit worked closely with Aspen Aerogels staff to identify the company’s workforce needs and to locate trained personnel to fill those needs. The Employer Service Unit then organized and publicized a job fair that created an applicant pool of 150 for Aerogel to interview.

The new facility in East Providence is scheduled to open in late spring or early summer. Already, Aspen Aerogels has hired production workers, mechanics and supervisors to help ramp up the operation. More hires can be expected in the near future, says Plant Lead Greg Watka, who terms the job fair “a phenomenal success.”

“Across the board, I found the Department of Labor and Training and the Economic Development Corporation to be extremely helpful and unbelievably responsive,” says Watka.

Services; Workforce Partnership of Greater Rhode Island; and Workforce Solutions of Providence/Cranston. Over 70 organizations, including community-based and rehabilitation programs, meet regularly at their local netWORKri Center, collectively forming the Employer Service Network, a group dedicated to local job development.

The Workforce Development Services (WDS) Unit (see page 6) manages the DLT staff and programs delivered through netWORKri One-Stop Career Centers. DLT coordinates netWORKri Center management, fiscal management, property management, technical and infrastructure support, partner staff training and system planning. WDS administrative staff are liaisons to the two local Workforce Investment Boards (WIBs)—Workforce Solutions of Providence/Cranston and Workforce Partnership of Greater Rhode Island—who have an oversight role over the netWORKri Centers (see map, page 38).

In Program Year 2006, employment and training programs and services benefited 28,369 new customers at all six netWORKri Career Centers. Customer groups included dislocated workers, seniors, people with disabilities, welfare recipients transitioning into

work, students and out-of-school youth—individuals seeking employment or information on the job market.

Large resource areas are the focal point of each netWORKri One-Stop Career Center. At no cost, job seekers can access computer workstations, copy machines, fax machines and telephones to contact employers. Assistive technology is available for people with disabilities. Workstations are equipped with word processing software to prepare résumés and cover letters and with Internet capability to review local and national job listings. Each center offers a variety of workshops on topics as diverse as managing change, dressing for success, résumé preparation, interviewing skills and computer basics. Customers requiring more intensive services such as counseling, testing and retraining find the professional career counselors to be netWORKri's most valuable resource.

In program year 2006, netWORKri hosted 935 job fairs and recruitments.

More information regarding netWORKri One-Stop Career Center programs and resources may be found by visiting www.netWORKri.org or by calling 1-888-616-JOBS.

Adult and Dislocated Worker Unit

The Adult and Dislocated Worker Unit administers a broad range of federally-funded programs that assist workers who have experienced permanent job loss due to layoffs, company downsizing or plant closings. Services provided fall under the Trade Adjustment Assistance Act, the Workforce Investment Act (WIA), National Emergency Grants and other specific funding.

The Adult and Dislocated Worker Unit also coordinates statewide Rapid Response services for companies experiencing permanent layoffs. The unit also provides administrative oversight for adult and dislocated worker services under WIA through the netWORKri system.

Trade Adjustment Assistance (TAA) is a federal program that provides monetary and educational help to workers who lose their jobs, or whose hours of work and wages have been reduced, due to increased foreign imports.

Nineteen Rhode Island companies applied for TAA certification in 2006 and 15 were approved, identifying 933 potential TAA-eligible employees. The Health Coverage Tax Credit program allows individuals who qualify for TAA benefits to be reimbursed 65% of their monthly health care premiums. According to the last quarterly report from the Internal Revenue Service—the agency responsible for administering this program—225 Rhode Islanders qualified for the Health Coverage Tax Credit program.

**TRADE ADJUSTMENT ASSISTANCE (TAA)
ACTIVITY 2006**

TAA Orientation	24
Total Companies Certified for TAA	15
Total TAA Participants	915
Total TAA Participants Trained	570
Total Expenditures	\$1,876,224

The Alternative Trade Adjustment Assistance (ATAA) program was implemented in 2002 to help Trade-eligible claimants over 55 years of age seeking alternatives to standard training programs. If these claimants return to work within 26 weeks of being laid off, they may qualify for 50% the difference between new employment wages and previous wages. Twenty-nine individuals supplemented their income with ATAA benefits in 2006 and six returned to full-time employment.

Rapid Response

The Rapid Response Program, administered by the Adult and Dislocated Worker Unit, proactively responds on site to employers and workers who are facing permanent job loss, many due to foreign competition. Staff members from Unemployment Insurance (UI) and the Employer Service Unit hold management meetings and group orientations, educating the attendees on UI, Trade Adjustment Assistance (TAA), the Health Coverage Tax Credit and training and reemployment services available from the department's netWORKri One-Stop Career Centers. These services also include résumé development, interviewing skills and job search techniques.

TAA certification provides outstanding benefits and long-term training opportunities for workers who lack the skills necessary to compete in the local and regional economy. In 2006, Rapid Response assisted 19 companies in their application for certification through the U.S. Department of Labor.

In 2006, 46 companies received single- or multiple-employee Rapid Response orientations, affecting 1,560 employees. American Airlines, Paramount Cards, Stanley-Bostich, Newport Naval Station, Morgan Carbon Technologies and Osram Sylvania were several companies whose workers benefited from this outreach program last year.

More information regarding the Rapid Response program may be found by visiting www.dlt.ri.gov/ui/rapidresponse.htm or by calling (401) 462-8811.

Foreign Labor Certification and Migrant Seasonal Farm Workers Program

Foreign workers have temporary authorization from U.S. Citizenship and Immigration Services to live and work in the United States. However, before hiring a foreign worker, a business must first demonstrate its inability to fill the position with a qualified citizen at prevailing wage. DLT provides guidance to the employer in meeting all regulations and requirements. Careful monitoring of prevailing wages discourages unfair labor practices and assures the stability of the economy. In 2005, the program received 63 cases and 390 requests for prevailing wages.

DLT + Displaced Workers

During 2006, the Adult and Dislocated Worker Unit administered a National Emergency Grant for workers dislocated from the Home Goods distribution center in Mansfield, MA. This grant provided \$700,000 in funding for remedial education, English as a Second Language (ESL) and training services to workers dislocated from the urban areas of Providence, Pawtucket and Woonsocket.

Although this group presented significant barriers to employment, including literacy, ESL and skill issues, the performance outcomes were impressive.

A total of 183 workers participated in the grant, with 126 individuals taking part in ESL instruction. Intensive job development services were provided to all participants, boosting entered employment to 125 out of a planned 149 and bringing the entered employment rate to 84% of plan. All other performance outcomes, including total participants, intensive services, entered training and total exits, were met or exceeded.

Labor Market Information

The Labor Market Information (LMI) Unit is responsible for collecting, analyzing and disseminating a wide variety of information on the condition of the Rhode Island economy. What is the latest unemployment rate? Which industries employ the most people? What are the fastest growing industries? What occupations are in demand? How much do various jobs pay? These are just some of the questions that can be answered with labor market information.

LMI operates the federal/state statistical programs in cooperation with the U.S. Department of Labor's Bureau of Labor Statistics. Information gathered through these programs is the foundation upon which much of our LMI products are based. These programs include:

- Current Employment Statistics
- Quarterly Census of Employment and Wages
- Local Area Unemployment Statistics
- Occupational Employment Statistics
- Mass Layoff Statistics
- Occupational Safety and Health

LMI also extracts data from administrative records to assemble reports on the diverse activities of the Department.

Several major products updated for 2006 included the *RI State of the State Report*, which provides statistical profiles of Rhode Island, its cities and towns, using Census information along with employment and wage data; and the *RI Job Vacancy Survey*, which reports employer survey results in all industries on the number and types of job vacancies.

The LMI website, www.dlt.ri.gov/lmi, greatly expands the accessibility of LMI data and analysis to public and professional users. It includes links to many other sites of interest

to the LMI customer. One popular application is the RI Research and Economic Database (RIRED)—an interactive website providing information on available jobs, wages, industries, labor force statistics and other economic indicators to the public. The goal is to provide universal access to the latest available information to job seekers, employers, planners, policy makers, economists, government officials and other customers.

The LMI Unit ceased all new activities of the RI Career Resource Network in July 2006 due to the loss of federal funding for this program. Career Resource Network activities were designed to support student academic success and boost high school completion. It also provided assistance to parents in helping their children make informed career decisions. To accomplish this goal, the Career Resource Network provided access to electronic, print and other career-related resources. The network also offered training to personnel in schools, community organizations and government agencies on how to use these resources in developing their programs. In the future, the RI Department of Education may provide some career services to students, parents and teachers as part of its programs. The LMI Unit will continue to produce basic data needed for making informed career decisions, such as occupational projections and occupational wage data.

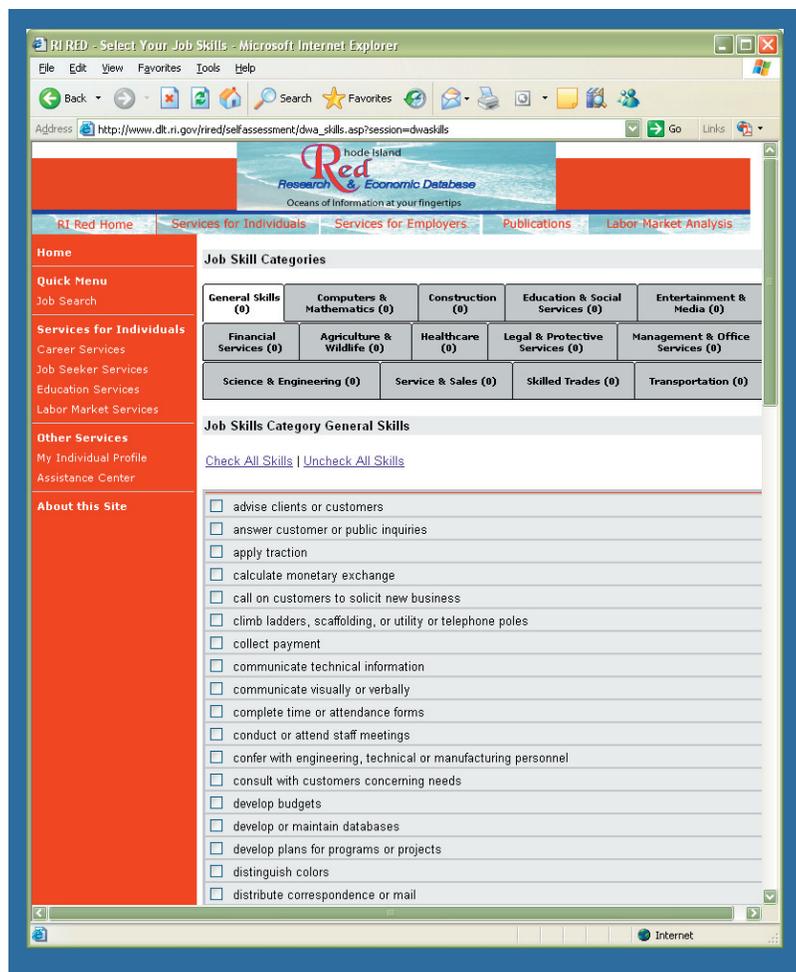
During 2006, Rhode Island began sharing state wage records with the U.S. Census Bureau for the purpose of participating in the Local Employment Dynamics (LED) program. This LED program will provide the state with Quarterly Workforce Indicators that will provide a better understanding of the local labor market. It will track measures of job gain and

QUICK FACTS ON THE RHODE ISLAND ECONOMY

	2006	2005
Total Labor Force	577,300	568,600
Number of Workers	547,600	539,700
Number of Unemployed	29,700	28,900
Unemployment Rate	5.1%	5.1%
Number of Jobs in RI Businesses	493,400	491,000

loss, data on hires and layoffs and measures of earnings by type of worker. The program is expected to be operational during the second half of 2007.

More information regarding Labor Market Information services and products may be found by visiting www.dlt.ri.gov/lmi or by calling (401) 462-8740.



