

**RHODE ISLAND DEPARTMENT OF
LABOR AND TRAINING**

**2008
Annual
Report**



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INTRODUCTION

The year 2008 was a trying one for the state's economy. By December, the unemployment rate had risen to 7.2 percent for the nation and 9.4 percent for Rhode Island.

Not surprisingly, traffic through our unemployment insurance call center rose by 47 percent from the previous year. This increase was due in part to the fact that both the state and the nation implemented extension programs to unemployment insurance benefits in order to help fill the financial needs of customers. The increase demand also led to new challenges for the department as it sought to meet the customer service needs of a larger audience.

The changing economic situation underscored the importance of the department's workforce development efforts. Job search

assistance and training opportunities became headline news in Rhode Island as newly dislocated workers learned how to negotiate a 21st-century work search and enrolled in programs to improve their skill sets. The Workforce Development Services Division also collaborated with the Department of Human Services to launch the RI Works work attachment program for TANF recipients.

In a positive response to the economy, WorkShare, a work-week reduction program that helps companies during temporary downturns, grew in popularity by 136 percent and averted nearly 3,000 layoffs. However, demand for the department's Rapid Response services, in which our Business Service Unit and Unemployment Insurance Division offer swift responses to com-

panies experiencing mass layoffs, also increased by more than 25 percent.

Throughout the year, the Department of Labor and Training continued its tradition of innovation by implementing several new efficiencies. Income Support, for example, launched new voice verification software to clamp down on false unemployment certifications and safeguard customers against identity theft. Temporary Disability eliminated a split-waiting period for claimants, simplifying the TDI application process for customers and streamlining the claims-taking process for staff.

As 2009 unfolds, the department is committed not only to meeting the economic and employment needs of Rhode Islanders, but also to continuing to safeguard the state's workforce through its continued efforts in Workers' Compensation and Workforce Regulation and Safety.

Sincerely,



Sandra M. Powell
Director
Rhode Island Department of
Labor and Training



Director Sandra M. Powell (seated, far left) poses with DLT's senior staff.

STRATEGIC PLANNING

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

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.

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.

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.

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.

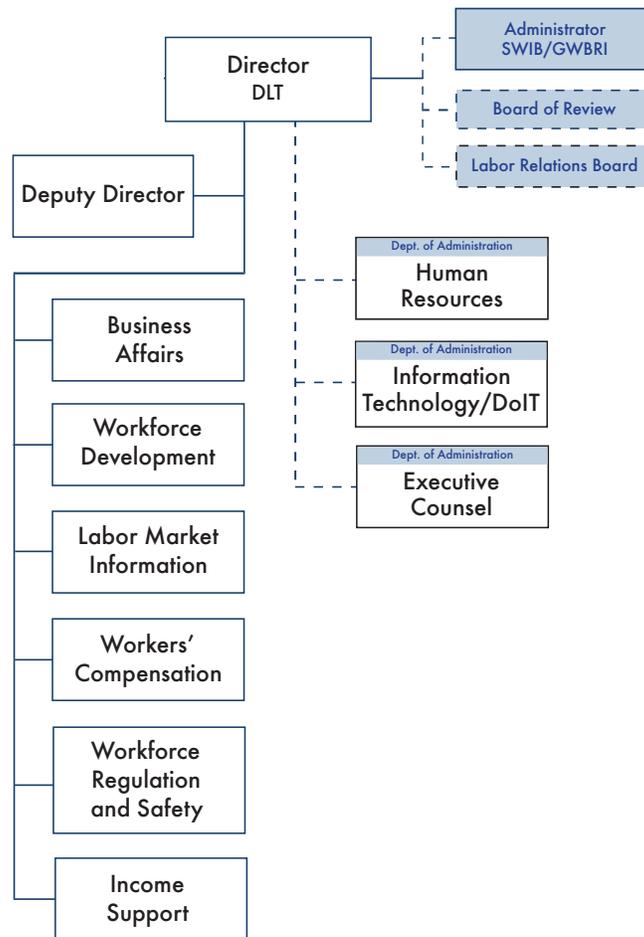
More information may be found by visiting www.dlt.ri.gov or by calling (401) 462-8000.

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 Office of Legal Services also initiates civil prosecution on unemployment compensation fraud and benefit overpayments.

The Office of Legal Services represents the department in the following areas: motions to quash filed in all state courts when subpoenas for confidential department records are served; objections to court-ordered counsel fees; hearings before the Board of Review; appeals to the District Court from the Board of Review; appeals under the Administrative Procedures

DLT Organizational Chart



LEGAL ACTIVITY 2008		
Type of Case	Number of Cases	Amount Collected
Workers' Compensation (Lack of Insurance)	252	\$229,909.81
Unemployment Insurance Overpayments	157	\$97,470.52
Labor Standards	28	\$42,421.28
Prevailing Wage	7	\$9,902.53

Act; and all stages of the labor relations/personnel cases (grievances, arbitrations, Personnel Appeal Board, Labor Relations Board and Human Rights Commission).

WORKFORCE DEVELOPMENT

Workforce Development builds the skills of RI workers and matches their strengths to the needs of individual employers.

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
- Business Services
- Federal Work Opportunity Tax Credit (WOTC) Program
- netWORKri One-Stop Career Centers
- Adult and Dislocated Worker Unit
- Trade Adjustment Assistance Programs
- Rapid Response Services for Dislocated Workers
- National Emergency Grants
- Veterans Services
- Foreign Labor Certification and Migrant Seasonal Farm Workers Program
- Youth Workforce Services
- RI Works

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

LABOR EXCHANGE ACTIVITY 2008

Job Seekers	Total
Customers Served	30,173
UI Eligible Claimants	18,949
Staff-Assisted Services	28,659
Job Search Activities	20,004
Employers	
Employers Served	1,014
Job Orders	1,784
Job Fairs and Recruitments	96
WOTC Certifications	1,401

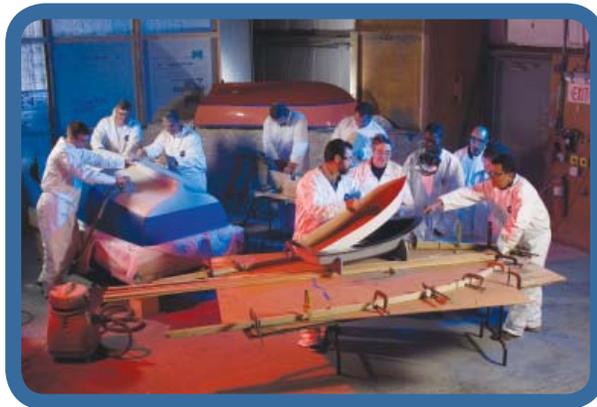
State Workforce Investment Office

The State Workforce Investment Office oversees Workforce Investment Act (WIA) services statewide and promotes the efficient delivery of services in netWORKri One-Stop Career Centers by coordinating with local workforce investment boards, administrators and staff. During 2008, the two local workforce investment boards – Workforce Solutions of Providence/Cranston and the Workforce Partnership of Greater Rhode Island – provided WIA services to over 2,700 Rhode Islanders.

