



Rhode Island Department of **Labor and Training**



Workforce Development



Income Support



Regulatory Programs



Administrative Functions

2007 Annual Report

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INTRODUCTION TO DLT



Improving efficiency of income support, workforce development and regulatory services.

Every year, the employees at RI Department of Labor and Training, from senior management to front line staff, strive to improve the efficiency of its income support, workforce development and regulatory services. Greater convenience, better communication and improved technology are just some of the ways DLT has sought to improve its customers' experience in 2007.

Through the adoption of electronic payment cards, the Income Support Division orchestrated a major systems change that saw the end to paper checks and the beginning of 24-hour access to Unemployment Insurance and Temporary Disability Insurance payments.

In a wide-reaching public information campaign, the Workers' Compensation Division adopted the Rhody Red mascot to teach employees about their rights to insurance coverage.

Through outreach, the Workforce Regulation and Safety Divi-

sion built awareness among employers, educators and emerging workers about the do's and don't's of child labor in Rhode Island.

In addition to providing job placement and career counseling services to more than 30,000 RI job seekers, the Workforce Development Division implemented the first phases of a redesign for the netWORKri One-Stop Career System—a redesign that will better utilize existing resources while enhancing the services available to its customers.

And, throughout the year, the Labor Market Information Unit continued to produce detailed data that serves to inform all DLT programs and initiatives.

It is with great appreciation for my DLT colleagues that I present you with our 2007 Annual Report.

Sincerely,

Sandra M. Powell
Interim Director



Interim Director Sandra M. Powell (far right) poses with DLT's senior staff.

STRATEGIC PLANNING



Strategic Planning



Workforce Development



Income Support



Regulatory Programs



Administrative Functions

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 pro-

ductivity 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:

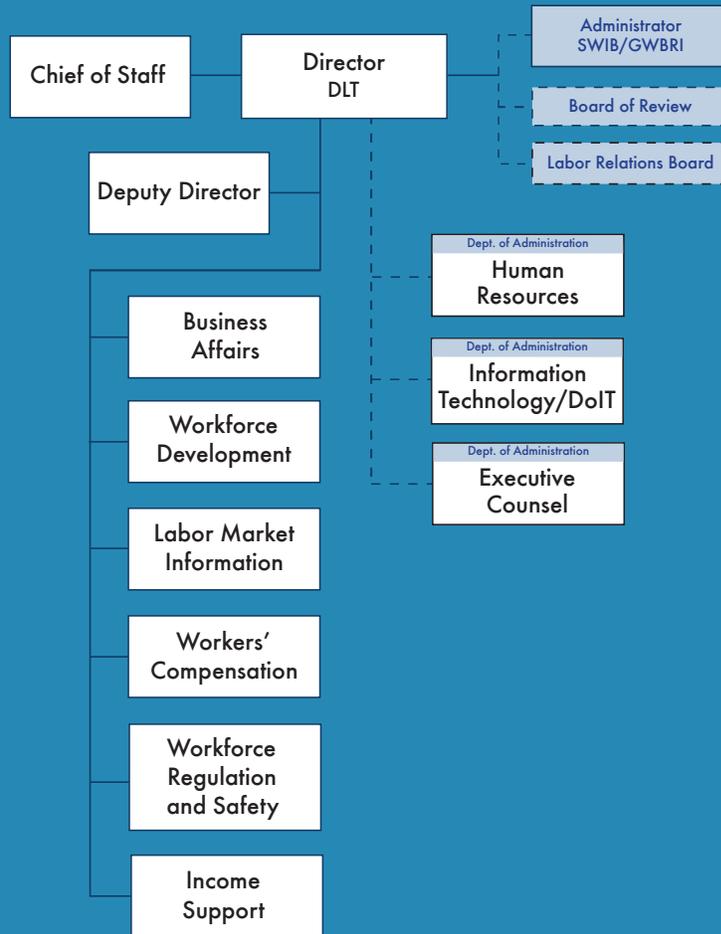
- Rhode Island workers can be confident that their rights are protected, that they are receiving a fair (legal) wage for their work and that they are working in safe and healthy workplaces.
- Rhode Island employers can be confident that laws are effectively and fairly enforced for all employers, that 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

DLT Organizational Chart



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.

More information may be found by visiting www.dlt.ri.gov or by calling (401) 462-8000.

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 board meetings in an advisory position; and serving as hearing officers. The Legal Office also initiates prosecution on unemployment compensation fraud and benefit overpayments.

The Legal Office 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 ACTIVITY 2007

Type of Case	Number of Cases	Amount Collected
Workers' Compensation (Lack of Insurance)	291	\$300,933.56
Unemployment Insurance Overpayments	194	\$137,629.75
Labor Standards	108	\$15,654.71
Prevailing Wage	45	\$114,884.37

WORKFORCE DEVELOPMENT



Through Workforce Development, Rhode Island workers can find job opportunities to match their skills and improve their standards of living.

Workforce Development

The Workforce Development Services Division dedicates itself to the advancement of all who comprise the workforce: those who perform the work and those who hire them. The division oversees activities that guide job seekers to suitable employment and introduce employers to qualified workers. These activities include:

- Employment Services, including State Workforce Investment activities and the Rapid Job Entry program
- 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
- Youth Workforce Services

More information may be found by visiting www.dlt.ri.gov/wfds or by calling (401) 462-8800.

LABOR EXCHANGE ACTIVITY 2007

Job Seekers	Total
Customers Served	31,579
UI Eligible Claimants	22,468
Staff-Assisted Services	30,427
Job Search Activities	17,293
Employers	
Job Orders	2,084
Job Fairs and Recruitments	528
WOTC Certifications*	969

*Activities performed during Program Year 2006.

State Workforce Investment Office

The State Workforce Investment Office (SWIO) oversees Workforce Investment Act (WIA) services statewide and promotes the efficient delivery of services in netWORKri One-Stop Careers Centers by coordinating with local workforce investment boards (LWIBs), administrators and staff. During the program year of 2006 (July 1, 2006-June 30, 2007), the two Rhode Island LWIBs – Workforce Solutions of Providence / Cranston and the Workforce Partnership of Greater Rhode Island – provided WIA services to over 1,700 Rhode Islanders.