Rhode Island RED (Research and Economic Database) is an interactive web module that allows users to review labor market data. Employers can search information on the local economy, occupational wages and job trends or compare industry profiles. Job seekers and students can easily access data on industries and occupations, analyze their skills and search for jobs. This is a free service offered by the RI Department of Labor and Training.

DLT + Labor Trends

In addition to providing monthly, quarterly and annual information on employment data and labor trends, the DLT Labor Market Information Unit produces special research reports on an ad hoc basis.

In 2006, LMI published "Women in Rhode Island's Economy," an analysis of census data highlighting the difference career choices of men and women. Among the report's findings:

While the total civilian labor force in RI consisted of approximately 48% women and 52% men, many occupations were dominated by women. For example, 97.7% of secretaries and administrative assistants in RI were listed as female.

Other careers with high percentages of female workers included:

- Preschool and kindergarten teachers (97.6% female)
- Licensed practice and licensed vocational nurses (94.7%)
- Billing and Posting Clerks and Machine Operators (93.6%)
- Health Diagnosing and Treating Practitioner Support Technicians (91.8%)
- Bookkeeping, Accounting and Auditing Clerks (91.8%)

According to the U.S. Bureau of Labor and Statistics, RI women working full-time earned 81 cents for every dollar earned by their male counterparts. However, between 1998 and 2004, RI women experienced a much faster growth in median weekly earnings than men did, with women's earnings jumping 27.7% compared to just a 12.4% increase for men in the same time period. And, the percentage of RI women age 25 or older who had obtained a bachelor's degree or higher was 23.7%, nearly a full percentage point higher than the U.S. average of 22.8%.

To view this report or other LMI publications, visit www.dlt.ri.gov/lmi and click on "publications."

Workers' Compensation

Workers' Compensation (WC) monitors procedures and payments made by insurance carriers, provides rehabilitative services to injured workers and responds to compliance and fraud issues.

Workers' Compensation Insurance is a no-fault system that mandates all RI employers with one or more employees maintain insurance coverage for the protection of their employees in the event of an earnings loss and/or medical expenses due to a work-related injury or illness. This insurance may be purchased through any licensed insurance agent, broker or insurance company offering WC insurance.

The Workers' Compensation Administrative Fund collects a mandated assessment on premiums within the WC system in order to fund the program and provide limited reimbursement to eligible participants. A self-

insurance program is also offered through the Department of Labor and Training for larger companies who meet established criteria.

In 2006, the unit completed the digital imaging of claims paperwork stored on site. While this project has been ongoing since 2000, thousands of files were imaged in 2006 after the transition to the Onbase imaging application. These files can now be accessed electronically, thereby eliminating the need for physical storage space and the risks of misfiling or losing files. The division is now able to provide files to our customers, the Court, attorneys, insurers and claimants in a more expeditious manner.

More information on Workers' Compensation programs and services may be found by visiting www.dlt.ri.gov/wc or by calling (401) 462-8100.

WORKERS' COMPENSATION ACTIVITY 2006

Injury Statistics

Indemnity Injuries*	7,215
Non-indemnity Injuries	18,994

Workers' Compensation Administrative Fund Reimbursements**

Requests for Reimbursement	1,875
Total Reimbursements	\$2,828,762

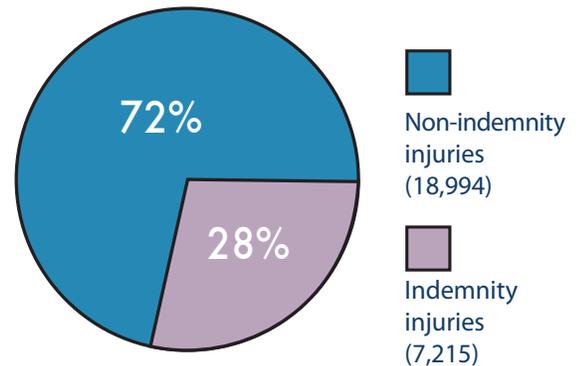
Self-Insured Employers Certified

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*Indemnity injuries are those that receive weekly compensation.

**Reimbursement requests are limited to statutory restrictions.

WORKERS' COMPENSATION ACTIVITY 2006



Education Unit

The Workers' Compensation Education unit instructs all interested parties on workplace safety and Workers' Compensation benefits and procedures. The unit is non-regulatory, and all services are offered at no charge.

In 2006, the unit arranged 22 on site consultations with employers, employee groups and medical professionals regarding their Workers' Compensation rights and obligations. Practical seminars such as "Employer's Rights and Responsibilities" and "Workplace

Violence: Reducing the Odds" have enabled employers to develop written policies that protect employees, visitors and the employer's business interests.

In September 2006, the unit sponsored a "Disaster Preparedness and Response: Is Your Business Ready?" conference and vendor fair that drew an audience of over 400. Education Unit representatives also participated in the annual Greater Providence Chamber of Commerce's RI Business Expo that draws an estimated 10,000 attendees each spring.

The Education Unit is proactive with outreach to Rhode Island's Spanish-speaking population by answering caller questions on Workers' Compensation on WPMZ Poder 1110 AM, the first full-time Hispanic radio station in Rhode Island. The Education Unit is an active member of Progreso Latino, the Center for Hispanic Policy and Advocacy (CHisPA), the Safety Association of Rhode Island and the Right Safe Coalition.

The unit co-hosts weekly patient orientation programs at the Donley Rehabilitation Center, which explain patient rights and obligations under WC law. It also presents monthly Vocational Job Skills workshops to Donley patients.

Other services include guidance in establishing safety committees, a telephone information line and an extensive training video lending library.

More information on the Workers' Compensation Education unit may be found by visiting www.dlt.ri.gov/wc/edunit.htm or by calling (401) 462-8100.

EDUCATION UNIT ACTIVITY 2006	
Telephone Calls to Information Line	12,823
Telephone Calls in Spanish	157
E-mails to Education Unit	2,160
On Site Employer Consultations	22
Video Tapes Lent	163
Informational Letters Mailed to Injured Workers	27,825
Number of Seminars	10
Number of Seminar Attendees	1,095
Donley New Patient Orientations	48
Donley Vocational Patient Orientations	10

Fraud and Compliance Unit

The Fraud and Compliance unit detects, prevents and refers for criminal prosecution any suspected fraudulent WC-related activity. The unit also ensures employer and insurer compliance with the requirements of the Workers' Compensation Act.

The unit initiated a new program in 2006—the ten-day letter program. All insurance carriers are required to file an electronic report with the department whenever policies have been cancelled, have not been renewed or have expired. Ten days following receipt of this information, the unit notifies the employer by mail that he or she is not adequately covered and suggests the employer contact their insurance agent about coverage status.

The “ten-day letter” is a courtesy for the employer and does not trigger an investigation. Policy cancellations or nonrenewals may be due to a change in carrier, a business termination or a renewal that has not yet been reported within the 30-day statutory period. Under other circumstances, this new program has alerted an employer that their coverage had been cancelled, enabled the employer to resolve the situation quickly.

DLT + Disaster Preparedness

In September 2006, the Workers' Compensation Education unit sponsored a conference and vendor fair, the “Disaster Preparedness and Response: Is Your Business Ready?” at Rhodes-on-the-Pawtuxet.

The conference drew well over 400 attendees from the public and private sectors, including manufacturing, health care and service industries.

Speakers from the U.S. Department of Labor's Occupational Safety and Health Administration, the U.S. Coast Guard, the RI Emergency Management Agency (RIEMA), the RI Department of Health and WJAR Channel 10 advised attendees on how to develop or improve their existing emergency response programs within their own businesses.

Twenty vendors, including the Salvation Army, the Red Cross and the RI National Guard, demonstrated the importance of preparing an emergency response program in advance.

Emergency response equipment, Red Cross shelter-tents and a model RIEMA Mobile Command Centers and Communication Towers were on exhibit.

Proactive measures and industry sweeps generated a substantial increase in the number of investigations of employers. The 2006 Industry Sweep Program targeted landscapers, cleaning companies and HVAC companies, as well as a follow-up on bars and restaurants checked by the State Fire Marshall for adequate Workers' Compensation insurance coverage. These sweeps resulted in substan-

tial penalties and increased compliance. Civil and administrative penalties can be imposed for each day of noncompliance. There are also criminal penalties, which can result in fines and possible imprisonment.

More information on the Workers' Compensation Fraud and Compliance Unit may be found by visiting www.dlt.ri.gov/wc/fraud.htm or by calling (401) 462-8100.

FRAUD AND COMPLIANCE ACTIVITY 2006	
Investigative Inquiries	5,219
Lack of Insurance Investigations	4,841
Carrier Failure to Report Investigations	273
First Report Penalty Investigations	60
Fraud Investigations	45
Penalties Collected	
From Employers Without Proper WC Coverage	\$389,033
From Insurers	\$54,750
Late First Report Filing Penalties	\$3,500
Employees Who Failed to Waive WC Rights	3,344
Independent Contractor Filings	7,702
Criminal Cases Referred to Attorney General	4
Court Ordered Restitution	\$39,500
"Stop Work" Orders	36

John E. Donley Rehabilitation Center

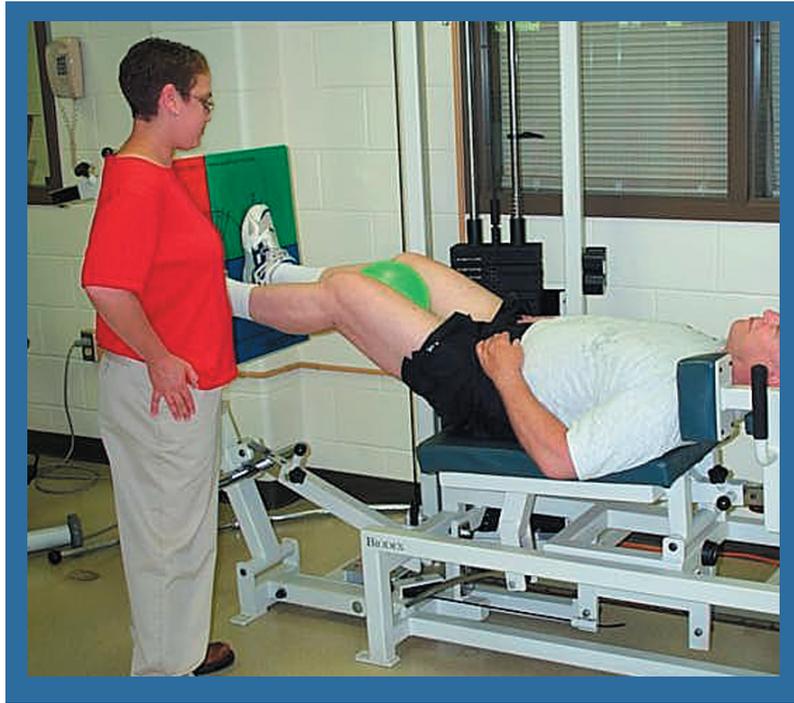
The John E. Donley Rehabilitation Center provides broad-based rehabilitation programs for individuals in Rhode Island's Workers' Compensation system. Donley clients are often from a population with the poorest return-to-work potential.

Services at the Donley Center include physical and occupational therapy, psychological counseling, aquatic therapy, work hardening (the simulation of the practical demands of a physical job, such as lifting, climbing and pulling) and vocational counseling. The Donley Center specializes in treatment of chronic pain.

Statistics in 2006 show that 65% of admissions were out of work for over six months prior to receiving services from Donley and 41% were out of work for over a year. Research indicates this is the most recalcitrant population to return to work.

A slight reductive trend is noted in admitting patients whose injuries were older than six months. This is because doctor referrals were up 14% over the prior year. More doctors were referring more patients to the Donley Center in 2006 before patient injuries entered the chronic stage and became a significant problem.