The State Workforce Investment Office is responsible for evaluating the success of services provided to adults, dislocated workers and youth enrolled in WIA programs as well as offering guidance and technical assistance to the local workforce investment boards. Under WIA, training can be accessed by eligible adults and older youth who are found to need training services in order to obtain employment. Those training programs which have been approved by the local workforce investment boards are included on the Eligible Training Provider List, which is coordinated and maintained by the SWIO. Specific accomplishments for the program year include:

- During Program Year 2007 (July 1, 2007 – June 30, 2008), the latest data avail-

Boat building is one of many WIA training opportunities for eligible adults, dislocated workers and youth. Photo courtesy of New England Institute of Technology.



able, Rhode Island exceeded or achieved all 17 WIA performance standards.

- The number of programs approved for inclusion on the ETPL more than doubled to number over 170.
- As part of its technical assistance, the State Workforce Investment Office issued 20

Workforce Investment Notices (WINs) and conducted two statewide Workforce Investment Area meetings. These meetings addressed issues impacting the various WIA programs.

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

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 Adjustment

Assistance.

- 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 lo-

cated throughout the state. In addition, a DLT Reemployment Office at 73 Valley Road in Middletown offers essential services on a part-time basis. In 2008, employment and training programs and services benefited 30,173 customers through the netWORKri Career Centers. Customers include all types of job seekers, such as dislocated workers, seniors, people with disabilities, welfare recipients transitioning into work, students and out-of-school youth.

WORKFORCE DEVELOPMENT CONT.

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

- Department of Education
- 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 with the Business Service Unit (formerly the Employer Service Unit) to provide state-wide Rapid Response services for Trade impacted 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 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—296 Rhode Islanders qualified for the Health Coverage Tax Credit program since its inception in August 2003.

The Alternative Trade Adjustment Assistance (ATAA) pro-

gram helps Trade-eligible claimants over 50 years of age seeking alternatives to standard training programs. Trade-eligible claimants who return to work within 26 weeks of being laid off may qualify for 50 percent of the difference between new employ-

ment wages and previous wages. During 2008, 10 individuals participated in this program.

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

TRADE ADJUSTMENT ASSISTANCE (TAA) ACTIVITY 2008	
Program Participants	573
Participants Trained	249
Training Allocation	\$1,827,494

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 \$685,497 to serve former em-

ployees 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. As of December 31, 2008, 76 indi-

viduals, representing 76 percent of quarterly goal, have received grant services; with 52 percent obtaining unsubsidized employment thus far. Eligible workers may access grant services through June 30, 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. The

Department of Labor and Training provides guidance to the employer in meeting all regulations and requirements and administers pre-certification for their application. 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 2008	
H-2A Cases	7
H-2B Cases	30
Requests for Prevailing Wages	219

WORKFORCE DEVELOPMENT CONT.

Business Service Unit

Representatives from the Business Service Unit (formerly the Employer Service Unit) are the department's liaisons to the employer community and simplify the process of doing business in Rhode Island. These representatives 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. Services in 2008 included:

- developing 1784 job orders.
- coordinating 96 recruitments and job fairs.
- pre-screening applicants for employers.
- facilitating contacts that help employers become or stay competitive including information and contact assistance regarding WorkShare.

- staffing Business Service Unit telephone line, 1-888-616-JOBS (5627), thereby helping 1949 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.



A customer speaks with Senator Jack Reed at a job fair.

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 pro-

gram was funded by the U.S. Department of Labor and has been under the direction and oversight of the Business Service Unit (formerly 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 up to \$9,000 for each new long-term family assistance recipient who remains employed with the company for a minimum of two years.

In general, the target groups include qualified Temporary Assistance to Needy Families (TANF) recipients, some veterans, vocational rehabilitation service recipients, Food Stamp recipients,

qualified ex-felons 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 documented evidence verifying that the individual qualifies in one of the targeted groups for employment categories.

Rapid Response

The Rapid Response Program, administered by the Business Service 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. Other on-site services include job fairs and customized re-employment workshops, such as résumé development and interviewing strategies. During 2008, Rapid Response conducted orientations for 2,324 affected workers from 62 RI companies.

For those companies affected by increased imports or shifts in pro-

duction out of the United States, Rapid Response staff members 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 2008, Rapid Response assisted four area companies in their application for Trade 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 2008

RI Companies	62
Impacted Workers	2,324
Companies Receiving Assistance Filing Trade Applications	4
Trade Certified Companies	12

WORKFORCE DEVELOPMENT CONT.

Youth Initiatives

The Workforce Development Services Division, in partnership with the state and local workforce investment boards, oversees a statewide, unified youth workforce development system for youth ages 14 to 24. The division's focus is to increase the skill sets of the emerging workforce, build the capacity and skill sets of youth service providers, engage business in supporting youth employment and improve access for all youth in need of workforce development services.

In 2008, the youth system in Rhode Island had close to 8,000 youth receiving services, over 40 youth service providers and 13 youth centers spanning from Woonsocket to Westerly. Of those served, 41 percent 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.



Three proud participants of the Youth Services Division's first Summer Work Showcase pose for the camera.

Senior Community Service Employment Program

In July 2008, the RI Department of Labor and Training became the managing agency for the Senior Community Service Employment Program (SCSEP), a service- and work-based program for low-income persons age 55 and older.

Previously, the RI Department of Elderly Affairs had served as the managing agency for this program, and as such, was a formal partner of the netWORKri One-Stop Career Center system.

