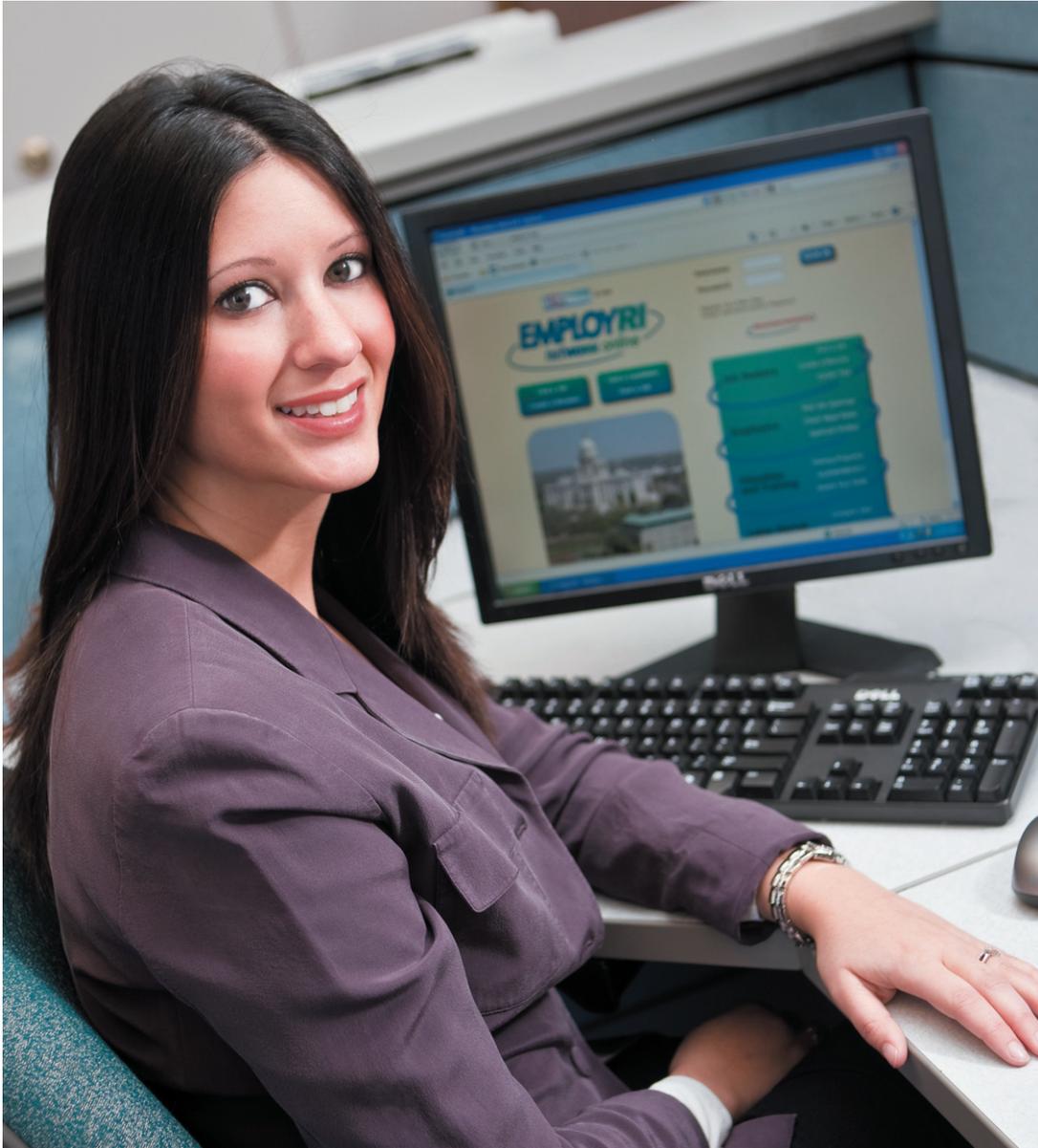


2010 Annual Report



 **RI Department of
Labor and Training**

ON THE COVER

The department's new virtual one-stop system, EmployRI.org, enables job seekers to search multiple job boards for the latest listings from any computer with an internet connection. Job seekers can also take online assessments that analyze their work skills and match those skills to job opportunities, they can research potential employers and they can create customized résumés. Additionally, EmployRI.org offers customized recruitment features for employers.

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Introduction

The RI Department of Labor and Training provides workforce development, workforce security and workforce protection to the state's workers, employers and citizens. Through federal and state funding, it offers employment services, educational services and economic opportunity to both individuals and employers. DLT also protects the workforce by enforcing labor laws, prevailing wage rates and workplace health and safety standards. And, the department provides temporary income support to unemployed and temporarily disabled workers.

Unemployment Insurance

The average unemployment rate for Rhode Island in 2010 was 11.6 percent.

In 2010, the Unemployment Insurance Call Center and TeleServe system handled 2.5 million calls.

Regular Unemployment Insurance, which offers up to 26 weeks of benefits, handled 100,246 claims and paid out more than \$314 million in benefits in 2010.

Federal Emergency Unemployment Compensation, which offers up to 53 weeks of additional benefits to job seekers who have exhausted their regular Unemployment Insurance benefits, handled 36,001 claims and paid out nearly \$294 million in benefits in 2010.