In 2006, 70% of clients who completed the program achieved a return-to-work level after rehabilitation at the Donley Center. Of these, 67% actually returned to work. Follow-up with these clients after one month of the return to work reveals that 98% remained actively working. Enabling clients to move out of the Workers' Compensation system and return to gainful employment reduces expenditures from the Workers' Compensation system and improves the morale of those who use the services.



The John E. Donley Center is a non-profit outpatient facility that rehabilitates Workers' Compensation patients through physical therapy, work hardening, aquatics, psychology and other medical services. It is located on the East Side of Providence.

In 2006, the Donley Center developed a comprehensive demographic database, introduced a post-surgical aquatic program and expanded both the occupational therapy program and the computer skills courses offered to vocational clients.

More information on services available at the Donley Center may be found at www.dlt.ri.gov/donley or by calling (401) 243-1200.

REHABILITATION ACTIVITY 2006		
	Total	Change from 2005
New Admissions	1,156	+ 10%
Physician Referrals	1,197	+ 5%
Total Referring Physicians	397	+ 14%
Percentage of Clients Out of Work >Three Months	83%	- 3%
Percentage of Clients Out of Work >Six Months	65%	- 2%
Percentage of Clients Out of Work >One Year	41%	- 11%
Return-to-Work Level upon Program Completion	70%	+ 0%

DLT + Worker Protection

The Workers' Compensation Fraud and Compliance unit found Stop Work Orders to be very effective tools in WC enforcement. The unit can serve non-compliant businesses with stop work orders mandating company representation at a WC hearing held at the DLT offices.

The number of orders issued in 2006 tripled, from 12 in 2005 to 36 in 2006. Compliance is immediate upon receipt of the order in nearly every case.

Statistics for 2006 demonstrate an increase in the number of employers penalized, yet show a decrease in penalties collected. A review of the data indicates the drop in dollars is the result of one of the Workers' Compensation Fraud and Compliance Unit's most successful programs—the cancelled and expired policy program.

If an employer's Workers' Compensation Insurance policy has been cancelled, not renewed or has expired, the insurance carrier notifies the department if a new policy has not been put into place after the 30-day statutory period.

Quick identification of non-compliance benefits the employer by reducing daily penalties amassed for not carrying adequate WC Insurance and serves employees by insuring protection from earnings loss and/or medical expenses due to a work-related injury or illness.

Labor Standards

Labor Standards promotes prosperity and stability in the workplace by enforcing workplace laws. It also ensures that employees receive the benefits due them, thereby protecting and advancing the interests of Rhode Island's workers. Labor Standards reaches out to the approximately 33,000 employers in the state, educating them on compliance with these laws. Labor Standards investigates wage complaints involving minimum wage, payment of wages, overtime, Sunday/holiday premium pay and fringe benefits upon termination, as well as child labor, parental and family medical leave and industrial homework. The unit also enforces record-keeping requirements. In 2006, Labor Standards received approximately 584 claims. Of those, 328 were closed and 256 are currently in the hearing and investigation process.

The continued streamlining of procedures and processes, including pre-hearing conferences and subsequent formal hearings, has enabled the unit to maintain current workloads without backlogs. This has afforded Labor Standards the opportunity to be more proactive. By sharing informational materials and holding seminars, Labor Standards can educate employers before violations of Rhode Island's labor laws occur.

In 2006, the unit conducted a Labor Law series for approximately 400 employers in April, June and October. Handouts included "A Guide to Wage and Workplace Laws in Rhode Island" that covered frequently asked questions, wage and hour facts and minimum wage information; copies of complaint forms and paperwork necessary to hire minors; and posters in English and Spanish of information that must, by law, be posted in the workplace.

More information regarding Labor Standards outreach may be found by visiting www.dlt.ri.gov/lis or by calling (401) 462-8550.

Professional Regulation

Professional Regulation is responsible for the monitoring and enforcing of prevailing wage and safety laws, as well as testing and licensing a number of technical professions.

Enforcement of licensing prompted approximately 9,000 field investigations and approximately 250 hearings before licensing boards during 2006, which resulted in the collection of approximately \$264,000 in fines.

TRADE LICENSING ACTIVITY 2006	
Examinations Performed	2,500
Licenses (issued or renewed)	28,000
Electrician	7,660
Hoisting Engineer	7,540
Pipefitter, Refrigeration Technician, Fire Protection Sprinkler Fitter, Sheet Metal Worker	7,330
Telecommunication	3,000
Plumbers and Irrigators	2,470

Also in 2006, the Professional Regulation Unit made renewing trade licenses more convenient by implementing a secure online renewal program.

In 2006, Professional Regulation participated in career days at various high schools, charter schools and vocational technical schools to explore careers in the licensed trades. Short video clips and one-on-one interaction between the students and the chief investigators helped the



Many trades are thriving with growth occupations with good wages and benefits.

students understand the financial rewards to be gained by working in the trades and the flexibility of having a marketable profession after school.

Another accomplishment in 2006 was the enactment of legislation that created a Lightning Protection license under the Electrician's law, setting a standard for training, testing and licensing of contractors, installers and apprentices within the Lightning Protection trade. The enactment of this legislation further provides for public safety and protection of property by enabling Lightning Protection contractors to apply for permits with local cities and towns, as well as the state of Rhode Island. The new law ensures that all Lightning Protection work is inspected and that any code violations are corrected prior to completion.

Violations of the Safety Awareness law continued to drop significantly during 2006, a strong indicator that contractors working on public works projects in Rhode Island are more receptive to the benefits derived by providing their employees with the OSHA 10-hour training program. In addition to the reduction in workplace accidents on public works projects, financial savings incurred through a reduction in Workers' Compensation and other costs also reinforce the inherent value of safety training. In 2006, 17 companies and individuals were cited for violations of the Safety Awareness Law. Fines totaling \$5,700 were issued to 15 companies and individuals.

RI General Law 37-13 mandates any contractor who is awarded a bid on a Public Works Construction project of over \$1,000 must pay prevailing wage rates. During 2006, 43 prevailing wage cases were filed with the Prevailing Wage Unit. The total amount of back wages collected for employees in 2006 was \$80,288. The total amount of penalties collected by the Prevailing Wage Unit was \$66,122. This unit continues to improve public relations by periodically meeting with state and municipal awarding authorities as well as provide prevailing wage payroll training to contractors. In addition, the prevailing wage website is continually updated with the latest forms and information.

The State Apprenticeship Council regulates and safeguards apprenticeships in the licensed trades and fosters open communication among DLT, industry and educational institutions. During 2006, the Council registered and approved 697 apprenticeship programs and approximately 2,129 individual agreements. Apprenticeship training programs are an integral part of Professional Regulation's outreach and are vital to the health of Rhode Island's economy. Support of these programs assures the future of a skilled workforce, by directing qualified individuals toward various apprenticeship programs that can lead to high-paying, high-demand careers in the trades. Registered apprentices and sponsorships realized a growth rate of approximately 5% in 2006.

More information regarding Professional Regulation licenses and testing dates may be found by visiting www.dlt.ri.gov/profregs or by calling (401) 462-8580.

DLT + E-Licensing

The Professional Regulation Unit implemented a secure online renewal program through Rhode Island's web consultant, RI.gov, in 2006.

This e-licensing program allows licensees to file annual renewals and make payments online using a credit card. Licenses are then mailed immediately.

Though customers are still able to pay license renewal fees by mail or in person using a check or cash, this online system is streamlining the renewal process and will reduce expense to the state by progressively eliminating paperwork and the costs associated with a manual renewal process.

Professional Regulation customers can also check their license status online and soon will be able to pay for and schedule examinations through the website.

Occupational Safety

The Occupational Safety Unit directs, coordinates and enforces the lawful inspection of the safety of boiler and elevators, lawful storage and handling of hazardous substances and the accuracy of weights and measures within the state's business establishments. Inspections are synchronized with local government requirements that reinforce a safe atmosphere for the public. In 2006, the unit engaged in community outreach toward both the public and private sectors.

The Boiler Section inspects and assesses all pressure vessels in the state, certifying that all new installations, reconditioned vessels, repairs and hydrostatic testing meet all safety codes. In 2006, departmental representatives began attending shop reviews and working in partnership with manufacturers and insurance companies. The manufacturers of unfired pressure vessels, such as chemical storage tanks, are required to have a state or insurance representative who is a certified member of the National Board of Boiler and Pressure Vessel Inspectors and the American Society of Mechanical Engineers (ASME) perform the audit review of each manifest.

2006 is the first year in history that all boiler inspectors received their National Board Certification. To acquire certification, an inspector must receive advanced training in the field of ASME and National Board boiler codes.

The Praeses Database System, which was installed in 2005, electronically transfers data to all concerned participants. In 2006, approximately 11,000 Certificates of Boiler Operation were issued, approximately 9,100 inspections were conducted and approximately 265 permits were issued to install new boilers. The Boiler Section communicates with city/town building and plumbing officials as well as the Department of Health to coordinate new business establishments, permits and licensing requests.

The Elevator Section inspects and assesses all elevator devices in the state, issuing licenses to companies and their employees who engage in the installation, construction, servicing, repair or modernization of elevator devices. Elevator devices include escala-

tors, wheelchair lifts, material lifts, vertical reciprocating conveyors and other means of vertical transportation. The Elevator Section also certifies the safety of new installations, construction sites, repairs and modernizations by issuing an annual Certificate of Operation. Decommissioning of elevator devices when they are no longer safe to operate is also performed by this section.

In 2006, an amendment to the Elevator Safety Code was enacted, requiring a limited operating permit for the use of elevators during construction. By 2006, approximately 2,600 Certificates of Operation were issued, approximately 3,400 inspections were completed and over 200 permits issued for new installations.

The Weights and Measures Section inspects and assesses all gasoline measuring systems, measuring devices used in retail/wholesale establishments and licenses all oil dealers. To properly calibrate such measuring devices, sealers receive certification after completion of highly technical course training requirements. There are 19 state appointed sealers and 20 city/town appointed sealers.

The Right-to-Know Section inspects and assesses all businesses with employees who are exposed to hazardous substances or busi-



Ensuring that the public receives the quantities they have purchased is a function of DLT's Weights and Measures Section.

nesses that store hazardous substances on the premises. The ability to register online makes it convenient for business owners to comply with this law. The training and education of employers and employees in safety practices is an ongoing function. Each month, new employers in the state are notified of the Right-to-Know law and receive an informational packet to assist them in understanding how the law may apply to them. Personalized training is available upon request. It is mandatory that each Rhode Island business submit a list of hazardous substances to this office and to the local fire department.

In 2006, approximately 9,800 employers registered and 2,500 inspections were conducted. In conjunction with the Safety Compliance Section, the Right-to-Know section has begun to educate school personnel with instructions on “chemical hygiene,” that is, the proper use, storage, labeling and ventilation and elimination of volatile chemicals.

The Safety Compliance Section inspects and assesses all school buildings annually, both public and private. Additionally, all state, city and town buildings are under the jurisdiction of this section. Complaint and accident investigations are inspected upon incident or request. An important component of the safety inspection is to verify that the necessary safety equipment, protective devices and/or training programs have been provided to employees. Public sector employers are required to keep occupational safety injury and illness records. Policies relating to respiratory standards, confined space, blood-borne pathogens and chemical hygiene plans are constantly under revision with the input of other departments and schools. In 2006, 1,000 sites were inspected and 75 complaints were filed.

More information regarding Occupational Safety section activities may be found by visiting www.dlt.ri.gov/occusafe or by calling (401) 462-8570.

DLT + Apprenticeships

One way for Rhode Island workers to gain important skills is to learn them on the job. The Department of Labor and Training advances this process by helping businesses craft apprenticeship standards, by facilitating apprenticeship agreements between employees (indentured apprentices) and employers (apprentice sponsors), and by providing the State Apprenticeship Council with the documentation it needs to approve apprenticeships for licensed trades in Rhode Island. Last year, Rhode Island registered more than 2,000 apprentices in areas such as:

- automotive technicians
- bricklayers
- carpenters
- cement mason
- child care development specialist
- electricians
- refrigeration technician
- iron workers
- operating engineers
- pharmacy assistants
- pipefitters
- plastic process technicians
- plumbers
- sheet metal workers
- telecommunications tool and die makers
- veterinary assistants

Through its annual apprenticeship renewal program, DLT also monitors the hours logged and schooling completed for each apprenticeship agreement.