The department, through a Request for Proposals, chose SER Jobs for Progress to administer the SCSEP program on a day-to-day basis, including recruitment and outreach, eligibility screening, enrollment assessment, Individual Employment Plans, follow-up, work site placement, monitoring and enrollee recertification. Enrollees are placed at sites for up to 30 hours per week and are paid minimum wage. Work sites, which include senior centers, faith-based organizations, community action programs and com-

munity-based organizations, prepare participants for unsubsidized unemployment.

Eligible applicants to the Senior Community Service Employment Program must reside in Rhode Island, be unemployed at the time of application and be a member of a family with an income not more than 125 percent of federal poverty guidelines. Priority is given to applicants over age 60, veterans and spouses of veterans. Preference is given to limited English speaking, minority applicants.

Rapid Job Entry Program

The Rapid Job Entry Program, an intensive employment program for Family Independence Program (FIP) welfare recipients with children, Food Stamp recipients and non-custodial parents, operated through September 2008. Through this program, individuals receiving FIP and Food Stamps had to participate in job search activities to continue receiving such benefits. Recipients were referred by the RI Department of Human Services.

Non-custodial parents:

- must have complied with the Rapid Job Entry Program in order to satisfy their child support obligations.
- were referred to the Rapid Job Entry Program directly

from the courts via the Child Support Enforcement Agency.

- were referred directly from prison by the Child Support Enforcement Agency.

In 2008, legislation ended FIP and replaced it with RI Works. As such, the Rapid Job Entry Program ended in September 2008 and was replaced by a more intensive “work first” model administered by the Departments of Labor and Training and Human Services.

RI Works

RI Works is a partnership between the RI Department of Labor and Training and the RI Department of Human Services to provide intensive employment services to the beneficiaries who receive cash assistance under the Temporary Aid to Needy Families program. The goal of RI Works is to have the participants engage in work as a first and primary activity in their plan.

RI Works was signed into law and became effective October 2008. This new legislation replaced the Family Independence Program (FIP) and made work the first and primary activity for those receiving cash assistance. Those receiving cash benefits as well as Supplemental Nutrition Assistance Program (SNAP) beneficiaries and non-custodial parents must participate in approved job search activities to continue receiving such benefits.

RAPID JOB ENTRY ACTIVITY 2008		
	FIP	NCPs
Total Enrolled	367	78
Total Entered Employment	73	46
Average Wage	\$10.16	\$9.98
FIP=Family Independence Program / NCP=Non-Custodial Parents		

LABOR MARKET INFORMATION

Labor Market Information collects and analyzes data critical to the Rhode Island economy.

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 make the latest available information universally accessible 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. 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 layoff" is considered to have occurred.
- **Industry and Occupational Projections:** Using a model that combined past trends with other forecasting data, these biennial projections provide a 10-year window into Rhode Island's economic future.

Communications

In 2008, the Labor Market Information Unit published various 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 elec-

tronic 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 many community education and outreach events in 2008, 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 2008

- Health Care and Social Assistance in the Ocean State, 2007
- Leisure, Hospitality and Tourism in the Ocean State, 2007 Summary
- Providence/Cranston WIA Labor Statistics, 2007
- Greater RI WIA Labor Statistics, 2007
- Multiple Jobholders in the Ocean State, 2007
- RI Employment and Wage Analysis, 2007 Annual Report
- RI Employment Trends and Workforce Issues, 2007
- RI Job Vacancy Report, 2008
- RI Occupational Wage Report, 2007
- RI Statistical and Fiscal Digest, 2007
- State of the State: Profiles of RI Cities and Towns, 2007
- Union Membership in RI, 2008

QUICK FACTS ON THE RHODE ISLAND ECONOMY

	2007	2008
Total Labor Force	572,500	567,600
Number of Workers	542,600	523,200
Average Number of Unemployed	29,900	44,400
Average Unemployment Rate	5.2%	7.8%
Number of Jobs in RI Businesses	492,600	481,700

WORKERS' COMPENSATION

Workers' Compensation makes certain that businesses insure their employees from work-related injury or illness.

Workers' Compensation insurance is a no-fault system which mandates that 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 Workers' Compensation insurance. A self-

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

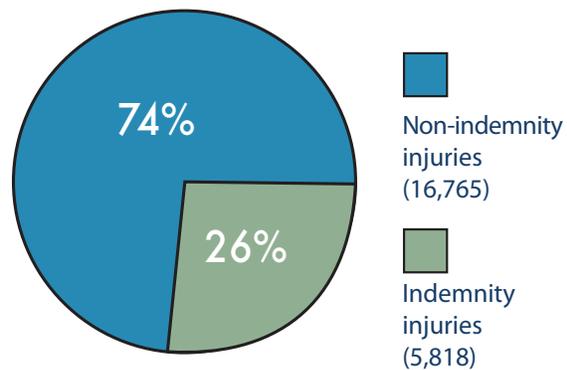
The Workers' Compensation Division monitors procedures and payments made by insurance carriers, provides rehabilitative services to injured workers and responds to compliance and fraud issues.

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

WORKERS' COMPENSATION ACTIVITY 2008

Injury Statistics	
Indemnity Injuries*	5,818
Non-indemnity Injuries	16,765
Workers' Compensation Administrative Fund Reimbursements**	
Requests for Reimbursement	1,487
Total Reimbursements	\$2,673,172
Self-Insured Employers Certified	
	36
*Indemnity injuries are those that receive weekly compensation.	
**Reimbursement requests are limited to statutory restrictions.	

WORKERS' COMPENSATION ACTIVITY 2008



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 2008, 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 and by working on the Spanish translation of the Workers' Compensation web site to be completed in 2009.

Lastly, the unit collaborated with the Donley Rehabilitation Center, co-hosting weekly patient orientation programs and presenting monthly vocational job skills workshops. Other services

EDUCATION UNIT ACTIVITY 2008	
Telephone Calls to Information Line	8,950
Telephone Calls in Spanish	202
E-mails to Education Unit	1,598
On-Site Employer Consultations	6
Video Tapes Lent	100
Informational Letters Mailed to Injured Workers	23,756
Number of Seminars	9
Number of Seminar Attendees	645
Donley New Patient Orientations	12
In English	8
In Spanish	4
Donley Vocational Patient Orientations	4



The Education Unit is active in outreach with seminars and workshops.

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.