The SWIO is responsible for evaluating the success of services provided to adults, dislocated workers and youth enrolled in WIA programs. Specific accomplishments for the program year include:

- Rhode Island exceeded or achieved all of WIA's 17 performance standards.
- The number of youth participants served increased by 28 percent over the previous year.

- Due to improved management practices and strong partnerships built within the workforce development system, the average cost per youth served decreased by over 143 percent from the previous year.

More information may be found by visiting www.dlt.ri.gov/WIO or by calling (401) 462-8780.

Rapid Job Entry Program

The Rapid Job Entry Program is an intensive employment program for Family Independence Program (FIP) welfare recipients with children, Food Stamp recipients and non-custodial parents. Individuals receiving FIP and Food Stamps must participate in job search activities to continue receiving such benefits. Recipients are referred to the program by the RI Department of Human Services.

Non-custodial parents:

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

Employer Service Unit

Employer Service Representatives (ESRs) are the department's liaisons to the employer community. ESRs 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. Services in 2007 included:

- developing 2,084 job orders.
- coordinating 528 recruitments and job fairs.
- partnering with five *Providence Journal* job fairs.
- pre-screening applicants for employers.
- facilitating contacts that help employers become or stay competitive.
- assisting three employers by providing on-site services to workers before they lost their jobs to downsizing or closing.
- staffing the telephone line 1-888-616-JOBS (5627), thereby helping 3,089 employer and job seeking customers.
- providing information on DLT services, grant opportunities and state and federal tax credits.

More information may be found by visiting www.dlt.ri.gov/esu or by calling 1-888-616-JOBS.

RAPID JOB ENTRY ACTIVITY 2007

	FIP	Food Stamps	NCPs
Total Enrolled	543	114	141
Total Entered Employment	281	45	86
Average Wage	\$9.47	\$9.81	\$10.14
FIP=Family Independence Program / NCP=Non-Custodial Parents			

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 has been under the direction and oversight of the Employer Service Unit since 2005.

Work Opportunity Tax Credit (WOTC)

Employers who hire individuals that are members of a designated target group may be eligible to receive a tax credit up to \$2,400 per individual. All new adult employees must work a minimum of 400 hours before an employer is eligible to claim this full tax credit. For employees working at least 120 hours but less than 400 hours, the credit allows a maximum tax

credit amount of \$1,500. In addition, employers may qualify for a tax credit of up to \$9,000 per employee over two years on each new long-term family assistance recipient.

In general, the target groups include qualified Temporary Assistance to Needy Families (TANF) recipients, some veterans, recipients of vocational rehabilitation services, Food Stamp recipients and Supplemental Security Income (SSI) recipients.

Qualifying employers must file IRS form 8850 and ETA form 9061 or 9062 with DLT. The department must certify that there is documentary evidence verifying that the individual qualifies in one of the targeted groups for employment categories.

WOTC Update

The Tax-Relief and Health Care Act of 2006 (signed by the President into law on December 20, 2006) merged the Welfare-to-Work Tax Credit into the Work Opportunity Tax Credit Program resulting in one program with the following statutory changes applying to new hires that started working for an employer after December 31, 2006:

- The application filing deadline is increased to 28 days from employment start date.
- The maximum age for food stamp recipients is increased to age 39.

On May 25, 2007, President Bush signed H.R. 2206 into law and this legislation includes WOTC renewal through August 31, 2011.

netWORKri One-Stop Career Centers

The RI Department of Labor and Training operates the One-Stop Career Center System for Rhode Island. This free public employment service includes:

- staff-assisted or self-directed employment search.
- employment counseling and testing.
- access to information and referral to training programs funded through federal workforce dollars including the Workforce Investment Act and Trade.
- local and national job listings.
- resource area, including library, telephones, copiers, fax machines and computer workstations.

- assistive technology for people with disabilities.
- workshops, including résumé preparation, interviewing skills, job search techniques, computer basics and networking.

One-Stop Career Centers are located throughout the State. In addition, a DLT Reemployment Office at 73 Valley Road in Middletown offers essential services available in the larger centers. In 2007, employment and training programs and services benefited 31,579 customers through the netWORKri Career Centers. Customer groups include dislocated workers, seniors, people with disabilities, welfare recipients tran-

sitioning into work, students and out-of-school youth.

Partner agencies investing staff and resources in the netWORKri System include:

- Department of Education
- Department of Elderly Affairs
- Department of Human Services
- Department of Labor and Training
- Goodwill Industries of Rhode Island
- Office of Rehabilitation Services
- Workforce Partnership of Greater Rhode Island
- 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.

More information 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.

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. TAA certification provides outstanding benefits and long-term training opportunities for workers who lack the skills necessary to compete in

netWORKri Reorganization

The netWORKri One-Stop Career Center System, a partnership of professional labor, training and education organizations that match job seekers with employers, began phase one of its reorganization in late 2007.

As part of that reorganization, netWORKri created a tiered system of service centers:

- Comprehensive One-Stop Career Centers in Providence and Pawtucket.
- Reemployment Centers in West Warwick and Woonsocket.
- An enhanced presence on Aquidneck Island.
- Online career services available through the www.netWORKri.org site.

The Comprehensive Career Centers continue to offer a full-range of Workforce Investment Act and Trade Adjustment Assistance Act services; employer and job seeker research and placement services; and Youth Centers featuring career counseling, education and employment services.

Services at the Reemployment Centers have honed their focus to employer and job seeker services.

While the centers will continue to offer customized and individualized attention during business hours, in the future the www.netWORKri.org web site will enhance accessibility to workforce development programs and services.

Although the majority of the one-stop centers are actively used by job seekers and employers alike, two centers—Wakefield and Warren—had customer levels that no longer justified a full-time netWORKri presence. Therefore, as part of phase one of the netWORKri reorganization, the Warren and Wakefield offices first reduced their office hours to part-time in September 2007, then ceased operations in December 2007. To continue to service East Bay customers, netWORKri also increased its hours of operations in its Middletown satellite from part-time to full-time in the fall of 2007. In addition, netWORKri and the state Rapid Response Unit plan to offer traveling career counselor teams to service these communities on an as-needed basis.

Multiple factors have contributed to the reorganization plan, including the rise in internet use, the addition of new adult education and youth services made possible by the state's two Workforce Investment Boards, and changes in program funding. By reducing the number of offices in need of coverage, the reorganization plan allows netWORKri to reassign a portion of its existing workforce to highly frequented one-stop centers.