One of the 697 sponsors who benefited from apprenticeship programs last year, White Fuel Company in Providence helps licensed oil burner installers move up the career ladder to become pipefitters and master pipefitters. Before becoming a pipefitter apprentice at White Fuel, a worker must first earn his or her PJF/basic oil burner license. Once qualified, an apprentice works side-by-side with a licensed journeyman or master pipefitter for the next two years. Part of the apprenticeship agreement includes a progressive wage scale, whereby apprenticeships earn increasingly more the longer they work for the company and the more skills they acquire.

During the two-year time frame, the apprentice must complete 144 hours of schooling per year before becoming eligible to take the pipefitter exam. White Fuel makes the education requirement easier for its apprentices by providing twice weekly professional development opportunities on site.

“(The on site education) really accelerates the guys,” says Ron Manish, Service Manager at White Fuel Company. “They are really hungry. They are looking for a career, and they appreciate the opportunity we provide.”

Income Support

Income Support insures Rhode Island workers against temporary loss of income due to unemployment or an inability to work because of a non-work related illness or injury. This includes Unemployment Insurance (UI), Temporary Disability Insurance (TDI) and the Police Officers' and the Firefighters' Relief Funds. In an effort to improve customer service, the Income Support Division conducted a series of Employer Education workshops in 2006. These well-attended seminars answered employers' questions regarding the UI and TDI programs and provided the department with valuable feedback through participant surveys and question and answer sessions.

In another example of our outreach efforts, Income Support participated in the Latino Workforce Development Conference on October 27, 2006. Presentations to community members, primarily employers, taught attendees to file claims, to determine eligibility and to calculate benefit determinations. Special programs such as TRADE, WorkShare and the new TDI Partial Return to Work Program were also reviewed.

Information on these and other DLT programs may be found by visiting www.dlt.ri.gov.

Unemployment Insurance

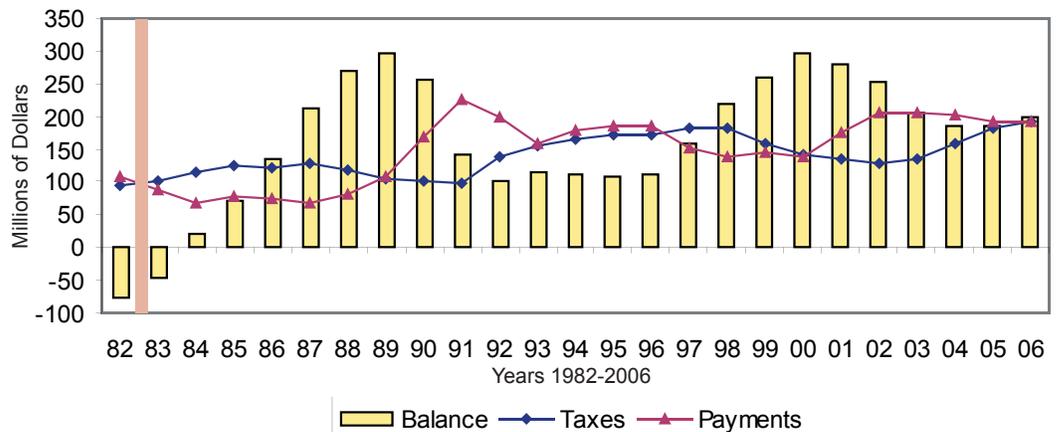
Unemployment Insurance (UI) is a federal/state program financed through employer payroll taxes. The UI program provides temporary income support to workers who have lost their jobs through no fault of their own. In 2006, approximately 78,599 workers filed for benefits which resulted in 49,103 individuals who collected \$192,680,873 in UI benefits.

In 2006, the department initiated planning for an electronic payment card program to improve customer service dramatically. The

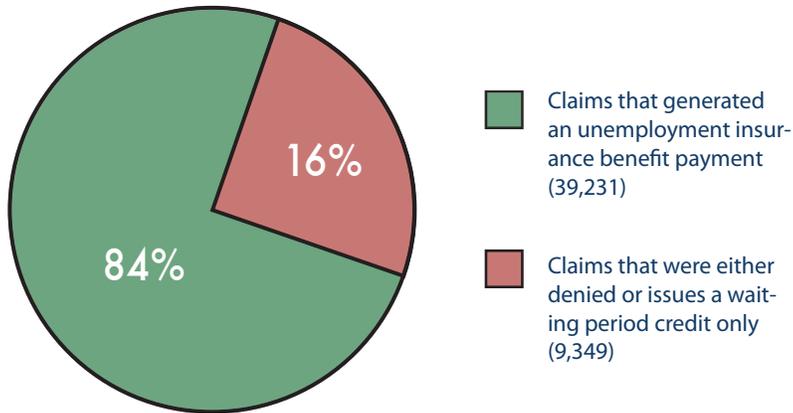
program is anticipated to save the state half-a-million dollars a year in processing costs (see side bar, page 23).

Unemployment Insurance continued to enhance identity security in 2006. An electronic data crossmatch with the Social Security Administration that combats benefit fraud and abuse became fully operational. Now individuals who attempt to file UI claims using invalid Social Security numbers or Social Security numbers belonging to another in-

UNEMPLOYMENT INSURANCE FUND ACTIVITY 2006



UNEMPLOYMENT INSURANCE CLAIMS FILED IN 2006



dividual are detected immediately. The Department continues to remove Social Security numbers from paperwork processed by the U.S. Postal System. Furthermore, the department is in the planning stage of replacing these identifiers with proprietary bar codes, enabling DLT to read identifying data while frustrating potential thieves. Bar code readers will be in place in the DLT Call Center in the second quarter of 2007.

Unemployment Insurance has made a long-term commitment to the continued enhancement of the AS400 information technology system. Following improvements to the imaging system and the adjudication system, upgrades to the computer system were completed in the first quarter of 2006. Payment information, claim status, appeals, 1099 tax forms, tuition waivers and direct deposit applications are all now available through the DLT website. The availability of this information on the web is more convenient for the customer and reduces waiting times in the call center telephone queue.

UNEMPLOYMENT INSURANCE ACTIVITY 2006

	Total	Change from 2005
Regular Benefits		
Initial Claims (New and Additional)	78,599	- 3.0%
First Payments	39,231	- 1.8%
Number of Payments	579,130	- 3.8%
Net Payments	\$196,890,972	- 0.3%
Avg. Weekly Benefit	\$332.48	+ 3.7%
Avg. Duration (weeks)	14.8	- 2.1%
Trust Fund		
Total Income	\$216,433,441	+ 4.3%
Total Disbursements	\$204,413,698	- 0.8%
Year-End Fund Balance	\$197,873,099	+ 6.5%

DLT + Technology

In 2006, The Department began the Electronic Payment Card (EPC) project, which will make Rhode Island the eighth state in the nation and the first in New England to issue electronic debit cards in lieu of unemployment benefit checks. A Request for Proposal was issued in June and a vendor was selected in September. The program is expected to be fully operational by April 2007. All UI checks will be eliminated and all UI customers will collect their funds either by Direct Deposit or by Electronic Payment Card. Preliminary planning was also conducted in 2006 for a similar electronic payment card program for Temporary Disability Insurance and it too is expected to be fully operational in fall of 2007.

Customer benefits of an electronic payment card program include:

- 24/7 availability of funds
- No waiting time for deposits to clear
- Accepted anywhere Visa is accepted
- Greater protection against identity theft
- No risk of lost or stolen checks

The Department of Labor and Training, in turn, will benefit by saving a projected \$500,000 annually by eliminating UI and TDI printing and administrative costs.

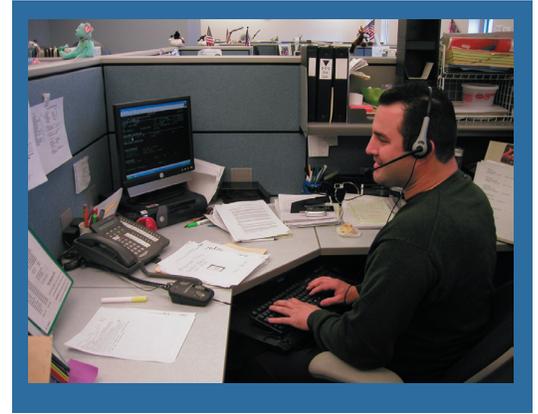
INCOME SUPPORT

In addition, the expanded AS400 combines claims-taking and adjudication functions into one system. Information required in situations such as self-employment; school vacation and between-term periods; corporate officers; receipt of Workers' Compensation; and full-time students may be completed during the claims-taking process via the AS400 and can then be immediately available to the adjudication unit. Conversely, when a decision is rendered in the Central Adjudication Unit (see page 25), the information is instantly available to call center staff so that payments may be processed in a timelier manner.

Sometimes, the address that a former employee worked at is not the official mailing address needed for UI claims information. The department developed proprietary programming to cross-reference the tax system to acquire accurate employer addresses during the UI claims-taking process. Employers now provide their information to the department, which then updates the existing UI tax records. The proper addresses are transferred into the AS400 claim, reducing inefficiencies caused by improper addressing. Additionally, an automation project was completed in 2006 that allows employers to update the addresses of their agents. This web-based application directly updates the UI tax system. Unemployment Insurance greatly benefits from relevant claim information.

A Return to Work Report was developed and produced in 2006 which allows call center staff to affirm that claimants will return to their prior employer. Employers are contacted to verify return to work data, and the customer is contacted if there is any discrepancy. This is an important step because to qualify for Unemployment Insurance, the customer must verify that he or she is able and willing to search for employment. If a customer has a legitimate return to work date with their former employer, this requirement is waived.

In 2006, a number of technological improvement projects were funded and preliminary planning was completed. UI administrative staff have written analysis and design specs for the implementation of a voice authentication program that will use voice recognition as an added deterrent to identity theft and improper collection of benefits.



The Call Center is the central point of contact for individuals and businesses seeking information on Unemployment Insurance.

Because customers are required to call the department weekly, voice authentication will provide an added layer of security.

The prevention, detection and recovery of improper payments will also be improved by matching claims data with the National Directory of New Hires and other government databases. Kickoff of this project is expected to take place in the second quarter of 2007.

CALL CENTER ACTIVITY 2006		
	Total	Change from 2005
Total Calls Received	1,1234,174	+ 1.0%
Tele-Serve (payment line)	759,778	+ 0.5%
Call Center	283,686	- 5.4%
Payment History	16,148	- 2.0%
Adjudication Status	229,149	+ 0.8%
Requests for 1099 Forms	2,082	+ 9.2%
General Information	51,408	- 6.2%

The UI Required Reports Project was funded and the planning and design stage completed in 2006. Implementation will begin in 2007, providing enhanced automated system reporting and more accurate counts of waiting period claims in pending status. System-generated results and counts are anticipated to be more accurate than manual counting.

More information on UI programs in English, Spanish, or Portuguese may be found by visiting www.dlt.ri.gov/ui or by calling (401) 243-9100.

Workshare

The WorkShare Program continued to be a viable option for employers experiencing a temporary slowdown in business during 2006. Lost wages were supplemented by the WorkShare Unit and 1,288 layoffs were averted. Since the inception of the program in October of 1991, WorkShare has allowed employers to retain their trained workforce while employees work at reduced hours.

A broad range of industries participated, with the highest concentration continuing to be in the manufacturing sector. The last few years have seen many changes in the demographics of the companies who participate in WorkShare. Health, travel and service industries have been gaining on the historically more prevalent industries such as jewelry, metals and textile manufacturers.