WORKERS' COMPENSATION CONT.

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 Workers' Compensation insurance, the employer may be fined up to \$1,000 for each day of non-compliance. Those companies that 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.

FRAUD AND COMPLIANCE ACTIVITY 2008

Investigative Inquiries	5,972
Lack of Insurance Investigations	5,874
Carrier Failure to Report Investigations	24
First Report Penalty Investigations	43
Fraud Investigations	31
Penalties Collected	
From Employers Without Proper Workers' Compensation Coverage	\$301,126
From Insurers	\$2,750
Late First Report Filing Penalties	\$5,500
Employees Who Filed to Waive WC Rights	2,265
Independent Contractor Filings	6,551
Criminal Cases Referred to Attorney General	3
Court Ordered Restitution	\$41,023
"Stop Work" Orders	45

John E. Donley Rehabilitation Center

The John E. Donley Rehabilitation Center provides broad-based rehabilitation programs for individuals in the RI 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 Vocational Section offers daily job club sessions in the resource room for injured workers who have an established functional level and have been released to return to work. The section realized a 22-percent increase in the utilization of the resource room by injured workers who attended in order to identify and respond to job openings.

The Donley staff members are able to provide a three-week computer skills workshop that focuses on preparing injured workers for an independent job search by teaching them to access the internet, formulate a résumé and cover letter and apply to jobs online.



Physical rehabilitation is an important factor in speeding workers back to gainful employment.

REHABILITATION ACTIVITY 2008

	Total	Change from 2007
New Admissions	947	- 16%
Physician Referrals	1,073	- 8%
Total Referring Physicians	365	- 8%
Percentage of Clients Out of Work > Three Months	85%	- 3%
Percentage of Clients Out of Work >Six Months	66%	- 6%
Percentage of Clients Out of Work >One Year	40%	- 2%
Return-to-Work Level upon Program Completion	71%	- 4%

There was a 25 percent increase in enrollment in the computer skills workshop in 2008. Typically 95 percent of those who fin-

ish the computer skills workshop pass the standardized proficiency testing and receive a certificate.

INCOME SUPPORT

Income Support includes Unemployment Insurance, Temporary Disability Insurance and Police and Fire-fighter relief funds.

The Division of Income Support ensures 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.

In 2008, the Unemployment Insurance Division was impacted by the highest unemployment levels in more than 30 years. Rhode Island was one of many states to experience the national economic downturn, triggering additional federal and state extended benefits programs. This influx of claims for both regular unem-

ployment benefits and extended benefits brought new challenges as the department strove to meet growing customer demand.

Despite these challenging times, many project objectives were accomplished in Income Support that resulted in improved efficiency and effectiveness in quality customer service. For example, in April, the department received Cash Cards from JP Morgan Chase, which was a result of a special contract agreement between JP Morgan Chase and the department. The Cash Cards Program is for Income Support customers who are experiencing emergency financial issues and cannot wait for the regular process of benefit payments.

UI AND TDI RECOVERY 2008

	Total	Change from 2007
Combined Income Tax and Lottery Recovery (Unemployment Insurance)	\$831,532.41	+ 3.2%
TDI Recovery from Income Tax	\$36,897.62	+ 3.7%

Overpayment Recovery

The RI Department of Labor and Training recovers overpayments resulting from fraud by intercepting Rhode Island State Income Tax Refunds and Lottery winnings. In 2008, the department recovered \$815,761.43 from State Income Tax for fraudulent unem-

ployment insurance benefits, and another \$15,770.98 from RI Lottery winnings for an annual total of \$831,532.41. In addition, Temporary Disability Insurance recovered \$36,897.62 in fraudulent benefits from State Income Tax intercepts.

Unemployment Insurance

Unemployment Insurance (UI) is a federal/state program financed through employer payroll taxes. The Unemployment Insurance program provides temporary income support to workers who have lost their jobs through no fault of their own; and have sufficient wages in their base period; and are able, available and actively seeking full-time work. UI claims are filed by telephone through the UI Call Center or through the use of the internet.

In 2008, the influx of claims for both regular unemployment benefits and extended benefits caused an increase in wait times in the call center and a backlog of internet claims. In order to decrease the claims backlog, the department looked at new and innovative technologies to improve the phone system, internet-filing process and automation of certain programs which are manually intensive. The department also received approval to increase staffing levels, in order to improve claims-processing turn-around times.

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

UI CLAIMS FILED IN 2008

	Total
Claims that generated payment of benefits	46,446
Claims that were issued a waiting period credit only	47,397
Claims that were denied due to monetary ineligibility	3,778

UNEMPLOYMENT INSURANCE ACTIVITY 2008

	Total	Change from 2007
Regular Benefits		
Initial Claims (New and Additional)	93,761	+ 14%
First Payments	46,446	+ 13%
Number of Payments	772,052	+ 19%
Net Payments	\$277,287,968	+ 22%
Average Weekly Benefit	\$359	+ .02%
Average Duration (weeks)	16.6	+ .05%
Trust Fund		
Total Income	\$257,291,085	+ 25%
Total Disbursements	\$346,368,559	+ 47%
Year-End Fund Balance	\$78,249,406	- 124%

Emergency Unemployment Compensation

Upon passage of the Federal Emergency Unemployment Compensation (EUC) bill, the RI Department of Labor and Training mailed 22,000 letters to potentially eligible UI claimants and put programming in place so that it could begin taking EUC claims on the effective date of July 6, 2008. By July 26, 5,000 individuals had filed for EUC 08; by the

week ending December 26, 2008, 17,926 EUC 08 claims had been filed in Rhode Island, totaling \$53,669,219 in EUC payments.

Because Rhode Island was experiencing a high period of unemployment, those eligible for EUC 08 received an additional 13 weeks of federal money called EUC Tier II.

INCOME SUPPORT CONT.