State Extended Benefits, which offers up to 20 weeks of additional benefits to job seekers who have exhausted their Federal Emergency Unemployment Compensation, handled 17,744 claims and paid out nearly \$76 million in benefits in 2010.

Temporary Disability Insurance

Temporary Disability Insurance (TDI) provides benefit payments to insured RI workers for weeks of unemployment caused by disability. In 2010, TDI handled 41,240 claims and paid out approximately \$158 million in benefits.

Workforce Development

Through its netWORKri Career One-Stop System and its EmployRI.org virtual one-stops, the Division of Workforce Development provided job search and job matching opportunities to 48,696 participants in 2010, including 39,711 that received staff-assisted services.

The division's Business Workforce Center provided services to 1,976 employers in 2010.

Approximately 9,000 youth received work readiness and career exploration services through the YouthWORKS411 system.

Workers' Compensation

In Rhode Island, Workers' Compensation insurance is mandated for any employer with one or more employees.

In 2010, the Workers' Compensation Division made 6,022 investigative inquiries and collected more than \$78,000 in penalties.

In 2010, 5,958 injuries were reported that required weekly compensation.

Also in 2010, the Donley Rehabilitation Center experienced 1,049 new admissions.

Workforce Regulation and Safety

In 2010, the Professional Regulation Unit performed more than 3,000 licensing examinations and issued nearly 30,000 new or renewed licenses.

The State Apprenticeship Council oversaw 739 apprenticeships in 2010.

Labor Standards received 464 claims in 2010.

In 2010, the Occupational Safety Section inspected 9,126 boilers and 3,266 elevator devices. Occupational Safety also registered 9,020 employers for hazardous substance storage under Right-to-Know laws.

Labor Market Information

In 2010, the Labor Market Information Unit operated the following programs: Current Employment Statistics; Quarterly Census of Employment and Wages; Local Area Unemployment Statistics; Occupational Employment Statistics; Mass Layoff Statistics; and Industry and Occupational Projections.

Income Support

The Division of Income Support insures RI 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 2010, the Unemployment Insurance Division continued to be impacted by an unprecedented demand for unemployment insurance services due to the economic downturn. Despite these challenging times, many Income Support project objectives were accomplished—including

the Benefit Rights, IVR/IWR Hold File Waiting Periods, Supplemental Budget Requests, TDI Access.Net system conversion and the Expansion of Imaging and Workflow projects—that have/will result in improved efficiency and effectiveness.

Technological Improvements

Benefit Rights

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 2010, work was completed on the UI Interactive Voice Response (IVR) system to allow individuals collecting UI benefit payments to listen to their benefit rights information in English, Spanish or Portuguese directly through the IVR. This technology update has increased efficiency and eliminated the need for mailing the benefit rights forms. Customers who want to read their benefit rights may do so by accessing the DLT web site.

IVR/IWR Hold File

In 2010, the implementation of the Hold File Waiting Period project on the Interactive Voice Response (IVR) and Interactive Web Response (IWR) systems was completed. The implementation of these projects allows customers to certify for their waiting period credit and weekly benefit payments while their claims are in a stopped payment status. Customer Service Representatives are now able to release the payments to the claimant once the stop payment issue has been resolved, which results

in diminished manual payments. This has also eliminated the need to generate mail forms that the claimants are then required to mail back, thereby reducing postage costs. The most anticipated positive outcome of this project is the improvement of timely first payments. The Division of Information Technology and IVR/IWR vendor, First Data, were instrumental in the completion of the project.

Supplemental Budget Requests (SBR)

In 2009, Rhode Island received approval for 19 of the 22 submitted requests for SBR funding per specifications of the U.S. Department of Labor (DOL). The total amount of U.S. DOL funding for the requests was \$2,305,164. In 2010, work was started on a number of the approved

projects. These projects included adding the Hold File Waiting Period to the Interactive Web Response (IWR) system, expanding the data collected on the Wage Record System, providing instructional education on the DLT web site, implementing the UI SIDES program, and providing video education on usage of the Electronic Payment Card (EPC). The usage of U.S. DOL funding will allow the Unemployment Insurance Division to implement projects that will not only provide upgrades to the UI systems but will also introduce new technology that will be used to administer this federally mandated program. Rhode Island has until December 2011 to implement all the funded projects. In 2010, several of the projects were already underway, while others were in the project discovery phase.

A DLT staffer demonstrates how UI and TDI consumers can find answers to frequently asked questions or can submit their own questions and receive an e-mailed reply by using the Department's self-service kiosk, installed in mid-November.



Tech Improvements, continued**TDI Access.Net Conversion**

The Temporary Disability Insurance (TDI) conversion to Access.Net will allow TDI to be on the same Operating System level as Unemployment Insurance. The most anticipated outcome is that the TDI IVR system will be operating on new equipment and software systems rather than older non-supported equipment/software. This conversion will also allow for the latest technological advances to be implemented in the TDI system. In 2010, TDI, the Department of Information Technology and vendor First Data worked collaboratively

to complete the specification review and request for test data phase of the project. Vendor and user testing is scheduled to be completed by March 2011, with production implementation scheduled shortly thereafter.