The Department's Labor Market Information Unit indicates that 5,618 initial claims were filed in 2006 and 24,898 continued claims were processed to employees from approximately 66 new companies. This is in addition to companies who continue to receive WorkShare benefits from previous plans.

WORKSHARE ACTIVITY 2006		
	Total	Change from 2005
Initial Claims	5,618	+ 12.2%
Payments	24,898	- 2.9%
Layoffs Averted	1,288	- 9.5%
RI Companies Served	66	- 89%

More information regarding the WorkShare program may be found by visiting www.dlt.state.ri.us/ui/WS.htm or by calling (401) 243-9177.

Central Adjudication

The Central Adjudication Unit (CAU) is responsible for arbitrating all disputed Unemployment Insurance claims by telephone. According to federal guidelines, CAU decisions are subject to quarterly external review for accuracy, timeliness and adherence to RI General Law. Rhode Island consistently exceeds federal standards for the quality of decisions.

In 2006, a new adjudication system was implemented which interfaces with claims filing and overpayment systems. These technological advances streamlined the workflow and enabled the unit to improve the timeliness and quality of decisions for customers.

CENTRAL ADJUDICATION ACTIVITY 2006		
	Total	Change from 2005
Total Decisions	25,341	- 0.3%
Separation Issues*	15,914	- 6.6%
Non-separation Issues**	9,427	+ 12.2%

* 49.4% of separation issues resulted in the denial of benefits.

** 82.6% of non-separation issues resulted in the denial of benefits.

DLT + Employee Retention

When New Annex Plating experienced a slowdown last year, Vice President Barry Fishback knew whom to call: The RI Department of Labor and Training Income Support Unit. But unlike many businesses that lay off workers during lean times, New Annex Plating planned to keep its workforce intact. This Quonset Point-based company took advantage of the DLT WorkShare Program that allows all workers in a department or unit to reduce their hours while collecting a percentage of Unemployment Insurance.

While WorkShare can help employers in any industry, the primary users of the program are manufacturers. WorkShare only applies to full-time employees who normally work 30 to 40 hours a week and are monetarily eligible to receive Unemployment Insurance benefits. These work hours must be cut between 10% and 50% per week. While WorkShare is designed to help during temporary slowdowns, it can last for up to 52 weeks, helping employers retain skilled workers and avoid disrupting operations.

Remarking on a recent slowdown, Fishback said, "It was getting to the point where we couldn't work 40 hours a week. I have people who have been with me with me for 10, 15, 20 years. The WorkShare program was so nice because it helped make up for the time they couldn't work. It kept them (my employees) coming back. We didn't lose them. The program has just been wonderful."

Benefit Accuracy Measurement

The Benefit Accuracy Measurement (BAM) Program is a diagnostic tool with which federal and state entities audit the accuracy of Unemployment Insurance (UI) claims. Claims that have generated payments and claims that have been denied fall under this program. The BAM Unit determines the precision of benefit tabulation, the cause and party responsible for payment error and the corrective action to be taken by DLT.

UI overpayments most often occur as the responsibility of the claimants. One example is when claimants fail to report they have returned to work and they do not report their earnings while collecting unemployment benefits for the same week. Another example is when claimants fail to report their earnings correctly while collecting partial unemployment benefits.

To reduce these errors in 2007, the department will carefully instruct claimants, in writing, how to report earnings and what the penalties are for failure to do so. Such errors accounted for 70.1% of detected overpayments in 2006.

The BAM Unit works closely with other units within the Income Support Division, specifically, UI/TDI Fraud, Central Adjudication Unit and the DLT call center to identify problem areas and establish corrective action plans to better serve the department's customers. In 2006, to reduce the amount of overpaid dollars which result from claimants inaccurately reporting their return to work date, the

department created a proprietary program that crossmatches individuals collecting UI benefits with a state-wide database of new hires. For action in 2007, DLT will crossmatch with the Child Support Division's National New Hire database.

BENEFIT ACCURACY ACTIVITY 2006		
	Total	Change from 2005
Benefits Paid	\$200,678,538	- 14.7%
Scientific Sample Size	480	+ 0.2%
Dollars Paid Properly	95.3%	+ 2.0%
Dollars Overpaid	4.7%	- 1.9%
Dollars Underpaid*	0.3%	- 0.1%
Overpayment Causes		
Work Search	0%	0%
Earnings	51.6%	+ 15.1%
Separation Issues	14.3%	+ 1.1%
Base Period Wages	6.5%	+ 1.4%
Eligibility Issues	25.3%	- 19.7%
Other Causes	2.3%	+ 2.1%
Responsibility for Overpayment		
Claimant Only	70.2%	+ 20.1%
DLT Only	10.4%	- 17.7%
Employer Only	2.7%	+ 0.5%
Claimant+DLT	14.5%	+2.8%
Employer+DLT	2.2%	0%
Claimant+Employer	0%	- 5.7%

*By Federal Department of Labor policy, underpayments are exclusive from dollars paid.

Reemployment and Eligibility Assessment Program

Rhode Island is one of 21 states with federal grant money for an automated Reemployment and Eligibility Assessment (REA) Program. REA performs two functions. First, facilitating a rapid return to work for individuals displaced from specific high-growth, high-demand industries. REA assigns a numeric code for each type of profession and automatically mails job referrals to the claimant while they are collecting Unemployment Insurance. Secondly, the program also con-

firmers that participants are entitled and eligible to collect UI benefits.

REA automatically matches individuals who do not require intensive training services to open Rhode Island job orders. Rhode Island served 5,493 UI claimants through REA in 2006. Quickly matching individuals to job openings benefits clients by facilitating a quicker return to gainful employment and benefits the UI Trust Fund by reducing the amount of funds expended.

The Eligibility Review referred 115 individuals to Central Adjudication because of issues potentially impacting qualification for UI benefits. These issues may have gone undetected without REA and might have resulted in the erroneous issuance of UI benefits.

In 2006, UI Call Center staff were trained on software that assigns codes to occupations, a part of the national

O*Net system. Rhode Island was the first state to integrate the newly developed Auto-Coder into O*Net. The Auto-Coder is more accurate than previous methods of coding and classifying occupations and is easy for employers and claimants to use as well as for DLT staff.

Federal Claims

Federal law requires that states provide Unemployment Insurance (UI) coverage to Unemployed Civilian Federal Employees (UCFE) and former Federal Military Personnel (UCX). These individuals must meet the same entitlement and eligibility provisions as individuals filing claims based on state-covered employment and wages.

All UCX claims are initiated by an electronic exchange of wage and separation information from a central ICON data bank, normally within 24 hours. All federal agencies are mandated to supply such data to the ICON system. Although less than a quarter of the federal agencies have joined the ICON system to date, nearly 55% of the UCFE claims filed in Rhode Island were originated through ICON.

Income Support staff were also involved in providing on site information and benefits counseling to military personnel. RI-based troops returning home from military duty abroad are required to attend a military-sponsored

Demobilization Seminar. In 2006, nearly 500 military personnel were provided with income support information in five separate seminars. Also, in cooperation with the Fleet and Family Support Center of the Newport Naval Station, over 650 individuals separating from the military were provided with benefit information and one-on-one counseling. This information was given during six Transition Assistance Management Program Seminars conducted on the Navy base in 2006.

FEDERAL CLAIMS ACTIVITY 2006	
Federal Employee UI Benefits (UCFE)	
Initial Claims	211
Net Payments	\$789,376
Federal Military Personnel UI Benefits (UCX)	
Initial Claims	350
Net Payments	\$2,192,845

Temporary Disability Insurance

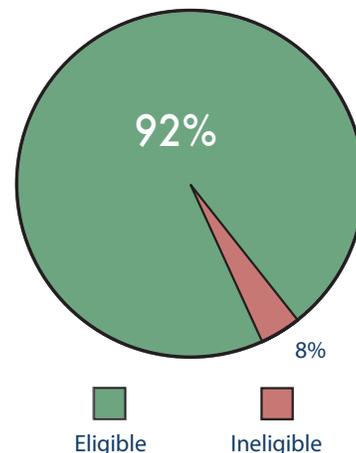
The Rhode Island Temporary Disability Insurance (TDI) program was the first in the United States and is funded exclusively by workers. Only four other states—Hawaii, New York, New Jersey, California and the commonwealth of Puerto Rico—have a Temporary Disability Insurance program. TDI protects workers against wage loss resulting from a non-work related illness or injury.

In 2006, approximately 420,000 eligible workers paid TDI taxes and were protected by this important insurance program. Last year, 47,248 claims were filed and 446,686 payments totaling \$163,344,038 were made. In 2006, 30.5% of the TDI initial claims were filed on the Internet.

In 2006, TDI made significant systematic changes, improving the integrity of the program, increasing claim oversight, enhancing claim processing and increasing customer satisfaction. The most significant was the implementation of the Partial Return to Work Program, approved by legislation in 2005 with a mandated starting date of January 2006. This option enabled claimants

to transition back into full-time employment while continuing to receive partial benefit payments to supplement part-time wages.

TEMPORARY DISABILITY INSURANCE
ELIGIBILITY DETERMINATIONS IN 2006



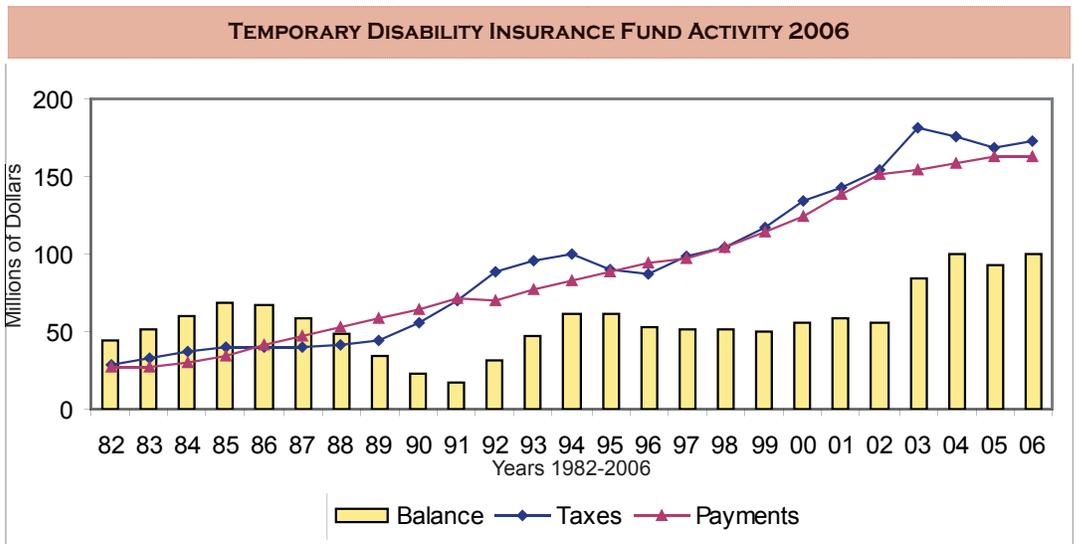
TEMPORARY DISABILITY INSURANCE ACTIVITY 2006		
	Total	Change from 2005
Regular Benefits		
Total Claims	47,248	- 4.3%
Number of Payments	446,686	- 4.3%
Net Payments	\$163,344,038	+ 0.1%
Avg. Weekly Benefit	\$365.68	+ 4.2%
Avg. Duration (weeks)	12.6	- 0.8%
Trust Fund		
Total Income	\$178,673,361	+ 3.6%
Total Disbursements	\$171,225,762	+ 0.9%
Year-End Fund Balance	\$100,292,288	+ 7.4%

In 2006, 1,413 customers participated in this program. Estimated savings to the TDI trust fund approached \$400,000. TDI's application form and Interactive Voice Response system were upgraded to allow for the entry of dates that pertain to the Partial Return to Work Program. Customer surveys on the Partial Return to Work Program were highly favorable.