Rapid Response

the local and regional economy. The Health Coverage Tax Credit program allows individuals who qualify for TAA benefits to be reimbursed 65 percent of their monthly health care premiums. According to the last quarterly report from the Internal Revenue Service—the agency responsible for administering this program—262 Rhode Islanders qualified for the Health Coverage Tax Credit program from its inception in August 2003.

The Alternative Trade Adjustment Assistance (ATAA) program helps Trade-eligible claimants over 50 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 percent the difference between new employment wages and previous wages.

TRADE ADJUSTMENT ASSISTANCE (TAA) ACTIVITY 2007	
Program Participants	727
Participants Trained	558
Training Allocation	\$1,309,059

More information may be found by visiting www.dlt.ri.us/ui.trade.htm or by calling (401) 462-8795.

The Rapid Response Program, administered by the Adult and Dislocated Worker Unit, proactively responds to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. The Rapid Response Unit works with employers and any employee representative(s) to maximize public and private resources quickly and to minimize disruptions associated with job loss. Rapid Response staff members conduct on-site services to disseminate information on accessing unemployment insurance benefits, One-Stop Career Center re-employment services and training opportunities. Additional on-site services include customized re-employment workshops such as résumé development and interviewing strategies as well as job fairs coordinated by the Employer

Services Unit. During 2007, Rapid Response conducted orientations for 2,052 affected workers from 49 Rhode Island companies.

For those companies affected by increased imports or shifts in production out of the United States, Rapid Response staff provide information about the Trade Adjustment Assistance (TAA), Alternative Adjustment Assistance (ATAA), and Health Coverage Tax Credit (HCTC) programs. This federally-funded program provides outstanding benefits and long-term training opportunities for certified worker groups. In 2007, Rapid Response assisted 13 Trade companies in their application for certification through the U.S. Department of Labor.

More information may be found by visiting www.dlt.ri.gov/ui/rapidresponse.htm or by calling (401) 462-8804.

RAPID RESPONSE ACTIVITY 2007	
RI Companies	49
Impacted Workers	2,052
Companies Receiving Assistance Filing Trade Applications	13
Trade Certified Companies	9

National Emergency Grants

National Emergency Grants are discretionary grants awarded by the U.S. Department of Labor in response to significant dislocation events which create a sudden need for assistance that cannot reasonably be accommodated with state formula funding.

In 2007, DLT was awarded \$1.2 million to serve former employees of the Brooks Eckerd drugstore

chain. Impacted workers are eligible to receive re-employment services including job development, career counseling, assessment, access to re-employment workshops, and training opportunities for those experiencing barriers to re-employment. Eligible workers may access grant services through June 2009.

Foreign Labor Certification and Migrant Seasonal Farm Workers

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.

FOREIGN LABOR CERTIFICATION AND MIGRANT SEASONAL FARM WORKER ACTIVITY 2007	
H-2A Cases	8
H-2B Cases	72
Requests for Prevailing Wages	295

Youth Initiatives

In Program Year 2006, the RI Department of Labor and Training teamed with the state and local workforce investment boards to enact a unified youth workforce development system for Rhode Island. In May of 2007, a chief of statewide youth services joined the Workforce Development Services Division, with the charge of increasing the skill sets of the emerging workforce, building the capacity and skill sets of youth service providers, engaging business in supporting youth employment and improving access for all youth in need of workforce development services.

Already, the state has expanded its number of youth service providers from a select group of eight in 2006 to more than 30 providers in 2007. It has also grown its number of youth centers from one to eight spanning from Woonsocket to Westerly and provides services to youth ages 14-24 years.

Most importantly, it has expanded its reach to serve more than 2,700 youth, up from 600 youth in the summer of 2006. While all youth in Rhode Island may access this Youth Workforce Development System, more than 42 percent of those who benefited from this new resource were considered at-risk clients, as they included youth who have disabilities, are pregnant or parenting, are involved with the juvenile justice system, are in or aging out of foster care and/or are homeless or runaway youth.



LABOR MARKET INFORMATION



Labor Market Information

Labor market information allows the state to make strategic, demand-driven decisions.

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. The unit's goal is to provide universal access to the latest available information to job seekers, employers, planners, policy makers, economists, government officials and other customers. LMI operates a number of programs in cooperation with the U.S. Department of Labor's Bureau of Labor Statistics and Employment and Training Administration.

LMI operates the federal/state statistical programs in cooperation with the U.S. Department of Labor's Bureau of Labor Statistics. These programs include:

- **Current Employment Statistics:** A monthly survey queries more than 1,500 Rhode Island businesses regarding workforce size, wages paid and hours worked.
- **Quarterly Census of Employment and Wages:** This collaboration with the Bureau of Labor Statistics mines quarterly tax data for employment and wage data by industry, business location and business size.
- **Local Area Unemployment Statistics:** This monthly report provides labor force, resident employment and unemployment estimates for the state and sub-state areas, based on the monthly Current Population Survey of households.
- **Occupational Employment Statistics:** The Occupational Employment Statistics Program provides industrial staffing patterns, occupational employment estimates and occupational wage rates, based on an annual survey of 2,000 employers.
- **Mass Layoff Statistics:** This federal/state cooperative statistical program uses Unemployment Insurance databases to identify, describe and track the effects of major job cutbacks on both a statewide and national level. In Rhode Island, whenever 35 or more initial claims are filed against a single company during a five-week period, a "potential mass lay-off" is considered to have occurred.
- **Industry and Occupational Projections:** Using a model that combined past trends with other forecasting data, these biannual projections provide a ten-year window into Rhode Island's economic future.
- **Occupational Safety and Health:** This survey provides demographic data on individuals sustaining work-related in-

juries or illnesses, and is based on a log maintained by 2,000 participating employers.

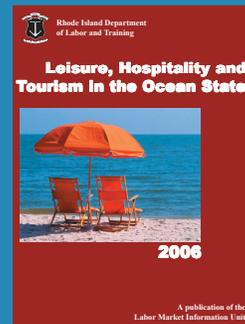
Communications

In 2007, the Labor Market Information Unit published 11 studies on employment related topics, all available on the LMI web site. The unit also provides a monthly Employer Bulletin newsletter in both print and electronic form to approximately 1,100 stakeholders, and releases an electronic data update, entitled *LMI Stat-Track*, to a list serve of 1,200. In addition to these communications vehicles, LMI staff also participated in 27 community education and outreach events in 2007, including career and job fairs along with visits to high schools, colleges and business associations. Lastly, through the DLT web site, LMI connects the public to the RI Research and Economic Database (RIRED), an interactive web site providing information on available jobs, wages, occupations and industries that helps job seekers of all ages conduct employment searches and plan careers.