Expansion of Imaging/Workflow UI Call Center

In 2010, Unemployment Insurance completed projects that expanded the UI imaging system and added workflow processing to the system. The expansion of the imaging system included the addition of forms from the Central Adjudication Unit (CAU) and Overpayment Unit. This expansion provides call

center staff with the ability to view CAU or Overpayment Unit forms for additional information for claim processing. The implementation of the workflow portion allows for forms to be electronically routed among call center management staff instead of being printed. The forms are electronically routed so that only the individuals that require the documents will have access to them, providing an added level of security of customer's sensitive information. In addition, the expansion provides for improved efficiency as more documents are available online to staff in the call center, CAU and Overpayment Unit.

Unemployment Insurance

Unemployment Insurance (UI) is a federal/state program financed through employer payroll taxes. In Rhode Island, regular Unemployment Insurance provides up to 26 weeks of temporary income support to workers who have lost their jobs through no fault of their own and who have sufficient wages in the base period to meet the monetary requirements. In addition, individuals must be able to work, available for work and actively seeking work, and must conduct at least three approved work search-related activities each week. UI claims are filed over the internet or over the telephone through the call center.

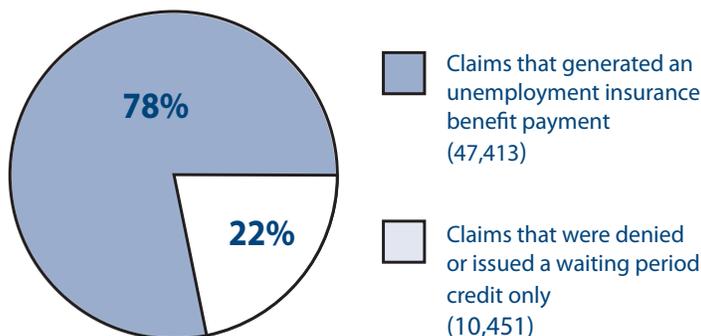
Rhode Island job seekers who have exhausted their regular UI benefits may, if eligible, collect additional benefits through the Federal Emergency Unemployment Compensation (EUC) program for up to 53 weeks. If they have exhausted their EUC benefits and are still seeking

continued

UI Claims Filed in 2010

	Total	Change from 2009
Claims that generated payment of benefits	47,413	- 14.6%
Claims that were issued a waiting period credit only	3,731	+ 32.6%
Claims that were denied due to monetary ineligibility	6,720	+ 35.8%

UI Eligibility Determinations in 2010



Income Support

UI, continued

work, those who are eligible may collect State Extended Benefits for up to 20 weeks. It is important to note that claimants can only collect benefits against one unemployment insurance program at a time.

With legislative assistance, in 2010, the Division of Income Support was able to use a portion of its UI Modernization funding to hire additional, limited-term staff members in order to continue to reduce backlogs and call center queue wait times, as well as to improve timely first payments.

Unemployment Insurance Activity 2010		
	Total	Change from 2009
Regular Benefits		
Initial Claims (New and Additional)	100,246	- 13.7%
First Payments	48,750	- 12.2%
Number of Payments	863,929	- 22.1%
Net Payments	\$314,385,394	- 23.3%
Average Weekly Benefit	\$365	- 1.6%
Average Duration (weeks)	17.7	+ 6.6%
Trust Fund		
Total Income	\$769,476,867	+ 43%
Total Disbursements	\$733,672,263	- .01%
Year-End Fund Balance	-\$183,327,704	- 52%

Unemployment Insurance and the American Recovery and Reinvestment Act

In February 2009, Congress passed the American Recovery and Reinvestment Act (ARRA), which provided several helpful programs for Rhode Island. These included:

- Changing the funding stream for the Federal Emergency Unemployment Compensation program from the federal unemployment trust fund to the General Fund (federal);
- Paying \$25 additional dollars in every unemployment insurance weekly benefits payment, through the Federal Additional Compensation (FAC) program;

- Allowing 100 percent (formerly 50 percent) federal reimbursement to the RI Employment Security Trust Fund under the State Extended Benefits program as defined by federal law;
- Enlarging the eligibility pool for State Extended Benefits from a Benefit Year Ending (BYE) July 12, 2008 to a reach-back of May 5, 2007; and
- Waiving Interest on federal loans to the state trust fund through 2010.

On December 17, 2010, the President signed legislation approving

a 13-month extension of the EUC program. Excluded from this legislation were the FAC program which expired on December 11, 2010 and the waiver of interest on federal loans which expired on December 31, 2010.

Federal Emergency Unemployment Compensation

Since becoming effective in July 2008, Federal Emergency Unemployment Compensation (EUC) has grown into a four-tier program that offers up to 53 weeks of UI benefits. While beneficial to Rhode Island job seekers, the changes to the EUC program have been complex and time-intensive to implement, thereby significantly impacting staff workload and payment timeliness. In addition, EUC legislation has lapsed several times over the past three years, requiring states to cease all EUC payments and transfer claimants, in some cases, to other programs such as State Extended Benefits (EB). However, when federal legislation was reenacted each time, Rhode Island was able to contact individuals who were once again eli-

Emergency Unemployment Compensation (EUC) Activity 2010		
	Total	Change from 2009
EUC '10 Initial Claims	36,001	- 18.3%
EUC '10 First Payments		
First Payment - Tier I	17,313	- 34.6%
First Payment - Tier II	14,278	- 37.1%
First Payment - Tier III	15,138	N/A
First Payment - Tier IV	15,586	N/A
Number of Payments*	796,222	+ 21.6%
Net Benefits *	\$293,741,859	+ 24.0%
Average Weekly Payment	\$369	+ 1.9%

* Tiers III and IV became effective 11/8/09. In 2009, the "number of payments" and "net benefits" figures include data from Tiers III and IV.

gible for EUC and reinstate benefits for subsequent tiers.