TDI also upgraded the software for the electronic document imaging system in 2006, significantly improving document retrieval and, therefore, timely service to customers. Social Security numbers were removed from all TDI forms to prevent identity theft and fraud. New informational brochures were developed and distributed to the employer and medical communities. The website was improved to reflect enhanced services.

The success of the Claims Management Unit, launched in August 2005, continued with the investigation and intervention in over 870 TDI claims. Problematic TDI claims were resolved more quickly than before the formation of the Claims Management Unit. In addition, the two registered nurses hired to this unit, in tandem with TDI medical managers, began visiting hospitals to educate staff on TDI procedures and processes.

More information on Temporary Disability Insurance may be found by visiting www.dlt.ri.gov/tdi or by calling (401) 462-8420.



UI/TDI Fraud Unit

The UI/TDI Fraud Unit investigates suspicious activity to preserve the integrity of the Unemployment Insurance (UI) and Temporary Disability Insurance (TDI) programs. In 2006, 382 cases were investigated and \$836,927 in potential overpayments in both programs was discovered. Seventy cases were referred to the RI State Police for criminal

nal prosecution. The RI Superior Court returned 47 convictions resulting in suspended sentences, probations and restitution.

In 2006, the department launched a public awareness program through newspapers, local talk radio and on the Internet in order to inform the public that individuals who fraudulently collect UI or TDI are aggressively pursued for criminal charges. Examples of fraud include giving false information and failing to report earnings from self-employment or other work performed while collecting benefits from either of these programs.

More information regarding UI/TDI Fraud prevention activities may be found by calling (401) 462-8419.

FRAUD UNIT ACTIVITY 2006		
	Total	Change from 2005
Cases Investigated	382	+ 40.0%
Overpayments Detected	\$836,927	+46.5%
Cases Referred to State Police	70	+52.8%
Convictions in Superior Court	47	+ 48.9%

Police Officers' Relief Fund and Firefighters' Relief Fund

If an active or retired police officer or state police officer is killed or he or she dies of a heart condition or hypertension, the Police Officers' Relief Fund offers an annuity of \$3,600 a year to the surviving spouse for life or until remarriage and \$1,200 per year is provided for each dependent until the age of 18.

If a police officer, correctional officer or member of the state police is killed, dies from a heart condition or becomes totally and permanently disabled, the Police Officers' Relief Fund offers tuition payment for his or her dependents at any Rhode Island college or university for four consecutive years to earn a baccalaureate or lesser degree.

If a police officer becomes totally and permanently disabled, the Police Officers' Relief Fund offers him or her tuition payments at any Rhode Island college or university for four consecutive years. If the officer is killed in the line of duty, the surviving spouse is allowed four consecutive years of tuition payments. Students are re-

quired to submit an official transcript of grades and refund tuition for failed classes.

If an active, retired volunteer or auxiliary firefighter dies from a heart condition, hypertension, cancer, respiratory ailment or is killed, the Firefighters' Relief Fund offers an annuity of \$3,600 a year to the surviving spouse for life or until remarriage and \$1,200 per year is provided for each dependent until the age of 18.

If an active or retired firefighter, crash rescue person, auxiliary or volunteer firefighter is killed or dies from hypertension, heart condition, cancer, respiratory ailment or becomes disabled, the Firefighters' Relief Fund offers tuition payments to dependents or to the disabled firefighter for four consecutive years to earn a baccalaureate or lesser degree. Beginning in 2005, students are now required to submit an official transcript of grades and refund tuition for any failed classes.



DLT protects those who protect the public with a Police Officers' Relief Fund and a Firefighters' Relief Fund.

RELIEF FUND ACTIVITY 2006		
	Total	Change from 2005
Police Officers' Tuition Benefits		
Dependents	18	- 33.0%
Police Officers	2	0%
Expenditures	\$53,391	- 19.9%
Annuity Benefits		
Recipients	249	0%
Expenditures	\$911,239	- 0.3%
Avg. per Person	\$3,659	- 0.4%
Firefighters' Tuition Benefits		
Dependents	46	-21.7%
Firefighters	2	- 50.0%
Expenditures	\$150,895	+ 33.0%
Annuity Benefits		
Recipients	509	+ 2.8%
Expenditures	\$1,922,267	+ 3.6%
Avg. per Person	\$3,776	+ 0.8%

Board of Review

The Board of Review is an autonomous body created by RI General Law 42-16.1-6 and is located at 275 Westminster Street in Providence. Board referees conduct full hearings on first-level appeals from claimants and employers on decisions rendered by DLT regarding Unemployment Insurance (UI) and Temporary Disability Insurance (TDI) claims. At the higher level of the appeal process, the Board may review or hold additional hearings on appeals from its referees' decisions. In addition, the Board hears appeals from employers on UI and TDI tax liability issues. Under U.S. Department of Labor (U.S. DOL) guidelines, the Board's primary goal is to provide due process and a fair hearing on these issues both for claimants and Rhode Island employers.

The Board's website offers claimants and employers the convenience of filing appeals via the Internet. A library of significant court rulings on UI/TDI appeals is also available on the website.

In accordance with U.S. Department of Labor guidelines, more than 95% of lower level (Referee) decisions were issued within 30 days, garnering the Board of Review an excellent rating from U.S. DOL. Board personnel work closely with the UI and TDI sections of DLT in ensuring that cases on appeal are scheduled promptly for hearing.

The Board continues to embrace technology to ensure courteous, prompt and efficient

service. During 2007, the board will investigate methods of document imaging and other system changes to decrease paperwork, reduce costs and increase efficiency of case handling.

More information regarding the Board of Review and its rulings may be found by visiting www.dlt.ri.gov/bor or by calling (401) 222-3533.

BOARD OF REVIEW ACTIVITY 2005

	Lower Court	Higher Court
UI Appeals		
Claimant	4,352	545
Employer	555	211
TDI Appeals	135	22
Tax Appeals	9	0
Strike (Labor Dispute)	0	0
Cases Withdrawn	201	18

In 2006, the District Court received 69 appeals and seven cases were further appealed to the Rhode Island Supreme Court.

BOARD OF REVIEW MEMBERS 2006

Chairman	
Thomas J. Daniels	Representing the Public
Nathaniel J. Rendine	Representing Labor
Edward A. Lombardo, Sr.	Representing Industry

Labor Relations Board

The Rhode Island State Labor Relations Board is an autonomous board, housed within the RI Department of Labor and Training. The Labor Relations Board administers and enforces the provisions of the RI State Labor Relations Act (RI General Laws 28-7) and its amendments, which deal with labor-management relations. The Board is responsible for determining the appropriateness of collective bargaining units and for certifying employee's representatives. The Board also has the authority to remedy and prevent unfair labor practices.

In accordance with Section 28-7-4 of the RI General Laws, the Governor, with Senate consent, appoints the seven members of the Labor Relations Board. Three members of the Board shall be representatives of labor; three members shall represent management, including at least one representative of local government; and one member shall be a representative of the general public. The members of the Board are appointed for a term of six years each. The Governor designates one member as Chairperson.

More information regarding the RI State Labor Relations Board may be found on its website at www.dlt.ri.gov/lrb.

LABOR RELATIONS BOARD ACTIVITY 2006		
Decisions		
Unfair Labor Practices		49
Unit Clarifications/Accretions		15
Positions Affected		58
Consent Agreements / Affidavits		7
Positions Affected		7
Union Representation Petitions		5
Positions Affected		50
Meeting Activity		
Formal Hearings		11
Formal Written Decisions		9
Monthly Board Meetings		9
Public Hearing		1

LABOR RELATIONS BOARD MEMBERS 2006	
Chairman	
Walter J. Lanni	Representing Management
Frank J. Montanaro	Representing Labor
Joseph V. Mulvey	Representing Labor
Gerald S. Goldstein	Representing Management/ Local Government
Ellen L. Jordan	Representing the Public
John R. Capobianco	Representing Labor
Elizabeth S. Dolan	Representing Management

Governor's Workforce Board Rhode Island

At no other time in history has Rhode Island's economic survival demanded a workforce with the education, workplace skills and technical skills necessary to successfully compete in the global marketplace. Rhode Island recognizes that a complete transformation of its workforce development and related systems is required in order to develop and maintain a competitive edge across all industry sectors. Since its inception in 2005, the Governor's Workforce Board Rhode Island (GWBRI) has been working with principal system partners and stakeholders to collaborate on comprehensive strategies that focus on increasing Rhode Island's economic vibrancy. As the chief policy and advisory body to the Governor, the GWBRI continues to build dynamic networks of public and private partners that, through collaborative efforts, are developing a workforce with the levels of education, talent and marketable credentials that will attract and sus-

GWBRI + Partners

"Strategic investment." These two words reflect the vital mission of the Governor's Workforce Board RI. "Strategic investment" also explains the rationale behind GWBRI's funding of industry partnerships—groups of like-minded businesses and agencies that can identify and implement sector-wide talent development strategies.

Administrator of the Governor's Workforce Board J. Michael Koback explains why the creation of industry partnerships is critical to building a 21st-century workforce.

"In the past, workforce development systems tended to impose solutions upon a sector without enough industry input. The Governor's Workforce Board believes, however, that industry must have a seat at the table so they can tell us what they need. Industry partnerships bring the right players to the same table so that Rhode Island's talent development system can focus on real needs and common interests."

The Hospital Association of Rhode Island (HARI) received an industry partnership grant in 2006, and used its funds to create nurse-based work groups that identify necessary support and training. Another industry partnership in health care, headed by Quality Partners, has used its funding to undertake a skill gap study identifying training availability and industry needs.

HARI President Ed Quinlan describes the industry partnership as "a continuous dialogue among all impacted parties—sharing ideas, data and solutions."

He adds, "There is simply no way any single entity can anticipate and meet the needs of the workforce. These solutions require the interaction of government, academia and the health care industry."

And how is the dialogue proceeding? Quinlan says, "We have achieved some extraordinary successes because they were done in a collaborative fashion [...]. The process is working."

tain high-wage, high-demand industries and occupations.

The board's 17 members include business leaders, public agency officials, labor representatives and education representatives. Their focus and expertise lies in critical areas of the public and private sectors that are strategically aligned to articulate the mission of creating "demand-driven" systems and solutions.

Rhode Island's Interagency Workforce Council, commonly known as the Workforce Cabinet, is affiliated with the GWBRI. Cabinet members include the state directors of workforce, economic, education, and social service departments. The Workforce Cabinet facilitates the implementation of policies and directives developed by GWBRI across traditional funding streams and agency boundaries where possible.

Under federal mandate, the board is charged with oversight of the state's allocation of Workforce Investment Act funds, in excess of \$10 million annually. In addition, state legislation funds the GWBRI through the Job Development Fund (JDF), a 0.21% assessment of employers' payroll taxes. While the current tax structure makes the JDF revenue neutral for employers, it accrues over \$10 million annually for investment in workforce development and related initiatives.

In 2006, GWBRI's task teams recommended core foundation and organizational parameters to govern and guide the board. As a result, in 2006, the board reorganized its activities around committees that prioritize and address key elements of the broad workforce system. The committees include:

- **Board Development.** Charged with ensuring the education and continuing development of GWBRI membership, this committee arranges for presentations on topics of importance to the board's role, responsibilities and compliance with governing legislation.
- **Youth Development.** This committee guides the development and implementation of plans that address workforce needs of youth. Members evaluate the state's various youth service delivery systems and recommend strategies that will

Governor's Workforce Board Rhode Island



Today's Vision... Tomorrow's Opportunity.

reduce redundancy and ensure a systemic approach to preparing America's next generation workforce.

- **Adult Education.** An educated and literate workforce is critical to a knowledge-based economy. This committee works to implement consistent standards for adult education services, raise the professional standards of community providers, facilitate access to learners and align services within the workforce system structure.