More information may be found by visiting www.dlt.ri.gov/lmi or by calling (401) 462-8740.

LMI Publications in 2007

- Employment Concentration in the Ocean State
- Leisure, Hospitality and Tourism in the Ocean State
- RI Employee Benefits Report, 2007
- RI Employee and Wage Analysis, Third Quarter 2006
- RI Employee and Wage Analysis, Fourth Quarter 2006
- RI Employment and Wage Analysis, 2006 Annual Report
- RI Employment Trends and Workforce Issues
- RI Job Vacancy Report, 2007
- RI Occupational Wage Report
- RI Statistical and Fiscal Digest
- State of the State: Profiles of RI Cities and Towns



QUICK FACTS ON THE RHODE ISLAND ECONOMY

	2007	2006
Total Labor Force	577,000	574,900
Number of Workers	547,900	545,600
Number of Unemployed	29,100	29,300
Unemployment Rate	5.0%	5.1%
Number of Jobs in RI Businesses	493,000	493,300

WORKERS' COMPENSATION



Rhode Island will be known as a place that protects its workers while supporting a level playing field for all employers.

Workers' Compensation

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. A self-insurance pro-

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

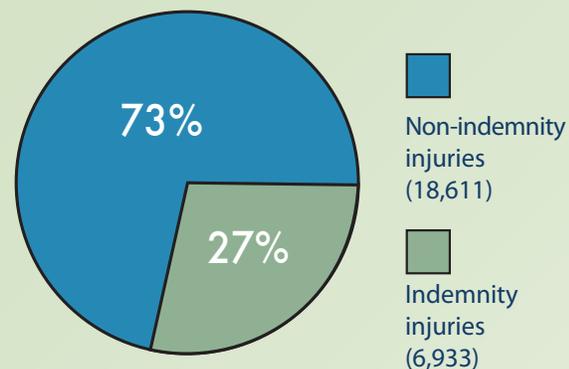
The Workers' Compensation Division monitors procedures and payments made by insurance carriers, provides rehabilitative services to injured workers and responds to compliance and fraud issues.

More information may be found by visiting www.dlt.ri.gov/wc or by calling (401) 462-8100.

WORKERS' COMPENSATION ACTIVITY 2007

Injury Statistics	
Indemnity Injuries*	6,933
Non-indemnity Injuries	18,611
Workers' Compensation Administrative Fund Reimbursements**	
Requests for Reimbursement	1,693
Total Reimbursements	\$2,617,824
Self-Insured Employers Certified	36
*Indemnity injuries are those that receive weekly compensation.	
**Reimbursement requests are limited to statutory restrictions.	

WORKERS' COMPENSATION ACTIVITY 2007



Education Unit

The Workers' Compensation Education Unit instructs 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 2007, unit representatives continued their outreach to employers, employee groups and medical professionals, offering employer education workshops and on-site consultations regarding their Workers' Compensation rights and obligations. The education unit was also proactive with outreach to Rhode Island's Spanish-speaking population by

answering Workers' Compensation questions on the Hispanic radio station, WPMZ Poder 1110 AM. Lastly, the unit collaborated with the Donley Rehabilitation Center, co-hosting weekly patient orientation programs and presenting monthly Vocational Job Skills workshops. Other services include guidance in establishing safety committees, a telephone information line and an extensive training video lending library.

More information may be found by visiting www.dlt.ri.gov/wc/edunit.htm or by calling (401) 462-8100, option #1.

Fraud and Compliance Unit

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

Once a lack of coverage complaint is registered with the Fraud and Compliance Unit, an investigator is assigned to the case, and the company involved is contacted. If an investigation reveals that an employer does not have the necessary WC insurance, the employer may be fined up to \$1,000 per each day of non-compliance. Those companies who refuse to pay their fines in a timely manner may be subject to criminal penalties through the Workers' Compensation Court in Providence.

More information may be found by visiting www.dlt.ri.gov/wc/fraud.htm or by calling (401) 462-8100, option #7.

EDUCATION UNIT ACTIVITY 2007

Telephone Calls to Information Line	9,435
Telephone Calls in Spanish	204
E-mails to Education Unit	1,813
On-Site Employer Consultations	20
Video Tapes Lent	176
Informational Letters Mailed to Injured Workers	26,683
Number of Seminars	9
Number of Seminar Attendees	513
Donley New Patient Orientations	56
In English	39
In Spanish	17
Donley Vocational Patient Orientations	12

FRAUD AND COMPLIANCE ACTIVITY 2007

Investigative Inquiries	5,534
Lack of Insurance Investigations	5,395
Carrier Failure to Report Investigations	88
First Report Penalty Investigations	15
Fraud Investigations	36
Penalties Collected	
From Employers Without Proper Workers' Compensation Coverage	\$387,316
From Insurers	\$11,250
Late First Report Filing Penalties	\$1,750
Employees Who Filed to Waive WC Rights	2,415
Independent Contractor Filings	7,055
Criminal Cases Referred to Attorney General	5
Court Ordered Restitution	\$12,380
"Stop Work" Orders	37



Rhody Red Campaign

An unusual RI native—the Rhody Red—helped the Department of Labor and Training educate Rhode Island employees and employers about their rights and responsibilities with regard to Workers' Compensation insurance. Rhody, an illustrated mascot complete with a DLT badge, has been prominently featured in a multimedia advertising campaign this spring that included radio, newspaper, outdoor, poster and brochure elements with messages in both Spanish and English.

The campaign employs a lighter approach—with its Rhode Island Red rooster mascot clucking "Workers' Comp, Comp, Comp" in radio spots—to deliver its more serious message: Workers' Compensation—It's the Law.

"We want to make sure all Rhode Island employers understand their responsibility to provide Workers' Compensation insurance," explained Assistant Director Matthew Carey. "Also, we want to make sure that every employee knows that this coverage is a right, not just a benefit."

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. Clients are often from a population with the poorest return-to-work potential. The Donley Center specializes in treatment of chronic pain.