In March 2010, programming was implemented to increase payment timeliness and reduce staff workload

by allowing many EUC and State Extended Benefits (EB) internet claims to be processed without human intervention.

Call Center Activity 2010

	Total	Change from 2009
Total Calls Received	2,503,831	- 26%
TeleServe via Telephone	1,778,790	- 25%
TeleServe via Internet	437,722	+ 98%
Call Center	627,736	- 47%
Payment History	42,524	- 6%
Adjudication Status	48,166	+ 38%
Requests for 1099 Tax Forms	2,513	+ 45%
General Information	46,899	- 18%
Hold File Certification*	9,321	N/A
Waiting Period Certification*	6,868	N/A

* Record keeping began 10/3/10

Income Support

State Extended Benefits/ High State Extended Benefits

Rhode Island triggered on its State Extended Benefits (EB) program in July 2008. Because the state unemployment rate's three-month moving average exceeded 8.0 percent, claimants in the EB program became eligible for benefits for up to 20 weeks, the last seven of which are considered High State Extended Benefits (HEB). In order to maintain eligibility for EB benefits, each week recipients must certify through the TeleServe payment line that they have conducted the required work search and must mail a record of their weekly work search activities to the department as verification.

Through ARRA, eligibility for EB became retroactive to a Benefit Year Ending (BYE) of May 5, 2007. In 2010 approximately 2,600 individuals who previously did not meet the program requirements became eligible for EB. Under ARRA, 100 percent of funding for EB payments issued from February 22, 2009 has come from the federal unemployment insurance trust fund. Prior to ARRA, the state trust fund would have had to contribute 50 percent of the funding for all EB payments.

Extended Benefits Activity 2010		
	Total	Change from 2009
EB Initial Claims	17,744	+ 134.4%
EB First Payments	15,143	+ 129.4%
Number of Payments	205,260	+ 81.0%
Net Payments	\$75,915,454	+ 91.3%
Average Weekly Benefit	\$367	+ 4.8%

In April 2009, there were also changes to the weekly certification procedures for individuals collecting State EB. The procedural change for the State EB program was based on guidance from the U.S. Department of Labor.

For several short periods since November 2009, EUC legislation has lapsed; during these times, Rhode Island has opted to continue EUC claimants on the EB Coordination Rule, which allows individuals unable to transfer to the next tier of the EUC program to receive State EB benefits instead. Once the legislation was reenacted and a claimant's EB benefits were exhausted, that claimant was then able to receive EUC benefits through the benefit tier for which he or she would have been

eligible had the EUC legislation not lapsed.

Throughout 2010, the RI Department of Labor and Training continued its collaboration with United Way 2-1-1, sending a flyer listing available services for those job seekers who are exhausting their benefits. The flyer, which included information on the Supplemental Nutrition Assistance Program (SNAP) food program, health care, housing and heating assistance was mailed to all claimants when he or she progressed to the High Extended Benefits level.

As noted in the EUC section, in 2010, programming allowed some State Extended Benefits (EB) internet claims to be processed without human intervention.

WorkShare

The WorkShare program continues to be a viable layoff alternative for employers experiencing a temporary slowdown in business. For nearly two decades, WorkShare has allowed employers to retain their trained workforce while employees work reduced hours.

In 2010, the WorkShare program filed 12,099 initial claims and is-

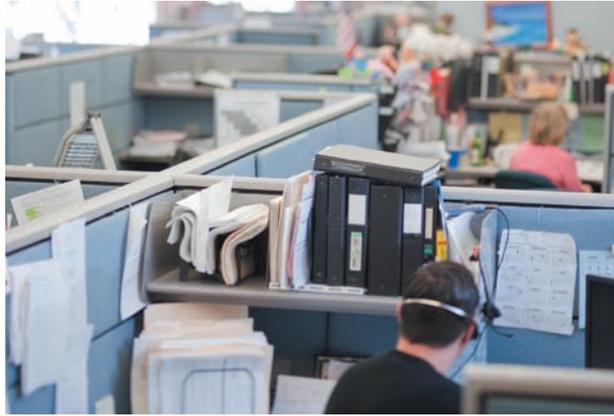
WorkShare Activity 2010		
	Total	Change from 2009
Initial Claims	12,099	- 55.8%
Payments	106,887	- 41.6%
Layoffs Averted	2,933	- 55.7%
RI Companies Served	479	- 21.7%

sued 106,887 payments. It is estimated that more than 2,933 lay-

offs were averted at more than 475 companies.

Central Adjudication

The Central Adjudication Unit (CAU) is a unit within the Unemployment Insurance Service Center. This unit is responsible for determining all disputed unemployment insurance claims under the Employment Security Program, the Federal Emergency Unemployment Compensation Program (EUC), the State Extended Benefits (EB) Program and the Trade Adjustment Assistance Program. These hearings are conducted over the telephone. According to federal guidelines, CAU decisions are subject to quarterly external review for accuracy, timeliness and adherence to RI General Law.