- **Planning and Evaluation.** This committee is responsible for the oversight of major workforce development initiatives and systems. Members review and evaluate comprehensive and statewide plans to ensure coordination, systems alignment, and attainment of performance goals. The committee also recommends strategies for systemic improvements

- **Strategic Investments.** The GWBRI's annual operational and programmatic budget is developed by this committee for approval by the full Board. Members also prioritize financial investments that can assist businesses in training their workforce, leverage additional funds, authorize and approve grants to develop new systems or technologies and create partnerships.

The board awarded \$2 million in targeted workforce funds to 105 existing Rhode Island businesses in 2006. Combined with matching funds provided by the grant winners, the resulting \$4 million investment is slated to increase the skills of 4,664 incumbent workers.

New or expanding businesses benefited from the Board's investment of \$1.3 million in workforce expansion grants. Awarded to 11 businesses, in collaboration with the RI Eco-

GWBRI + Grant Recipients

A. T. Cross Company
 AAA Southern New England
 AIPSO
 Abacus Management Technologies, LLC
 Advertising Ventures
 American Cord and Webbing Co., Inc.
 Amtrol, Inc.
 Aspen Aerogels, Inc.
 Atrion Networking Corp.
 Bacou-Dalloz Americas, Inc.
 Bank of America/Columbia
 Management Advisors
 BankNewport
 Beautiful Beginnings Child Care
 Blow Molded Specialties
 Boys & Girls Club of Newport County
 Bradford Soap Works, Inc.
 CVS Corporation
 Callico Metals, Inc.
 Central Falls Family Self-Sufficiency
 Foundation
 Chivers North America
 Collette Vacations
 Colonial Mills, Inc.
 Community College of Rhode Island
 Comprehensive Community Action
 CompUtopia
 Cornell Corrections of Rhode Island
 Cranston Print Works Co.
 Creative Computing, Inc.
 Crossroads Rhode Island
 DATA of Rhode Island
 DaVinci Center
 Dimeo Construction Co.
 DiSanto, Priest and Co.
 Dominion Diagnostics, LLC
 Econotel Business Systems, Inc.
 Electro Standards Laboratories
 Electronic Vision Access Solutions (EVAS)
 English for Action
 Equity Title and Closing Services, Inc.
 Even Start Newport
 Family Resources Community Action
 Family Service of Rhode Island, Inc.
 Federal Electronics, Inc.
 GEM Management, Inc.
 GEM Mechanical Services, Inc.
 GEM Plumbing and Heating
 Genesis Center

Goodwill Industries of Rhode Island
 Grande Masonry, LLC
 Gripnail Corp.
 Guill Tool and Engineering Co., Inc.
 Handy & Harmon Electronic Materials Corp.
 Hasbro, Inc.
 Henry Birks & Sons
 The Hinckley Company
 Hope Global
 Hope Nursing Home Care
 Hope-Buffington Packaging Group LLC
 Hospital Association of Rhode Island
 Hunt Boatbuilders, Inc.
 The INSCO Group
 In-SIGHT
 Institute for Labor Studies and Research
 International Institute of Rhode Island
 International Packaging Corp.
 International Yacht Restoration School
 Item New Product Development
 Justice for All, LLP
 K2 Partnering Solutions
 Landon Technology Group, Inc.
 Lefkowitz, Garfinkel, Champi and
 DeRienzo P.C.
 Lighthouse Computer Servicees, Inc.
 Literacy Volunteers of Easy Bay
 Literacy Volunteers of Kent County
 Literacy Volunteers of Newport County
 Literacy Volunteers of
 Washington County
 M&M Oil
 Mag Jewelry Company, Inc.
 Manufacturing Jewelers and Suppliers
 of America
 Mel-Co-Ed, Inc.
 Meridian Printing
 Modine Manufacturing Co.
 Narragansett Imaging, LLC
 National Chain Group
 North End Community Learning Collab.
 Northeast Engineers and Consultants, Inc.
 Nulco Manufacturing Corporation
 Nunnery Orthotic & Prosthetic Technologies
 OSHEAN
 Ocean Bank, FSB
 Ocean State Job Lot
 O'Connell and Associates
 Pearson Composites, LLC

People's Credit Union
 Perspectives Corp.
 Pet Food Experts, Inc.
 Pilgrim Screw Corp.
 Polytop Corp.
 Pot Au Feu
 Precision Turned Components
 Progreso Latino, Inc.
 Project RIRAL Mentor Program
 Providence Housing Authority
 Providence Plan
 Quality Partners
 R. B. Howes & Co., Inc.
 Radiation Oncology Associates
 Raytheon Co.
 Read & Lundy, Inc.
 Rhode Island Health Center Association
 Rhode Island Manufacturing Extension
 Services
 Rhode Island Urological Specialties
 Rite-Solutions, Inc.
 Rolling Frito-Lay Sales, LP
 Ryla Teleservices, Inc.
 Sansiveri, Kimball & McNamee, LLP
 Scott Brass, Inc.
 Sexual Assault and Trauma Resource
 Center of Rhode Island
 Socio-Economic Development Center
 for Southeast Asians
 Software Quality Associates Corp.
 South County Community Action
 Supfina Machine Company
 Swissline Precision Manufacturing, Inc.
 TEAM Inc.
 Tech Collective
 Toray Plastics, Inc.
 Trans-Tex, LLC
 Tri-Town Community Action Agency
 Umicore Indium Products
 Urban League of Rhode Island
 VR Industries, Inc.
 Verizon Services
 Volunteers in Providence Schools
 Wardwell Braiding Machine Company
 Warren Electric Corp.
 Washington Trust Company
 Women and Infants Hospital of
 Rhode Island

RELATED BOARDS

conomic Development Corporation, these funds provided new job opportunities for workers while growing the business base of Rhode Island's economy.

To remain competitive in the global economy, Rhode Island must align workforce development efforts with industry demands. The GWBRI initiated the creation of Industry Partnerships in seven key sectors of the state's economy. With an initial investment of \$425,000, these partnerships will afford businesses the opportunity to more clearly articulate common training, education and skill needs and help drive a market-based approach to workforce development. The seven partnerships include Health Care, Advanced Manufacturing, Construction, Hospitality/Tourism, Biotechnology, Information Technology and Finance/Insurance. Most are currently in the early stages of formation but the GWBRI anticipates the partnerships will be a key element of the Board's future strategic agenda by the close of 2007.

With a new vision for how to best prepare youth to meet the demands of industry, the GWBRI invested \$650,000 to pilot two model summer jobs programs. Three hundred fifty young people between the ages of 14 and 21

participated in the highly successful "Yes 2 Work" and "We Can 2" initiatives. Both models featured actual work experiences, mentoring, exposure to labor market information and emphasis on the importance of educational attainment in preparing for careers.

Adult education and workforce development were better aligned with a Board investment of \$1.8 million to the RI Department of Education. Seventeen community-based providers of basic education, literacy and GED testing received grants to provide these services at the local level.

In 2006, the GWBRI supported tax incentives offered through the Rhode Island Jobs Training Tax Credit Act. The act provides employer tax credits of 50% of qualified expenses, limited to a \$5,000 credit per employee over a three-year period. Only \$1,000 of qualified expenses may be wages earned in training. In 2006, over 42 companies invested in excess of \$4 million to train approximately 4,300 employees, thus resulting in tax credits of over \$2 million.

More information regarding the Governor's Workforce Board may be found by visiting www.rihric.com or by calling (401) 462-8840.

GOVERNOR'S WORKFORCE BOARD RI MEMBERS 2006

Chairman	President and CEO Citizens Bank of RI and CT
Joseph MarcAurele	
Mario Bueno	Adult Education Director, Progreso Latino
Mia Caetano-Johnson	Account Executive, Duffy, Sweeney & Scott
Armeather Gibbs	Chief Operating Officer, United Way of Rhode Island
Paul MacDonald	President, Providence Central Federated Council
William McGowan	Business Manager, IBEW Local 2323
(appointment pending)	Director, RI Economic Development Corp.
Brandon Melton Sr.	Senior Vice President of Human Resources, Lifespan
Sharon Moylan	President, Emerge, Inc.
Robert Nangle	President, Meridian Printing
George Nee	Secretary, Rhode Island AFL-CIO
Adelita Orefice	Director, RI Department of Labor and Training
Sgt. Robert Paniccia	President, Providence Fraternal Order of Police
Lorna Ricci	Director, Ocean State Center for Independent Living
Martin Trueb Sr.	Senior Vice President and Treasurer, Hasbro
Dr. Jack Warner	Commissioner, RI Office of Higher Education
(appointment pending)	Business Representative

Workforce Partnership of Greater Rhode Island

The Workforce Partnership of Greater Rhode Island (WPGRI) is the federally-mandated Workforce Investment Board for 37 of Rhode Island's 39 cities and towns (see map, page 38). Members are appointed by the Governor and administer federal- and state-funded workforce, education and economic development programs.

During Program Year 2005/2006, the Workforce Partnership of Greater Rhode Island invested over \$1.8 million in federal Workforce Investment Act (WIA) services and training for 850 individuals seeking their first job or a new job due to dislocation. Of these individuals, 567 went on to enroll in further skill training programs. Approximately 78% of those who participated in further skills training were employed within the first quarter of the completion of his or her participation in WIA training. Workforce Investment Act programs are provided by a partnership with netWORKri Career Centers, the Department of Labor and Training's One-Stop Career Center System (see page 9).

In 2006, the WPGRI's Youth Council achieved federally-mandated performance requirements by continuing to implement new strategies including tighter contract requirements, ongoing technical assistance to youth service providers and refined tracking systems to improve the accuracy of performance results. The Workforce Partnership awarded approximately \$872,000 to contractors of youth

programs—funding that enabled 178 youth to improve their basic skills, achieve high school diplomas or GEDs, acquire leadership skills and learn about Rhode Island's labor market.

Also in 2006, the WPGRI continued to administer the \$3 million U.S. Department of Labor-funded biomanufacturing grant for new and incumbent workers in Rhode Island's growing biomanufacturing/biotech industry. The grant provides up to four years of funding to train and upgrade the workforce to better meet the high-skill demands of this technology-driven industry. WPGRI expanded the membership of the project's advisory council to include 13 companies, including national and regional industry leaders such as Amgen, Rena-Med, Cambrex and Concordia. At year's end, the project had enrolled over 600 participants in industry-led training and educational programs.



BUILDING TOMORROW'S WORKFORCE TODAY

Workforce Solutions of Providence/Cranston

Workforce Solutions of Providence/Cranston oversees workforce development services for unemployed job seekers, the underemployed and emerging workers of Providence and Cranston by working in close partnership with government, business, labor, education and community-based organizations.

Headquartered at the Providence netWORKri One-Stop Career Center (see page 9), Workforce Solutions of Providence/Cranston provides labor market information, hiring incentives and training resources that help employers meet their workforce needs and connect with dislocated and unemployed individuals. To accomplish these goals, in 2006 Workforce Solutions of Providence/Cranston received more than \$3.2 million of federal and state funding. Five hundred fifty-six adults and dislocated workers and 88 youth (aged 14-21) received services through Workforce Solutions of Providence/Cranston. Two hundred eighty-three of those adults and dislocated workers were trained for high-demand occupations as identified by the Labor Market Information Unit (see page 12).

Coordinating with Economic Development Corporation, the Community College of Rhode Island (CCRI) and a number of business partners, Workforce Solutions of Providence/Cranston developed specialized training in steel fabrication for local employer Capco Steel. Over 100 individuals were tested and assessed by standards set by Capco. Twenty-four adults, including an ex-felon population that can be the hardest to place, completed the training and were offered jobs by Capco. This training model proved so successful that it will continue to be used by Capco as they expand their workforce. This model can be replicated for other employers, creating a truly demand-driven workforce system.