Services 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)
- vocational counseling



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 on the East Side of Providence.

REHABILITATION ACTIVITY 2007		
	Total	Change from 2006
New Admissions	1,124	- 3%
Physician Referrals	1,165	- 3%
Total Referring Physicians	395	+ 0%
Percentage of Clients Out of Work > Three Months	88%	+ 3%
Percentage of Clients Out of Work >Six Months	70%	+ 3%
Percentage of Clients Out of Work >One Year	41%	+ 2%
Return-to-Work Level upon Program Completion	75%	+ 3%

INCOME SUPPORT



Income Support

Rhode Island workers receive timely benefit payments during times of hardship and can access their benefits relatively easily, with as little red tape as possible.

Income Support insures Rhode Island workers against temporary loss of income due to unemployment or an inability to work due to a non-work related illness or injury. Income Support programs include Unemployment Insurance (UI), Temporary Disability Insurance (TDI) and the Police Officers' and the Firefighters' Relief Funds.

The year 2007 marked a number of innovations in Income Support practices. In February, DLT transitioned to a new method of benefits payments for unemployment insurance, known as the electronic payment card (see sidebar). In the fall, EPC cards were also adopted by Temporary Disability Insurance. By eliminating the processing and

mailing of paper checks in both UI and TDI, the department estimated a savings of half a million dollars in the program's first year.

The RI Department of Labor and Training recovers overpayments resulting from fraud by intercepting Rhode Island State Income Tax Refunds and Lottery winnings. In 2007 alone, \$784,892.82 was recovered from State Income Tax for fraudulent unemployment insurance benefits, and another \$20,786.49 from RI Lottery winnings for an annual total of \$805,679.31. In addition, Temporary Disability Insurance recovered \$35,860.12 in fraudulent benefits from State Income Tax intercepts.

UI AND TDI RECOVERY 2007

	Total	Change from 2006
Combined Income Tax and Lottery Recovery (Unemployment Insurance)	\$805,679.31	+ 28.9%
TDI Recovery from Income Tax	\$35,860.12	+ 0.5%

In 2007, Rhode Island said goodbye to paper checks when the Department of Labor and Training fully implemented a new electronic payment card method for distributing Unemployment Insurance and Temporary Disability Insurance payments. Now, an individual who is collecting unemployment insurance through the State of Rhode Island has the choice of receiving payments through either direct deposit or the new electronic payment card. The card, offered in conjunction

with JPMorgan Chase, functions much the way a VISA card does. Its owner can use the card to withdraw cash from participating ATMs throughout the state or to make purchases anywhere VISA is accepted.

The new payment card system makes receiving and using benefit payments more convenient for customers. Payments are electronically deposited into a customer's electronic payment card account. The card is recognized, surcharge-free, at all Washington Trust,

Allpoint and Chase ATMs. And, funds are available 24 hours a day, so customers do not have to wait for deposits to clear or worry about check cashing fees. Lastly, customers can use their cards to make purchases in any store that recognizes VISA. Rhode Island is the first New England state to adopt this distribution method. By eliminating the processing and mailing of checks, the RI Dept. of Labor and Training UI program realizes \$500,000 in savings annually.

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 Fall 2007, the Unemployment Insurance Division enhanced and improved the appearance of the UI Internet Claim Filing System, and added a series of fact-finding questionnaires, which allows customers to provide detailed statements when filing their claims on-line.

The Unemployment Insurance Division started using the transfer

of data through the National Directory of New Hires to supplement the information received from the State Directory. The Directory of New Hires (State and National) allows DLT to identify erroneous payments to individuals who continue to collect UI benefits against the State of Rhode Island after they have returned to work, whether to a RI employer, to an employer in a different state or to a national company.

In October, Rhode Island was one of 29 states to share company employment records with the U.S. Internal Revenue Service in an effort

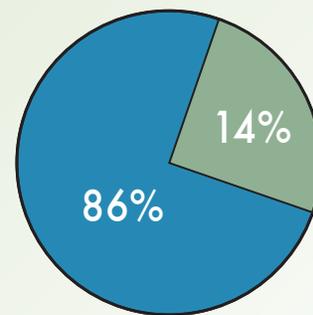
to combat questionable employment tax practices—employment schemes or tax practices designed to evade state and/or federal employment or unemployment taxes. Also in 2007, Income Support adopted the UI Required Reports Project, providing enhanced automated system reporting and more accurate counts of waiting period claims in pending status.

More information may be found by visiting www.dlt.ri.gov/ui or by calling (401) 243-9100.

UNEMPLOYMENT INSURANCE ACTIVITY 2007

	Total	Change from 2006
Regular Benefits		
Initial Claims (New and Additional)	84,153	+ 7.1%
First Payments	43,061	+ 9.8%
Number of Payments	647,413	+ 11.8%
Net Payments	\$222,747,081	+ 15.6%
Avg. Weekly Benefit	\$344.06	+ 3.4%
Avg. Duration (weeks)	15.0	+ 1.8%
Trust Fund		
Total Income	\$205,542,212	- 5.0%
Total Disbursements	\$235,032,872	+ 15.0%
Year-End Fund Balance	\$168,394,536	- 14.9%

UI CLAIMS FILED IN 2007



Claims that generated an unemployment insurance benefit payment (43,061)

Claims that were either denied or issues a waiting period credit only (7,225)

Federal Claims

CALL CENTER ACTIVITY 2007

	Total	Change from 2006
Total Calls Received	1,295,477	+ 13.3%
Tele-Serve (Payment Line)	851,491	+ 10.8%
Call Center	363,298	+ 21.9%
Payment History	12,816	- 26.0%
Adjudication Status	30,634	+ 27.7%
Requests for 1099 Tax Forms	1,550	- 34.3%
General Information	51,497	+ 0.8%

WorkShare

The WorkShare program continues to be a viable option for employers experiencing a temporary slowdown in business. 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. In 2007, the WorkShare program filed 6,451 initial claims and issued 25,770 payments in 2007. It is estimated that over 1,472 layoffs were averted at approximately 55 companies.

WORKSHARE ACTIVITY 2007

	Total	Change from 2006
Initial Claims	6,451	+ 14.8%
Payments	25,770	+ 3.5%
Layoffs Averted	1,472	+ 14.3%
RI Companies Served	180	+ 109.0%

Central Adjudication

The Central Adjudication Unit (CAU) is responsible for determining 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.