The Unemployment Insurance Call Center fields an average of 1,200 calls and an additional 100 e-mail inquiries every day.

CAU Activity 2010

	Total	Change from 2009
Total Decisions	27,821	+ 12.0%
Separation Issues	17,206	+ 15.4%
Non-Separation Issues	10,070	+ 3.2%
* 48.9% of separation issues resulted in the denial of benefits.		
** 75.5% of non-separation issues resulted in the denial of benefits.		

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/wages.

In cooperation with the Fleet and Family Support Center of the Newport Naval Station, the department provided 149 individuals separating from the military with benefit information and one-on-one counseling during six Transition Assistance Management Program seminars.

Federal Claims Activity 2010

	Total	Change from 2009
Federal Employee UI Benefits (UCFE)		
Initial Claims	262	+ 21.2%
Net Payments	\$1,297,936	+ 26.3%
Federal Military Personnel UI Benefits (UCC)		
Initial Claims	306	- 4.0%
Net Payments	\$2,495,535	- 10.9%

Income Support

Benefit Accuracy Measurement

The Benefit Accuracy Measurement (BAM) Program is a diagnostic tool to audit the accuracy of Unemployment Insurance (UI) claims. In 2010, the department continued to crossmatch the UI benefits payments against the National Directory of New Hires database to improve accuracy and to stop any potential overpayments that may be paid in the future.

Benefit Accuracy Measurement Activity 2010		
	Total	Change from 2009
Benefits Paid	\$303,072,130	- 21.0%
Scientific Sample Size	441	- 1.1%
Dollars Paid Properly	96.4%	+ 2.1%
Dollars Overpaid	3.6%	- 2.8%
Dollars Underpaid*	0.5%	- 0.1%
Overpayment Causes		
Work Search	7.9%	+ 79.0%
Earnings	42.3%	- 3.6%
Separation Issues	17.7%	- 2.0%
Base Period Wages	2.2%	+ 0.6%
Eligibility Issues	25.3%	- 0.3%
Other Causes	4.9%	- 6.3%
Responsibility for Overpayment		
Claimant Only	66.2%	- 6.7%
DLT Only	18.0%	- 0.2%
Employer Only	0.9%	+ 0.9%
Claimant and Employer	7.6%	+ 2.6%
Claimant and DLT	7.3%	+ 4.1%
Claimant, Employer and DLT	0.0%	- 0.2%

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

Unemployment Insurance Trust Fund

The recent recession has had a detrimental impact on UI programs throughout the country, with the massive amount of benefits being paid out and limited amounts of receipts being generated through employer taxes. Under the American Recovery and Reinvestment Act, (ARRA) the U.S. government allowed states to borrow interest-free from the federal unemployment insurance trust fund through December 31, 2010. In March 2009, Rhode Island became the 11th state to apply for a line of credit from the federal government to replenish an insolvent unemployment insurance trust

fund. As of December 31, 2010, UI trust funds in 32 states had borrowed from the federal government.

In 2010, Rhode Island borrowed \$97,950,653 from January to May in order to replenish the RI Employment Security Fund. This increased Rhode Island's total borrowing to \$225,472,937 as of December 31, 2010. In addition, the RI Employment Security Fund is expected to need additional federal loans during the first half of 2011 in order to meet its benefit obligations.

As of January 1, 2011 any borrowed funds will start accruing interest. In order to help in the repayment of the

interest, the RI Legislature passed a bill eliminating the .03 percent surtax to all employers and replaced it with a .03 percent tax into a separate Job Development Account. This account, the Interest Principle Assessment Account, may only be used to repay the interest on the federal loans and/or the payment of unemployment insurance benefits.

UI/TDI Fraud

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

Through its efforts to further protect the Trust Fund, the Fraud Unit investigated 208 cases in 2010, from April 1, 2010 to December 31, 2010,

Fraud Unit Activity 2010		
	Total	Change from 2009
Cases Investigated	208	+ 13.7%
Overpayments Detected	\$757,619	+ 137.7%
Cases Referred to State Police	43	+ 207.1%

resulting in \$757,619 of potential overpayments. Forty three cases

were referred to the RI State Police for criminal prosecution.

Overpayment Recovery

The RI Department of Labor and Training recovers overpayments resulting from fraud by intercepting Rhode Island income tax refunds and lottery winnings.

In 2010, the department recovered \$764,436 from state income tax for fraudulent unemployment insurance benefits, and another \$19,334 from lottery winnings to total \$783,770

UI and TDI Overpayment Recovery 2010		
	Total	Change from 2009
UI Recovery from Income Tax	\$764,436	- 6.7%
UI Recovery from Lottery Winnings	\$19,334	+ 19.0%
TDI Recovery from Income Tax	\$46,379	- 13.0%

in overpayments. In addition, the department recovered \$46,376 from state income tax in fraudulent

Temporary Disability Insurance benefits.