EMERGENCY UNEMPLOYMENT COMPENSATION (EUC) ACTIVITY 2008

	Total
EUC '08 Initial Claims	18,152
EUC '08 First Payments	14,765
Number of Payments	160,892
Net Payments	\$56,212,543
Average Weekly Payment	\$349

State Extended Benefits/ High State Extended Benefits

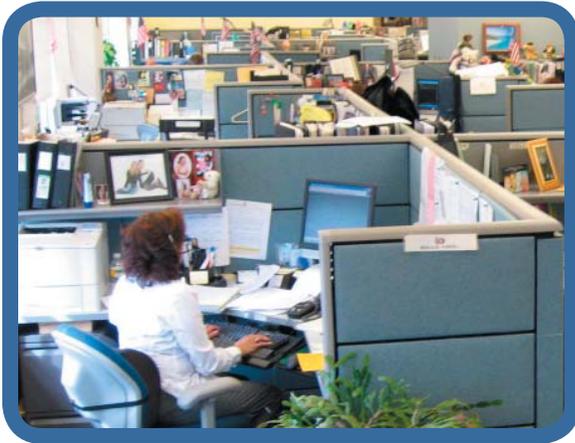
The State of Rhode Island had triggered on State Extended Benefits in June, when the average total insured rate reached over 6.5 percent for three consecutive months. Rhode Island was prepared to begin filing State Extended Benefits effective July 6, 2008; however, EUC 08 deferred the paying of the state program until such time as individuals exhausted benefits under the federal program. The first Unemploy-

ment Insurance claimants to exhaust EUC 08 started collecting on the State Extended Benefits in August 2008.

In October, the state triggered on High State Extended Benefits, when the average total insured rate reached over 8.0 percent for three consecutive months. As of the last week in December 2008, 3,616 RI residents had received a total of \$6,174,078 in state extended benefits.

EXTENDED BENEFITS (STATE PROGRAM) ACTIVITY 2008

	Total
EB Initial Claims	3,443
EB First Payments	3,139
Number of Payments	17,264
Net Payments	\$6,125,462
Average Weekly Benefit	\$355



To accommodate the general increase in claims volume and to allow for processing of both federal and state extended benefits, the Call Center remained in operation seven days a week.

CALL CENTER ACTIVITY 2008		
	Total	Change from 2007
Total Calls Received	1,909,906	+ 47%
Tele-Serve (Payment Line)	1,278,247	+ 50%
Call Center	535,644	+ 47%
Payment History	20,411	+ 59%
Adjudication Status	27,414	- 10%
Requests for 1099 Tax Forms	1,887	+ 2%
General Information	46,576	- 10%

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.

CAU ACTIVITY 2008		
	Total	Change from 2007
Total Decisions	24,642	+ 21.6%
Separation Issues*	15,853	+ 27.3%
Non-Separation Issues**	8,789	+ 12.6%
* 48% of separation issues resulted in the denial of benefits.		
** 80% of non-separation issues resulted in the denial of benefits.		

INCOME SUPPORT CONT.

WorkShare

The WorkShare program continued to be a viable option for employers experiencing a temporary slowdown in business, and grew significantly during the past year as the current global economic downturn has affected local businesses. Since the inception of the program in October 1991, WorkShare has allowed employers to retain their trained workforce while employees work at reduced hours. In 2008, the WorkShare program filed 10,546

WORKSHARE ACTIVITY 2008		
	Total	Change from 2007
Initial Claims	10,546	+ 63.5%
Payments	55,900	+ 116.9%
Layoffs Averted	2,934	+ 99.3%
RI Companies Served	283	+ 135.8%

initial claims and issued 55,900 payments. It is estimated that over 2,934 layoffs were averted at approximately 283 companies.



ChemArt of Lincoln, RI, appreciated WorkShare because it allowed the company to retain their trained workforce at reduced hours during a temporary business slowdown.

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.

In 2008, approximately 313 military personnel were provided with income support information

through five demobilization seminars. Also, in cooperation with the Fleet and Family Support Center of the Newport Naval Station, the department provided over 350 individuals separating from the military with benefit information and one-on-one counseling during six Transition Assistance Management Program seminars.

FEDERAL CLAIMS ACTIVITY 2008		
	Total	Change from 2007
Federal Employee UI Benefits (UCFE)		
Initial Claims	194	- 23.6%
Net Payments	\$717,092	- 57.7%
Federal Military Personnel UI Benefits (UCFE)		
Initial Claims	303	+ 29.5%
Net Payments	\$2,208,288	+ 161.3%

Benefit Accuracy Measurement

The Benefit Accuracy Measurement (BAM) Program is a diagnostic tool to audit the accuracy of Unemployment Insurance (UI) claims. In 2008, the department continued a new practice to improve accuracy—the cross matching of UI benefits payments against the National Directory of New Hires database.

BENEFIT ACCURACY MEASUREMENT ACTIVITY 2008		
	Total	Change from 2007
Benefits Paid	\$273,111,860	+ 18.5%
Scientific Sample Size	456	- 1.1%
Dollars Paid Properly	93.0%	+ 1.0%
Dollars Overpaid	7.0%	+ 10.7%
Dollars Underpaid*	0.7%	+ 1.4%
Overpayment Causes		
Work Search	0%	0%
Earnings	50.7%	+ 1.3%
Separation Issues	18.4%	+ 12.1%
Base Period Wages	9.0%	+ 0.0%
Eligibility Issues	29.8%	+ 14.0%
Other Causes	0.2%	- 30.0%
Responsibility for Overpayment		
Claimant Only	62.1%	+ 0.5%
DLT Only	22.5%	- 22.4%
Employer Only	0.0%	- 43.0%
Claimant and DLT	14.5%	- 13.1%
Employer and DLT	0.9%	- 29.0%
Claimant and Employer	0.0%	- 20.0%

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

System Improvements

Unemployment Insurance Service Center

Months of preparation came to fruition on March 6, 2008 when the Central Adjudication Unit and the Unemployment Insurance Call Center merged into one Unemployment Insurance Service Center. The resulting integrated center allowed for more efficient workflow, better claims quality and timeliness. It also allowed the division to maximize the resources at a time when both units were impacted by significant staffing issues.

AccessNet

In 2008, the division successfully oversaw the conversion to AccessNet from the outdated Telepath system used to operate our Interactive Voice Response (IVR) and the Interactive Web Response (IWR). This change allowed for greater confidence in the overall operation of the system. The switch to AccessNet enabled the division to implement some additional IVR programs not available under Telepath.

Employer Form Changes

Another major project was the consolidation of multiple UI employer forms into two all-inclusive forms. The Department of Information Technology was instrumental in designing programming to consolidate these mailings, thereby saving the department unnecessary postal fees while preserving the integrity of the Unemployment Insurance system. These changes have also streamlined the documentation necessary for employers.