RELATED BOARDS

In response to new certification guidelines mandated by No Child Left Behind legislation, Workforce Solutions of Providence/Cranston partnered with Laborers' Local 1033 and the Providence School Department to assess 339 teacher aide candidates last year. One-hundred twelve individuals completed the training developed by CCRI. Workforce Solutions of Providence/Cranston leveraged funding from Local 1033 to cover the cost of the training. The Providence School Department subsequently employed 51 graduates as teachers aides and another 19 as substitute teachers. Information available at the time of this printing indicates that 99.1% of program participants continued to be employed six months after placement.

Workforce Solutions of Providence/Cranston addresses the skills shortage in the medical field by coordinating with Cranston Adult Education, the local education partner. Ongoing recruitment results show 62 clients have been trained in a high-demand field that promises the potential for future advancement.

For the third year, Workforce Solutions of Providence/Cranston has partnered with the Greater Providence Chamber of Commerce; the Rhode Island Commodores, headed by Governor Carcieri; Junior Achievement of Rhode Island; and the Providence School Department in the administration of a summer jobs program for students at Hope High School. A group of 176 Hope High students received success skills training as a part of their school day. The curriculum focused on skills needed to get and retain a job and was taught by Junior Achievement business volunteers. Forty-four of these students were then placed into summer employment at businesses recruited by the Greater Providence

Chamber of Commerce. The Providence School Department provided a School-Based Coordinator, funded with a Perkins grant, to direct activities. There are plans to expand the program to include the entire junior class at Hope High and also to develop a pilot program for another Providence high school, Mt. Pleasant.

Workforce Solutions of Providence/Cranston has replicated the Providence Success Skills training program in Cranston. The Cranston Chamber of Commerce and the New England Laborers' Cranston Public Schools Construction Career Academy solicited a donation from Wal-Mart to fund the effort. After receiving instruction at the Charter School, 10 students were placed into summer employment. This pilot program will be expanded in the summer of 2007.

Workforce Solutions of Providence/Cranston also operates out of the Providence Skills Center in the Providence Place Mall. In partnership with Comprehensive Community Action Program of Cranston, 49 participants worked to earn their GEDs.

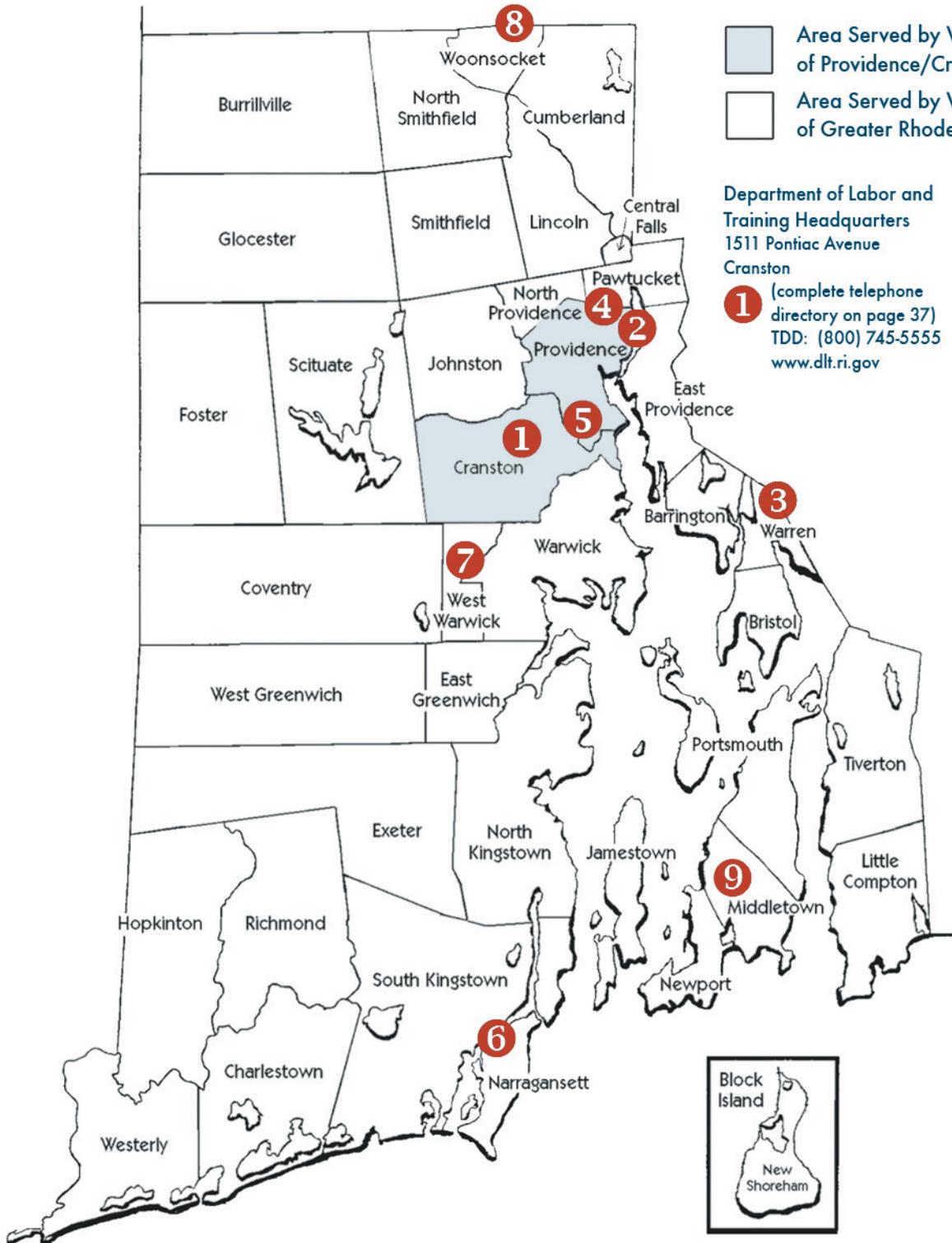
In 2006, 43 people enrolled in customer service training and 17 achieved their credentials in customer service based on standards developed by the National Retail Federation and major retailers. The National Retail Federation has designated the Providence Skills Center a regional hub for customer service training. As a hub, the skills center offers a full range of services to employers and potential or incumbent workers interested in pursuing customer service and related careers. An additional 54 students completed the Pharmacy Tech training developed in conjunction with CVS Corporation, filling an immediate employer demand.

Departmental Directory

Adult and Dislocated Workers	462-8811		wds@dlt.ri.gov
Benefit Charge	462-8015	www.dlt.ri.gov/ui	UnemploymentInsurance@dlt.ri.gov
Benefit Accuracy Measurement	462-8610	www.dlt.ri.gov/ui	UnemploymentInsurance@dlt.ri.gov
Board of Review	222-3533	www.dlt.ri.gov/bor	BOR@dlt.ri.gov
Business Affairs	462-8140		MHayes@dlt.ri.gov
Central Adjudication	462-8300	www.dlt.ri.gov/ui	UnemploymentInsurance@dlt.ri.gov
Central Overpayment	462-8010	www.dlt.ri.gov/ui	UnemploymentInsurance@dlt.ri.gov
Crossmatch	462-8510	www.dlt.ri.gov/ui	UnemploymentInsurance@dlt.ri.gov
Dr. John E. Donley Rehabilitation Center	243-1200	www.dlt.ri.gov/donley	Donley@dlt.ri.gov
Employer Service	462-8710	www.dlt.ri.gov/esu	WDS@dlt.ri.gov
Executive Office	462-8870		
Foreign Labor Cert./Migrant Seasonal Farm Workers	462-8800		WDS@dlt.ri.gov
Governor's Workforce Board Rhode Island	462-8860	www.rihric.com	MKoback@dlt.ri.gov
Human Resources	462-8840		HumanResources-DLT@dlt.ri.gov
Jobs Network	1-888-616-JOBS (5627)	www.dlt.ri.gov/esu/esucontact.htm	(multiple, see web)
Labor Market Information	462-8740	www.dlt.ri.gov/lmi	LMI@dlt.ri.gov
Labor Relations Board	462-8830	www.dlt.ri.gov/lrb	LRB@dlt.ri.gov
Labor Standards	462-8550	www.dlt.ri.gov/ls	LaborStandards@dlt.ri.gov
Legal Counsel	462-8890		
Marketing and Public Relations	462-8810		LHart@dlt.ri.gov
netWORKri	462-8800	www.netWORKri.org	WDS@dlt.ri.gov
Occupational Safety	462-8570	www.dlt.ri.gov/occusafe	OccuSafe@dlt.ri.gov
Police and Fire Unit	462-8855		
Professional Regulation	462-8580	www.dlt.ri.gov/profregs	ProfRegs@dlt.ri.gov
Rapid Response	462- 8811	ww.dlt.ri.gov/ui/rapidresponse.htm	WDS@dlt.ri.gov
Telecommunication Device for the Deaf (TDD)	462-8006		
Temporary Disability Insurance (TDI)	462-8420	www.dlt.ri.gov/tdi	TDI@dlt.ri.gov
Fraud	462-8419	www.dlt.ri.gov/tdi	
Trade Adjustment Assistance	243-9166	www.dlt.ri.gov/ui/trade.htm	WDS@dlt.ri.gov
Unemployment Insurance (UI)	462-8400	www.dlt.ri.gov/ui	UnemploymentInsurance@dlt.ri.gov
Call Center	243-9100		
Fraud	462-8419		
TDD	243-9149		
Veterans' Services	462-8800		WDS@dlt.ri.gov
Weights and Measures	462-8580		
Work Opportunity Tax Credit Program	462-8717	www.dlt.ri.gov/esu/taxcredits.htm	WDS@dlt.ri.gov
Workers' Compensation	462-8100	www.dlt.ri.gov/wc	
Education Unit	462-8100	www.dlt.ri.gov/wc/edunit.htm	WCedUnit@dlt.ri.gov
Fraud	462-8100	www.dlt.ri.gov/wc/fraud.htm	WCFraud@dlt.ri.gov
Workforce Development Services	462-8800	www.dlt.ri.gov/wfds	WDS@dlt.ri.gov
Workforce Investment Office	462-8780	www.dlt.ri.gov/wio	JOHare@dlt.ri.gov
Workforce Partnership of Greater RI	462-8730	www.griworkforce.com	MKoback@dlt.ri.gov
Workforce Regulation and Safety	462-8580	www.dlt.ri.gov/ls	LaborStandards@dlt.ri.gov
Workshare	243-9177	www.dlt.state.ri.us/ui/ws.htm	UnemploymentInsurance@dlt.ri.gov

* All telephone numbers are within Rhode Island's 401 area code.

Map of Offices



-  Area Served by Workforce Solutions of Providence/Cranston
-  Area Served by Workforce Partnership of Greater Rhode Island

Department of Labor and Training Headquarters
 1511 Pontiac Avenue
 Cranston

1 (complete telephone directory on page 37)
 TDD: (800) 745-5555
www.dlt.ri.gov

Dr. John E. Donley
 Rehabilitation Center
 249 Blackstone Blvd
 Providence

2 tele: (401) 243-1200
 fax: (401) 222-3887
www.dlt.ri.gov/donley

netWORKri Career Centers
www.netWORKri.org

East Bay (Warren) netWORKri
 470 Metacom Avenue

3 tele: (401) 245-9300
 fax: (401) 245-1706

Pawtucket netWORKri
 175 Main Street

4 tele: (401) 722-3100
 fax: (401) 728-1890

Providence netWORKri
 One Reservoir Avenue

5 tele: (401) 462-8900
 fax: (401) 462-8947

Wakefield netWORKri
 4808 Tower Hill Road

6 tele: (401) 789-9721
 fax: (401) 789-9723

West Warwick netWORKri
 1330 Main Street

7 tele: (401) 828-8382
 fax: (401) 826-8991

Woonsocket netWORKri
 219 Pond Street

8 tele: (401) 235-1201
 fax: (401) 235-1228

DLT Reemployment Office
 73 Valley Road
 Middletown

9 tele: (401) 847-2038
 fax: (401) 846-9705

Rhode Island Department of Labor and Training

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Governor Donald L. Carcieri • Director Adelita S. Orefice

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