CENTRAL ADJUDICATION ACTIVITY 2007

	Total	Change from 2006
Total Decisions	20,257	- 20.1%
Separation Issues*	12,451	- 21.8%
Non-Separation Issues**	7,806	- 17.2%

* 47% of separation issues resulted in the denial of benefits.

** 79% of non-separation issues resulted in the denial of benefits.

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.

In 2007, 130 military personnel were provided with income support information in a demobilization seminar. Also, in cooperation with the Fleet and Family Support Center of the Newport Naval Station, DLT provided over 600 individuals separating from the military with benefit information and one-on-one counseling during six Transition Assistance Management Program seminars.

FEDERAL CLAIMS ACTIVITY 2007

Federal Employee UI Benefits (UCFE)	
Initial Claims	254
Net Payments	\$1,697,130
Federal Military Personnel UI Benefits (UCX)	
Initial Claims	234
Net Payments	\$845,231

Benefit Accuracy Measurement

The Benefit Accuracy Measurement (BAM) Program is a diagnostic tool to audit the accuracy of Unemployment Insurance (UI) claims. In 2007, DLT instituted a new practice to improve accuracy—the cross matching of UI benefit payments against the National Directory of New Hires database.

BENEFIT ACCURACY MEASUREMENT ACTIVITY 2007			
	Total		Change from 2006
Benefits Paid	\$222,469,978		+ 15.0%
Scientific Sample Size	479		- 0.1%
Dollars Paid Properly	95.8%		+ 0.5%
Dollars Overpaid	4.2%		- 0.5%
Dollars Underpaid*	0.5%		+ 0.2%
Overpayment Causes			
Work Search	0%		0%
Earnings	49.5%		- 2.1%
Separation Issues	15.2%		- 0.9%
Base Period Wages	9.0%		+ 2.5%
Eligibility Issues	25.6%		+ 0.3%
Other Causes	0.6%		- 1.7%
Responsibility for Overpayment			
Claimant Only	58.9%		- 11.3%
DLT Only	29.0%		+ 18.6%
Employer Only	4.3%		+ 1.6%
Claimant and DLT	1.4%		- 13.1%
Employer and DLT	3.1%		+ 0.9%
Claimant and Employer	2.0%		+ 2.0%

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

Reemployment and Eligibility Assessment

The objective of the Reemployment and Eligibility Assessment (REA) Program is to return participants to work rapidly, thereby reducing their duration on Unemployment Insurance. DLT strives to provide quality service to REA recipients while detecting issues and reducing erroneous payments. The program uses the U.S. Department of Labor's Auto-Coder to code and classify a claimant's occupation, which is then matched to the open Job Order File. A random selection of UI claimants is then chosen to participate in the program to confirm a participant's eligibility for UI benefits. In 2007, DLT served 5,173 UI claimants in three One-Stop Centers. The program also identified adjudication issues for over 150 UI claimants that may have gone undetected without REA.

Temporary Disability Insurance

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

In 2007, approximately 422,000 eligible workers paid TDI taxes and were protected by this important insurance program.

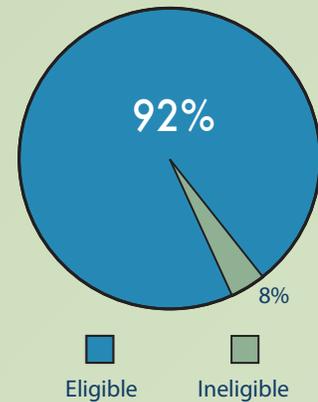
This past year, DLT implemented a new Interactive Voice Response System to allow customers to re-

port their partial earnings. Also in 2007, the TDI Partial Return to Work Program may have saved up to \$700,000 to the TDI trust fund. TDI has recruited six additional Impartial Medical Examiners who have been added to DLT's roster.

An amendment to the operational definitions of TDI terms now identifies Licensed Midwives, Nurse Practitioners, Physician Assistants, Psychiatric Clinical Nurse Specialists and Optometrists as Qualified Healthcare Providers.

More information may be found by visiting www.dlt.ri.gov/tDI or by calling (401) 462-8420.

TDI ELIGIBILITY IN 2007



UI/TDI Fraud

The UI/TDI Fraud Unit investigates suspicious activity to preserve the integrity of the Unemployment Insurance (UI) and Temporary Disability Insurance (TDI) programs.

In 2007, the Fraud Unit in their effort to further protect the UI/TDI Trust Fund investigated a record 462 cases which resulted in \$672,418 of potential overpayments. Fifty-four new cases were referred to the RI State Police for criminal prosecution.

More information may be found by calling (401) 462-8419.

TEMPORARY DISABILITY INSURANCE ACTIVITY 2007

	Total	Change from 2006
Regular Benefits		
Total Claims	46,474	+ 0.8%
Number of Payments	449,608	+ 0.7%
Net Payments	\$169,211,712	+ 3.6%
Average Weekly Benefit	\$376.35	+ 2.9%
Average Duration (in weeks)	12.6	0.0%
Trust Fund		
Total Income	\$175,440,172	+ 1.8%
Total Disbursements	\$176,833,754	+ 3.3%
Year-End Fund Balance	\$98,898,706	- 1.4%

FRAUD UNIT ACTIVITY 2007

	Total	Change from 2006
Cases Investigated	462	+ 21.0%
Overpayments Detected	\$672,418	- 24.4%
Cases Referred to State Police	54	- 29.6%
Convictions in Superior Court	68	+ 30.9%

Police Officers' Relief Fund and Firefighters' Relief Fund

If an active or retired police or state police officer is killed or dies of a heart-related condition such as hypertension, the Police Officers' Relief Fund offers an annuity of \$3,600 a year to the surviving spouse for life or until remarriage. In addition, \$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 RI 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 RI 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 required 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 if he or she 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; dies from hypertension, heart condition, cancer or 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.