Clean Internet Claims

The Clean Claims Project will allow approximately 30 percent of the Unemployment Insurance claims filed through the internet to be processed more quickly, leaving interviewers more time to answer questions and handle more difficult claims.

The Clean Claims Project, originally scheduled for implementation in 2008, was delayed due to new programming requirements that became necessary in July 2008, when the new Federal Emergency Unemployment Compensation went into effect and when the state triggered on its own Extended Benefits program. The anticipated implementation date for the Clean Claims Project is now June 2009.

Benefit Rights – Interactive Voice Response (IVR)

By law, individuals receiving Unemployment Insurance benefit payments must receive a copy of their benefit rights. Currently, this form is mailed to the individuals as part of the initial claims mailing packet. In 2008 work began on the UI Interactive Voice Response (IVR) system so that individuals collecting UI benefit payments could listen to their benefit rights information in English, Spanish or Portuguese directly through the IVR. Also, claimants could use the IVR system to certify that they have either listened to their benefit rights or read them online. This innovation should increase efficiency while decreasing mailing costs. Rhode Island contracted the services of First Data Government Solutions (FDGS), the state's current IVR vendor, to complete the programming required for this project. Programming was completed in December 2008, and deployment is scheduled for early 2009.

Identity Theft and Voice Authentication

The Federal Trade Commission ranks identity theft as the number-one fraud-related complaint. Self-service functions such as Web site and Interactive Voice response systems (IVR) now make it possible for Unemployment Insurance call centers to rely on advanced technology as a deterrent to identity theft.

Rhode Island received SBR funding in FY2005 to finance voice authentication software that uses voiceprints to secure access to specific information and transactions over the telephone. A voiceprint functions much like a fingerprint to verify an individual's identity. Callers are asked to speak two pre-determined phrases to create a

voiceprint, which is then stored in a database and associated with the caller's information. Whenever the caller re-enters the system, he or she is asked to speak one of the phrases, which is then compared to the reference voiceprint. If the voiceprint matches, the identity is confirmed, and the caller is allowed to proceed through the automated system. If the voiceprint cannot be confirmed after three attempts, the system transfers the customer to a staff member. It is estimated that customer service improvements of 20 percent and fraud/identity theft decrease of 15 percent will be realized due to this new software.

Reemployment of Claimants

Reemployment of Unemployment Insurance claimants continues to be one of the department's main initiatives. The program has been reviewed and revised a number of times in order to have the greatest impact and success for the UI claimants.

In 2008, Rhode Island received level funding of \$648,588 to continue the administration of the

Reemployment and Eligibility Assessment Program. Unfortunately, the failing economy and continued loss of jobs is making it increasingly difficult for UI claimants to find suitable work. In response, the department is working very closely with the Regional Office to modify the program so that it can better address the challenges and barriers in helping the unemployed.

Temporary Disability Insurance

The Rhode Island Temporary Disability Insurance (TDI) program is funded exclusively by workers and protects them 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 2008, approximately 421,900 eligible workers paid TDI taxes and were protected by this important insurance program.

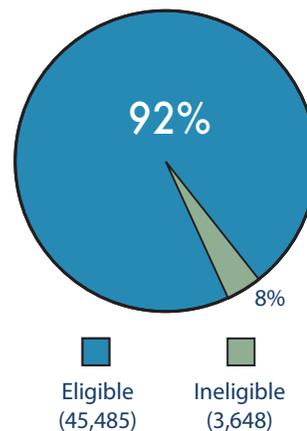
In 2008, TDI developed and implemented an official agreement

among all the Impartial Examiners found in the current roster.

Also, a legislative bill was introduced and signed into law to eliminate the split waiting period in TDI. As a result of this legislative change, the waiting period must begin on the Sunday of the week in which the unable-to-work date began and the claimant grossed less than his/her benefit rate.

In May 2008, the TDI progress report was developed and may be found on our website at www.dlt.ri.gov/tDI. For additional information please visit our website or by calling (401) 462-8420.

TDI ELIGIBILITY IN 2008





Temporary Disability Insurance can provide monetary support for employees who find themselves unable to report to work due to illness or injury. This protective barrier is only offered in four other states.

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.

Through its efforts to further protect the UI/TDI Trust Fund, the Fraud Unit investigated 324 cases in 2008 which resulted in \$699,581 of potential overpayments. Forty-five 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 2008		
	Total	Change from 2007
Regular Benefits		
Total Claims	45,485	- 2.1%
Number of Payments	442,240	- 1.6%
Net Payments	\$173,797,142	+ 2.7%
Average Weekly Benefit	\$393.00	+ 4.4%
Average Duration (in weeks)	10.6	- 15.9%
Trust Fund		
Total Income	\$195,107,471	+ 11.2%
Total Disbursements	\$204,071,014	+ 15.4%
Year-End Fund Balance	\$89,935,163	- 9.1%

FRAUD UNIT ACTIVITY 2008		
	Total	Change from 2006
Cases Investigated	324	- 29.8%
Overpayments Detected	\$699,581	+ 3.8%
Cases Referred to State Police	45	- 16.6%
Convictions in Superior Court	29	- 57.3%

INCOME SUPPORT CONT.

Police Officers' Relief Fund and Firefighters' Relief Fund

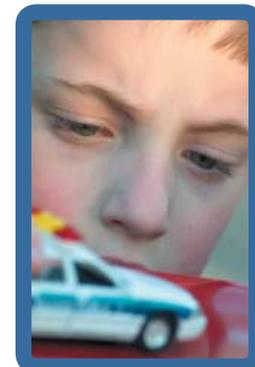
If an active or retired police or state police officer is killed or dies of a heart-related condition such as hypertension, the Police Officers' Relief Fund offers an annuity of \$3,600 a year to the surviving spouse for life or until remarriage. In addition, \$1,200 per year is provided for each dependent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

If a police officer, correctional officer or member of the state police is killed in the line of duty, dies from a job-related heart condition or becomes totally and permanently disabled on the job, 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 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 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.



The Police Officers' Relief Fund can help support dependents of the deceased.