Temporary Disability Insurance

The Rhode Island Temporary Disability Insurance (TDI) program is funded exclusively by workers and protects workers against wage loss resulting from non-work-related illnesses or injuries. Only Hawaii, New York, New Jersey, California and the Commonwealth of Puerto Rico have a Temporary Disability Insurance program. In 2010, approximately 392,400 Rhode Island eligible workers paid TDI taxes and were protected by this important insurance program.

continued

Temporary Disability Insurance Activity 2010		
	Total	Change from 2009
Regular Benefits		
Total Claims	41,240	- 3.0%
Number of Payments	370,071	+ 0.8%
Net Payments	\$158,338,674	+ 0.9%
Average Weekly Benefit	\$427.10	+ 0.8%
Average Duration (in weeks)	11.7	+ 0.8%
Trust Fund		
Total Income	\$160,263,232	- 13.0%
Total Disbursements	\$165,488,044	- 1.1%
Year-End Fund Balance	\$105,374,733	- 0.4%

Income Support

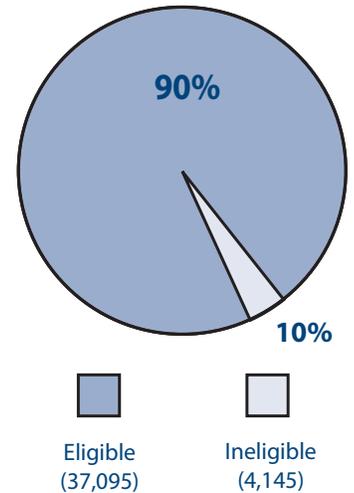
TDI, continued

In 2010, TDI's performance goal was to determine 79.3 percent of total claims within 21 days. The actual performance for 2010 was 75.3 percent of total claims determined within 21 days. TDI did not achieve the standard goal for 2010 due to delays in receiving required information on complex claims from Qualified Healthcare Providers and

claims involving Workers Compensation benefits. However, the 2010 performance increased 4.3 percent from last year's performance of 71.0 percent.

TDI found 10 percent of claims submitted to be ineligible, 1,937 due to insufficient wages, 1,361 due to illnesses that are not considered disabling and 847 due to the failure to meet technical requirements.

TDI Eligibility in 2010



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 per 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 Rhode Island College or University for four consecutive years to earn a baccalaureate or lesser degree.

If a police officer becomes totally and permanently disabled, the Police Officers' Relief Fund provides that officer with 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 per year to the surviving spouse for life or

until remarriage and \$1,200 per year for each dependent until the age of 18.

If an active or retired firefighter, crash rescue person, or an 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 in order to earn a baccalaureate or lesser degree. Since 2005, students have been required to submit an official transcript of grades and to refund tuition for any failed classes.

**Police Officers' Relief Fund
and Firefighters' Relief Fund Activity 2010**

	Total	Change from 2009
Police Officers' Annuity Benefits		
Recipients	257	+ 2.8%
Expenditures	\$930,500	+ 1.3%
Average per Person	\$3,621	- 1.5%
Police Officers' Tuition Benefits		
Dependents	27	+ 42.1%
Police Officers	1	0.0%
Expenditures	\$137,418	+ 44.5%
Firefighters' Annuity Benefits		
Recipients	629	+ 7.3%
Expenditures*	\$2,300,825	- 4.0%
Average per Person	\$3,657	- 6.1%
Firefighters' Tuition Benefits		
Dependents	56	+ 5.7%
Firefighters	1	0.0%
Expenditures	\$327,396	+ 27.2%
*In 2010, the Firefighters' Annuity Fund had a One-Time Death Benefit of \$126,298 which is included in the total expenditures of \$2,300,825.		

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. In 2010, these activities included:

- Employment Services, including State Workforce Investment activities;
- netWORKri One-Stop Career Centers;
- Trade Adjustment Assistance Programs;
- Jobs Now RI employment programs;
- RI Works;
- Veterans Services;
- Foreign Labor Certification and Migrant Seasonal Farm Workers Program;
- Senior Community Service Employment Program;

- RI Works program for TANF recipients;
- Business Services;
- Rapid Response Services for Dislocated Workers;
- Federal Work Opportunity Tax Credit (WOTC) Program; and
- Youth Workforce Services.

In addition, a new web-based Virtual One-Stop called EmployRI was

implemented and is providing individuals, employers and Labor Market Information professionals with the tools they need to accomplish their goals.

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

Labor Exchange Activity 2010		
	Total	Change from 2009
Job Seekers		
Customers Served	48,696	+ 37.2%
UI Eligible Claimants	17,125	+ 19.7%
Staff-Assisted Services	39,711	+ 38.2%
Job Search Activities	27,378	+ 67.1%
Employers		
Employers Served	1,976	- 36.2%
Job Orders	2,891	+ 64.1%
Job Fairs and Recruitments	81	- 14.7%
WOTC Certifications	1,320	+ 1.5%

netWORKri One-Stop Career Centers

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

- staff-assisted or self-directed employment searches;
- 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;
- a resource area, including library, telephones, copiers, fax machines and computer workstations; and

netWORKri Career Centers guide customers in their search for a job or a better job and provide the tools that can make success more likely.



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

working and online short-term course offerings.