RELIEF FUND ACTIVITY 2007		
	Total	Change from 2006
Police Officers' Tuition Benefits		
Dependents	27	+ 33.0%
Police Officers	1	- 50.0%
Expenditures	\$84,415	+ 37.0%
Annuity Benefits		
Recipients	250	+ 0.004%
Expenditures	\$911,901	+ 0.001%
Avg. per Person	\$3,647	- 0.003%
Firefighters' Tuition Benefits		
Dependents	57	- 19.0%
Firefighters	3	+ 33.0%
Expenditures	\$190,874	+ 21.0%
Annuity Benefits		
Recipients	543	+ 6.00%
Expenditures	\$2,018,077	+ 2.00%
Avg. per Person	\$3,716	- 0.02%

WORKFORCE REGULATION AND SAFETY



Workforce Regulation and Safety

Rhode Island workers can be confident that their rights are protected, that they are receiving a fair wage for their work and that they are working in safe and healthy workplaces.

The Workforce Regulation and Safety Division is charged with enforcing the safety laws that protect the RI workforce, including:

- Fair collection of wages
- Child labor laws
- Safety in public buildings
- Trade licensing

- Apprenticeship training
- Hazardous substance exposure
- Weights and measures
- Prevailing wage laws

This is accomplished through licensing, inspection programs, educational programs and labor law enforcement.

Labor Standards

Labor Standards enforces workplace laws and ensures that employees receive the benefits due them. 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. Labor Standards reaches out to the approximately 33,000 employers in the state, educating them on compliance with labor laws, before violations occur.

In 2007, Labor Standards received approximately 695 claims.

Of those, 400 were closed and 295 are currently in the hearing and investigation process.

More information may be found by visiting www.dlt.ri.gov/lr or by calling (401) 462-8550.



Child Labor Laws are outlined clearly in free posters.

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. In 2007, a decrease in Safety Awareness Law violations can be attributed to the success of the OSHA 10-hour training program offered to public works employees. Eleven companies were cited, with fines totaling \$6,400.

RI General Law 37-13 mandates that any contractor awarded a bid on a public works construction project of more than \$1,000 must pay prevailing wage rates. During 2007, 54 prevailing wage cases were filed with the Prevailing Wage Unit. The total amount of back wages collected for employees in 2007 was \$58,106.55, and the total amount of penalties collected by the Prevailing Wage Unit was \$45,011.71.

The Trade Licensing Unit licenses 29,265 technical professions. It also monitors and enforces trade laws pertaining to electricians, hoisting engineers, pipefitters, refrigeration technicians, sprinkler fitters, plumbers, sheet metal workers and telecommunications technicians. After a public recruit-

ment campaign, the Professional Regulation boards collectively added 12 new members. These regulatory boards include:

- Board of Examiners of Hoisting Engineers
- Board of Examiners of Electricians
- Board of Examiners and Licensing of Telecommunications System Contractors, Technicians and Installers
- Board of Examiners of Plumbers
- Mechanical Board
- Safety Awareness Board
- State Apprenticeship Council

In December 2007, all professional regulation board members were invited to a board professional development seminar, which in-

cluded overviews of governance, rule propagation and ethics.

The State Apprenticeship Council regulates and safeguards apprenticeships in the licensed trades and fosters open communication among DLT, industry and educational institutions. 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.

In 2007, the council registered and approved approximately 700 apprenticeship programs and approximately 2,000 individual agreements.

More information may be found by visiting www.dlt.ri.gov/profregs or by calling (401) 462-8580.

TRADE LICENSING ACTIVITY 2007

Examinations Performed	3,000
Total Licenses (issued or renewed)	29,265
Electrician	7,980
Hoisting Engineer	8,280
Pipefitter, Refrigeration Technician, Fire Protection Sprinkler Fitter, Sheet Metal Worker	7,565
Telecommunication	2,926
Plumbers and Irrigators	2,514

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.

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. The Boiler Section partners with numerous state, city and town agencies in coordinating programs, mandates, licensing requirements, inspection procedures and enforcement measures to further educate and inform the public.

BOILER ACTIVITY 2007	
Certificates of Operation	8,138
Inspections	8,430
Permits for New Installations	190

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:

- escalators
- wheelchair lifts
- material lifts
- vertical reciprocating conveyors
- other means of vertical transportation

The Elevator Section also certifies the safety of new installations, construction sites and repairs, and decommissions devices when they are no longer safe to operate.

ELEVATOR ACTIVITY 2007	
Certificates of Operation	2,227
Inspections	2,784
Permits for New Installations	225

The **Weights and Measures Section** inspects and assesses all gasoline measuring systems and measuring devices used in retail/wholesale establishments; it also 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 businesses that store hazardous substances on the premises. The training and education of employ-

ers and employees in safety practices is an ongoing function. It is mandatory that each Rhode Island business submit a list of hazardous substances to this office and to the local fire department. 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 the law.

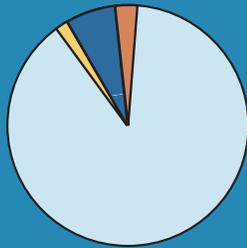
RIGHT-TO-KNOW ACTIVITY 2007	
Employers Registered	11,000
Inspections	2,500

The **Safety Compliance Section** inspects and assesses all school buildings, both public and private, on an annual basis. Additionally, all state, city and town buildings are under the jurisdiction of this section. Complaint and accident investigations are triggered upon incident or request. 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 2007, approximately 1,000 sites were inspected and approximately 100 complaints were filed.

More information may be found at www.dlt.ri.gov/occusafe or by calling (401) 462-8570.

Budgetary Expenditures

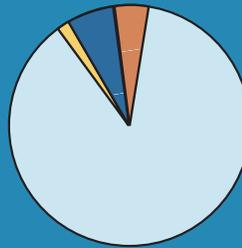
**ACTUAL
EXPENDITURES BY FUND 2007**



- Other (88.23%)
\$394,366,966
- General Revenue (1.60%)
\$7,146,779
- Federal (6.70%)
\$29,931,444
- Restricted Receipts (3.48%)
\$15,552,019

Department Total
\$446,997,208

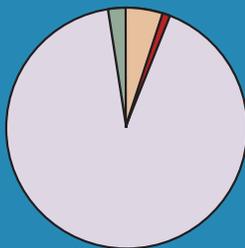
**BUDGETED
EXPENDITURES BY FUND 2008**



- Other (86.29%)
\$396,393,389
- General Revenue (1.43%)
\$6,583,162
- Federal (6.12%)
\$28,124,845
- Restricted Receipts (6.16%)
\$28,283,698