**POLICE OFFICERS' RELIEF FUND
AND FIREFIGHTERS' RELIEF FUND ACTIVITY 2008**

	Total	Change from 2007
Police Officers' Annuity Benefits		
Recipients	249	- 0.4%
Expenditures	\$907,607	- 0.5%
Avg. per Person	\$3,645	- 0.1%
Police Officers' Tuition Benefits		
Dependents	21	- 22.2%
Police Officers	1	0.0%
Expenditures	\$96,679	+ 14.5%
Firefighters' Annuity Benefits		
Recipients	567	+ 4.4%
Expenditures	\$2,086,987	+ 3.4%
Avg. per Person	\$3,681	- 0.9%
Firefighters' Tuition Benefits		
Dependents	55	- 3.5%
Firefighters	3	0.0%
Expenditures	\$263,202	+ 37.9%

WORKFORCE REGULATION AND SAFETY

Workforce Regulation and Safety protects the rights of RI workers, from fair wages to safe 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

The Labor Standards Unit 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, prevailing wage and vacation pay 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 calendar year 2008, Labor Standards received approximately 703 claims. Of those, 378 were closed and 325 are currently in the investigation process, waiting to be assigned, or are in the pre-hearing conference or hearing process.

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

Professional Regulation

The Professional Regulation Unit 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 2008, 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 2008, 48 prevailing wage cases were filed with the **Prevailing Wage Section**. The total amount of back wages collected for employees in 2008 was \$17,096.20, and the total amount of penalties collected by the Prevailing Wage Section was \$17,172.55.

The **Trade Licensing Section** licenses 29,265 technical professionals, many with multiple

licenses. It also monitors and enforces trade laws pertaining to electricians, hoisting engineers, pipefitters, refrigeration technicians, sprinkler fitters, plumbers, sheet metal workers and telecommunications technicians.

Professional Regulation 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

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 2008, the council oversaw approximately 650 apprenticeship programs and approximately 1,700 individual agreements.

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

TRADE LICENSING ACTIVITY 2008	
Examinations Performed	3,621
Total Licenses (issued or renewed)	31,117
Electrician	8,134
Hoisting Engineer	9,192
Pipefitter, Refrigeration Technician, Fire Protection Sprinkler Fitter, Sheet Metal Worker	7,568
Telecommunication	2,999
Plumbers and Irrigators	2,565
Burglar Alarm	497

WORKFORCE REGULATION AND SAFETY

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 2008	
Certificates of Operation	6,731
Inspections	7,992
Permits for New Installations	385

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 2008	
Certificates of Operation	1,938
Inspections	2,190
Permits for New Installations	247

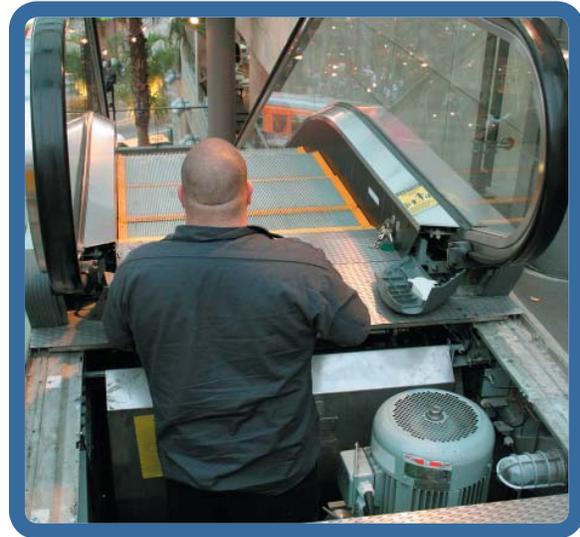
The **Weights and Measures Section** inspects and assesses all gasoline measuring systems and measuring devices used in retail/wholesale establishments; it also licenses all oil dealers. To properly calibrate such measuring devices, sealers receive certification after completion of highly technical course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

CONT.

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 employers and employees in safety practices is an ongoing function. It is mandatory that each RI business submit a list of hazardous substances to the Occupational Safety Unit 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 2008	
Employers Registered	10,390
Inspections	2,100

Escalators and other everyday moving devices are inspected by the Elevator Section of the Workforce Regulation and Safety Division.



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.

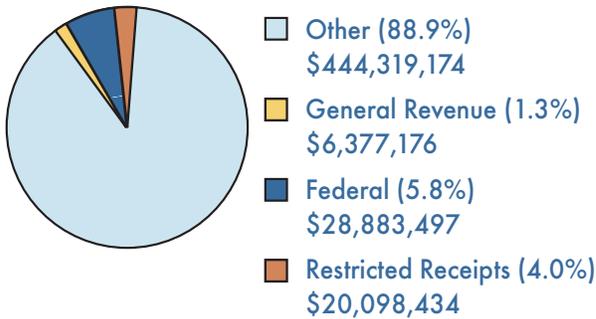
Complaint and accident investigations are triggered upon incident or request. Public sector employers are required to keep occupational safety injury and illness records.

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 2008, approximately 1,000 sites were inspected and approximately 100 complaints were filed.

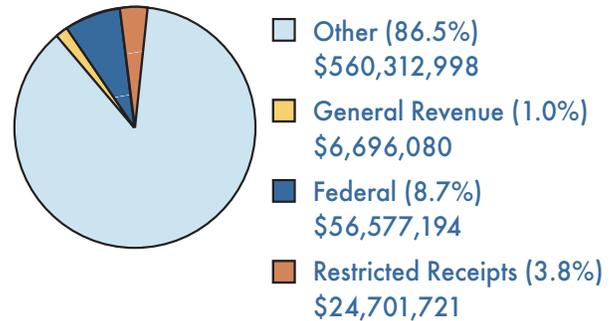
More information may be found at www.dlt.ri.gov/occusafe or by calling (401) 462-8570.