WIA Services, continued

In 2010, operations continued in the Pawtucket, Providence, West Warwick and Woonsocket netWORKri centers. The American Recovery and Reinvestment Act of 2009 (ARRA) has provided much needed additional funding for many of the programs and services utilized at the netWORKri One-Stop Career Centers, including but not limited to training and retraining opportunities. In the fall of 2010, ARRA funding also allowed netWORKri to staff and reopen its Wakefield netWORKri center to provide more convenient services to South County residents.

In 2010, employment and training programs and services benefited approximately 38,000 customers through the netWORKri One-Stop Career Centers. Customers include all types of job seekers, such as dislocated workers, seniors, persons with disabilities, welfare recipients transitioning into work, students and out-of-school youth.

Partner agencies in the netWORKri system include:

- Department of Education;
- Department of Human Services;
- Goodwill Industries of Rhode Island;
- Office of Rehabilitation Services;
- Workforce Partnership of Greater Rhode Island; and
- Workforce Solutions of Providence/Cranston.

Self-service tools available to job seekers who wish to boost their skills include over 5,000 online classes available at no cost through Metrix Learning.



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.

In 2010, the netWORKri One-Stop Career Center system upgraded technology to assess job seeker skills effectively and to make quality referrals to employment and training programs. New software included the following:

- **Skills Tutor** is a computer-based remedial education and work readiness software enables customers to increase their level of educational and skill competency in order to prepare for training or work.
- **Prove It!** is a collection of internet-based occupational assessment tests that help netWORKri One-Stop Career Center staff to gauge a job seeker's proficiency

in a particular subject matter; it also offers employers a powerful screening and referral tool. Tests are available in multiple languages and can be accessed remotely through any computer that has internet access.

- **Metrix Learning** is an internet-based online training system that offers netWORKri customers self-service learning in more than 5,000 computer, business-related, customer service, health and medical courses, and is particularly helpful to job seekers needing only short-term courses to increase their employability skills.

More information may be found by visiting www.netWORKri.org or by calling 1-888-616-JOBS.

Workforce Development

EmployRI

In May 2009, the One-Stop Career Center System implemented a new case management and reporting Management Information System (MIS) known as EmployRI. EmployRI is an internet-based system that contains information about job seekers, employers, job orders and training providers. This system has greatly improved netWORKri's ability to assist with job matching for self-service job seekers and employers, and is also a helpful tool for staff-assisted matching. EmployRI spiders multiple online job boards to create a virtual one-stop job search resource.

It allows job seekers to target their search by preferred employer, location, source, date and/or required skills, and offers additional features such as automated résumé and cover letter writing. EmployRI is also an important labor market information tool and replaces the department's previous database, RI Red.

In 2010, EmployRI assisted 50,894 job seekers in their search for work and registered 1,243 employers. Visitors may access the services through the EmployRI web site at www.employri.org.



A career counselor guides a netWORKri customer to the EmployRI.org site, where thousands of jobs are listed. Self-administered assessments can help job seekers identify new fields that may match their existing skills or identify skill gaps that could be hindering success in their job search.

EmployRI Activity 2010

	Total	Change from 2009
Total Job Seekers Registered	50,894	
New Job Seekers Registered	28,622	+ 14.8%
Employers Registered	1,243	- 41.8%

State Workforce Investment Activities

In 2010, the State Workforce Investment Office worked with its two local workforce investment boards, Workforce Solutions of Providence/Cranston and the Workforce Partnership of Greater Rhode Island, to help laid-off workers find appropriate employment or job training, to help long-term unemployed Rhode Islanders reenter the workforce, and to help youth prepare for and connect to the workforce. These activities included but were not limited to the support of netWORKri operations, the management of an eligible training provider list for approved short-term training, and the funding of

on-the-job training opportunities for RI businesses.

In addition to its formula funding, the State Workforce Investment Office utilized the balance of the American Recovery and Reinvestment Act funding to increase the staff and activities of the State Workforce Investment Office and to provide support to the local workforce investment areas for additional programming and training opportunities through the netWORKri one-stop system.

The State Workforce Investment Office is also responsible for assuring accountability through policy issuance, oversight and monitoring.

Monitoring of sub-recipients who are awarded federal funds takes place at least once annually to provide reasonable assurances that the sub-recipients administer federal awards in compliance with laws, regulations and the provisions of contract or grant agreements; and further, that performance goals are achieved. In 2010, under the direction of the State Workforce Investment Office, the local workforce investment boards conducted staff training on data element validation and increased the frequency of data element monitoring.

Trade and Globalization Adjustment Assistance

The Trade and Globalization Adjustment Assistance program provides monetary benefits and educational/training assistance to workers who lose their jobs, or whose hours of work and wages have been reduced due to increased foreign imports. These services provide the opportunity to obtain necessary educational and occupational skills needed to become more competitive and marketable.

In 2009, the former Trade Adjustment Assistance Act was expanded under the Trade and Globalization Adjustment Assistance Act, creating coverage to more workers and firms, and improving workers' opportunities for training, cash benefits, health insurance coverage and reemployment.

The Health Coverage Tax Credit program allows individuals who qualify for the program the potential reimbursement of a portion of their monthly health care premiums. Prior to the Trade and Globalization Adjustment Assistance Act of 2009, the

rate of potential reimbursement was 65 percent of the monthly premium. As a result of the 2009 act, the rate of potential reimbursement is now 80 percent of the monthly premium. Approximately 4,000 Rhode Islanders have qualified for Health Coverage Tax Credit program since its inception in August 2003.