Department Total
\$459,385,094

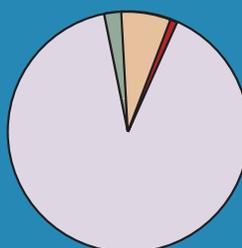
**ACTUAL
EXPENDITURES BY PROGRAM 2007**



- Workforce Development Services (4.95%)
\$22,116,157
- Workforce Regulation and Safety (0.76%)
\$3,383,285
- Income Support (91.88%)
\$410,704,107
- Injured Workers Services (2.20%)
\$9,821,682
- (too slight to render visibly on pie)
Central Management (0.14%)
\$617,433
- Labor Relations Board (0.08%)
\$354,544

Department Total
\$446,997,208

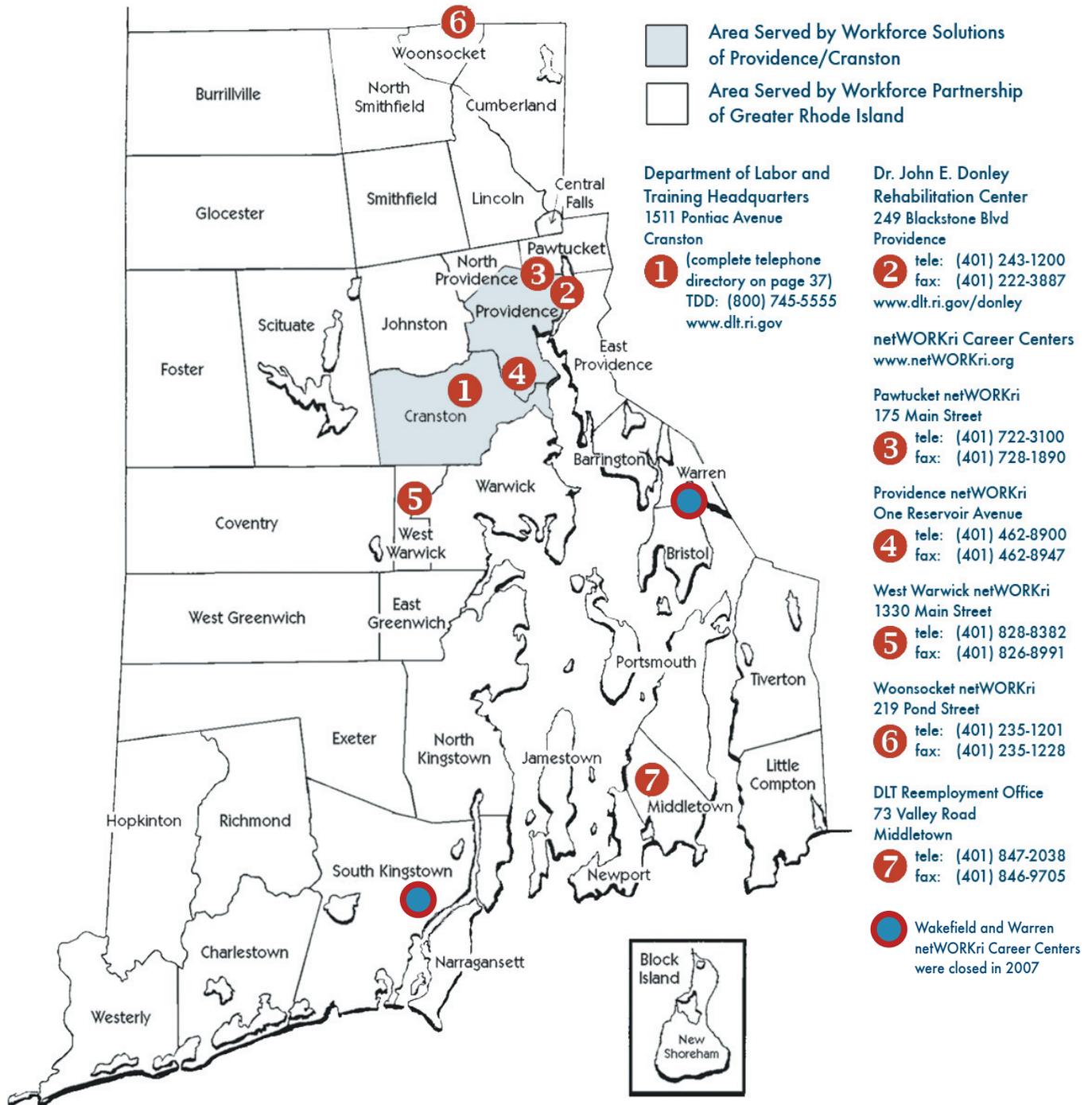
**BUDGETED
EXPENDITURES BY PROGRAM 2008**



- Workforce Development Services (7.47%)
\$34,321,744
- Workforce Regulation and Safety (0.60%)
\$2,736,797
- Income Support (89.27%)
\$410,087,117
- Injured Workers Services (2.41%)
\$11,087,418
- (too slight to render visibly on pie)
Central Management (0.15%)
\$678,804
- Labor Relations Board (0.10%)
\$473,214

Department Total
\$459,385,094

MAP of OFFICES



UNIT DIRECTORY

UNIT	PHONE*	WEB ADDRESS	E-MAIL ADDRESS
Adult and Dislocated Workers	462-8811	www.dlt.ri.gov/wfds/adworkers.htm	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
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
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/Migrant Seasonal	462-8800	www.dlt.ri.gov/ets/ForeignLabor.htm	WDS@dlt.ri.gov
Human Resources	462-8840		HumanResources-DLT@dlt.ri.gov
Jobs Network	1-888-616-JOBS	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 Standards	462-8550	www.dlt.ri.gov/lis	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	www.dlt.ri.gov/ui/RapidResponse.htm	WDS@dlt.ri.gov
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	www.dlt.ri.gov/wfds/vetserv.htm	WDS@dlt.ri.gov
Weights and Measures	462-8580	www.dlt.ri.gov/occusafe/WeightsMeasures.htm	
Work Opportunity Tax Credit	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	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 Regulation and Safety	462-8580	www.dlt.ri.gov/lis	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.

Rhode Island Department of Labor and Training

Administrative Offices: 1511 Pontiac Avenue • Cranston, RI 02920-4407

(401) 462-8000 • TDD: (401) 462-8006 • www.dlt.ri.gov

Governor Donald L. Carcieri • Interim Director Sandra M. Powell

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