BUDGETARY EXPENDITURES

Actual Expenditures by Fund FY08
Department Total \$499,678,281



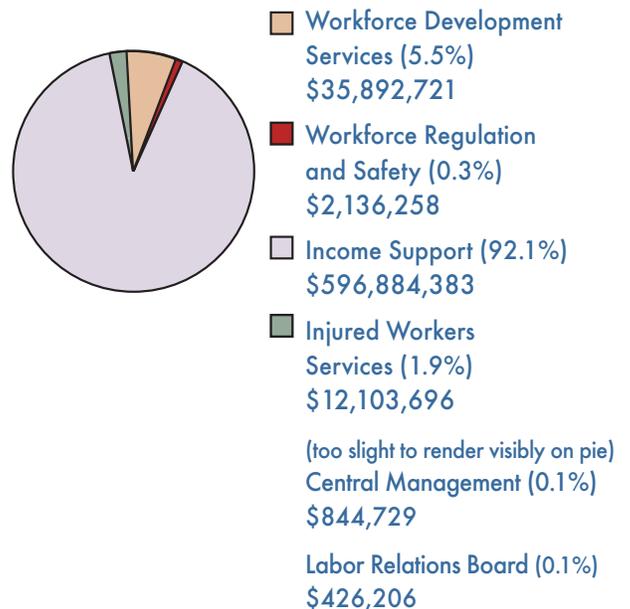
Budgeted Expenditures by Fund FY09
Department Total \$648,287,993



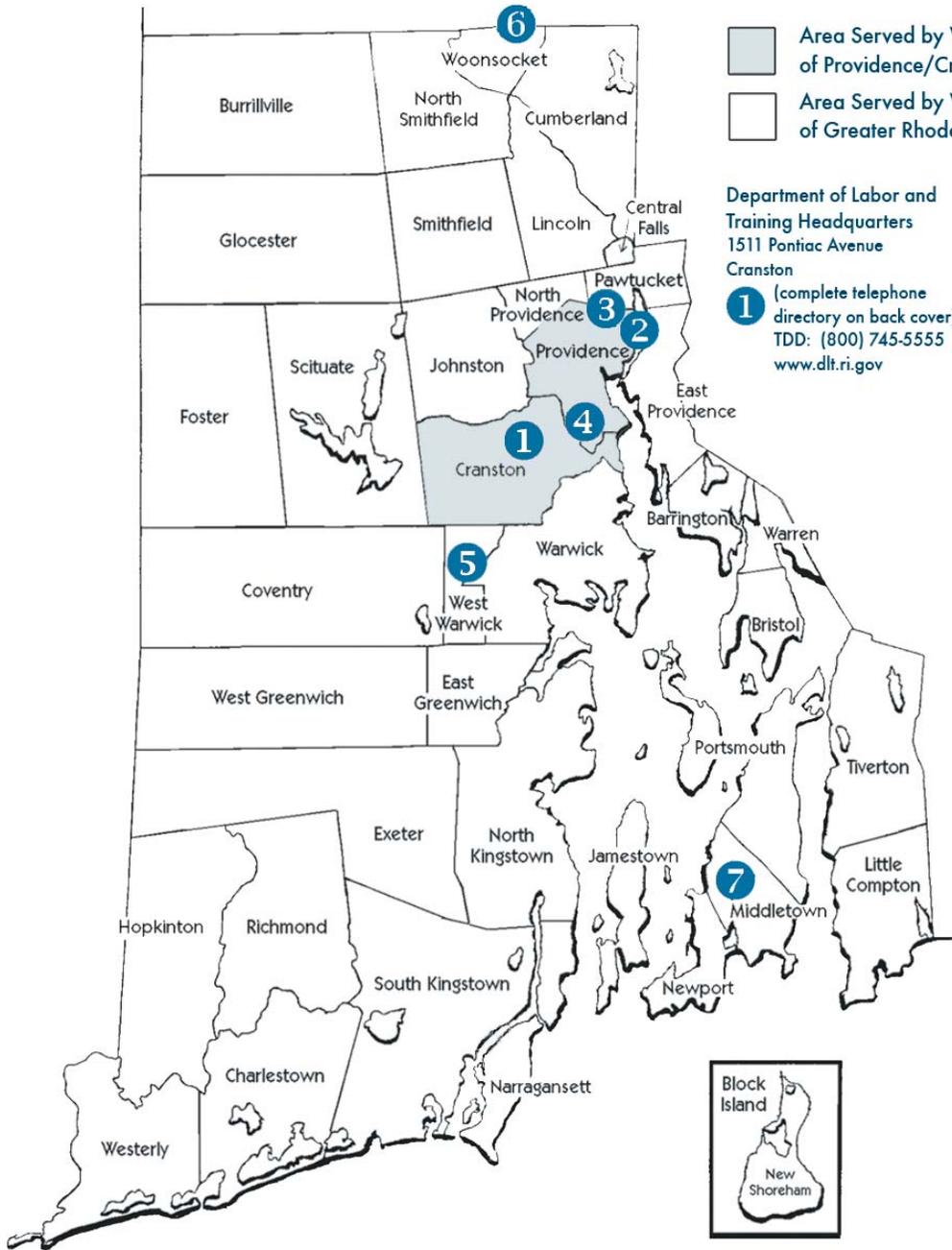
Actual Expenditures by Program FY08
Department Total \$499,678,281



Budgeted Expenditures by Program, FY09
Department Total \$648,287,993



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 back cover)
 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

Pawtucket netWORKri
 175 Main Street
3 tele: (401) 722-3100
 fax: (401) 728-1890

Providence netWORKri
 One Reservoir Avenue
4 tele: (401) 462-8900
 fax: (401) 462-8947

West Warwick netWORKri
 1330 Main Street
5 tele: (401) 828-8382
 fax: (401) 826-8991

Woonsocket netWORKri
 219 Pond Street
6 tele: (401) 235-1201
 fax: (401) 235-1228

DLT Reemployment Office
 73 Valley Road
 Middletown
7 tele: (401) 847-2038
 fax: (401) 846-9705

Wakefield and Warren netWORKri Career Centers were closed in November, 2007.



DEPARTMENTAL 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		DGagne@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	WCEdUnit@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		
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	CParks@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	TDI@dlt.ri.gov
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	OccuSafe@dlt.ri.gov
Work Opportunity Tax Credit	462-8717	www.dlt.ri.gov/esu/TaxCredits.htm	WDS@dlt.ri.gov

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



UNIT	PHONE*	WEB ADDRESS	E-MAIL ADDRESS
Workers' Compensation	462-8100	www.dlt.ri.gov/wc	WCEdcUnit@dlt.ri.gov
Education Unit	462-8100	www.dlt.ri.gov/wc/edunit.htm	WCEdcUnit@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/lr	LaborStandards@dlt.ri.gov
Workshare	243-9177	www.dlt.state.ri.us/ui/ws.htm	UnemploymentInsurance@dlt.ri.gov

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Rhode Island Department of Labor and Training

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

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

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