Modified under the Trade and Globalization Adjustment Assistance Act of 2009, the Reemployment Trade Adjustment Assistance (formerly Alternative Trade Adjustment Assistance) allows Trade-eligible claimants who are over 50 years of age and seeking alternatives to standard training programs to receive a

wage subsidy when they return to work. Reemployment Trade Adjustment Assistant (RTAA) has eliminated a 26-week deadline period to secure employment from the last day of work. The maximum benefit that a worker may receive throughout the course of their eligibility for RTAA has increased from \$10,000 to \$12,000. There has also been an increase in the limit of wages in eligible reemployment from \$50,000 to \$55,000.

During 2010, 16 individuals participated in the program. More information may be found by visiting www.dlt.state.ri.us/ui/trade.htm or by calling (401) 462-8795.

Trade and Globalization Adjustment Assistance Activity 2010

	Total	Change from 2009
Program Participants	1,012	- 5.2%
Participants Trained	743	+ 16.5%
Training Allocation	\$3,864,395	- 6.4%

Workforce Development

Jobs Now Rhode Island

Another ARRA funded initiative launched in May 2010 was the Temporary Assistance for Needy Families (TANF) Subsidized Employment Program, which in Rhode Island was titled Jobs Now RI. Jobs Now RI, a partnership with the RI Department of Human Services and the local workforce investment boards, reimbursed eligible businesses 100 percent of wages for qualifying hires through September 30, 2010. Target audiences for the employment program were businesses preparing to expand their workforce and those desiring temporary and/or seasonal help. Jobs Now RI hiring could not be used to reinstate or replace re-

Jobs Now RI Activity 2010		
	Total	Change from 2009
Job Placement		
Youth (aged 14-24)	137	N/A
Adults	93	N/A
Total jobs filled	138	N/A
Wages		
Average hourly wage (youth)	\$7.40	N/A
Average hourly wage (adult)	\$13.13	N/A
Total wages paid	\$311,598	N/A

cently laid-off workers. Eligible job seekers had to be RI residents, be able to work legally in the U.S. and earn no more than 225 percent of the Federal Poverty Level. A Jobs Now RI job seeker also had to be a

parent of at least one minor child, be a member of a family that includes at least one minor child, or be in the third trimester of pregnancy.

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 beneficiaries who receive cash assistance under the Temporary Aid to Needy Families (TANF) program.

RI Works was signed into law and became effective October 2008. This legislation replaced the Family Independence Program (FIP). The goal of

RI Works Activity 2010		
	Total	Change from 2009
Total Referred (by Dept. of Human Services)	6,011	- 8.5%
Total Enrolled in Program	2,935	+ 18.0%
Participated in at least 5 of 20 program days	2,536	+ 27.6%

RI Works is to make job searches 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.

Veterans Service Unit

The Veterans Service program consists of Local Veterans' Service representatives and Disabled Veterans Outreach Program specialists who are prepared to assist veterans and eligible spouses in finding new careers and resources. The representatives and specialists are located at the Providence, Pawtucket, Woonsocket and West Warwick netWORKri Centers. During 2010, one Disabled Veterans Outreach Program specialist and one Local Veterans' Service representative were hired, bringing the total of veterans' employment representatives to six.

The primary duty of the local veteran service representative is to conduct outreach to employers to assist employment-seeking veterans in obtaining employment. Responsibilities include:

- Conducting outreach to employers in assisting veterans in obtaining employment;
- Providing seminars for employers and create employment search groups for employment seeking veterans; and

- Providing and facilitating employment and training.

The primary duty of the disabled veterans outreach program specialist is to provide intensive services to veterans. The specialist is skilled at quickly identifying veterans' barriers to employment, thereby ensuring that intensive services are provided in obtaining and retaining suitable employment.

Responsibilities include:

- Providing intensive services to meet the employment needs of disabled and other eligible veterans; and
- Providing a full range of employment services to veterans with an emphasis on assisting veterans with economic and educational disadvantages

In 2010, Veterans Services staff members participated in the 16th annual RI Operation Stand Down, an outreach event for homeless veterans that provided services to 282 veterans and 34 veteran family members. In a separate Veterans' Day initiative, the Veterans Service

Unit partnered with over 25 employers and supporting agencies for the annual job fair, which allowed staff members to bridge the gap between employers and veterans seeking employment and other resources or social services. Veterans' representatives also participated in six National Guard Yellow Ribbon events that offered information, services, referrals, and proactive outreach to the more than 1,000 military service members and their families experiencing the returning phase of the deployment cycle. Lastly, representatives also participated in the annual WPRI channel 12 and FOX Providence statewide job fair to bring more than 5,000 job seekers together with 80 potential employers.

More information on Veterans Services may be found by visiting www.dlt.ri.gov/wfds/vetserv.htm.

Workforce Development

Senior Community Service Employment Program

The Senior Community Service Employment Program (SCSEP) is a service- and work-based program for low-income persons aged 55 and older. In 2010, the RI Department of Labor and Training outsourced the SCSEP program to SER Jobs for Progress, which provided day-to-day administration, such as recruitment and outreach, eligibility screening, enrollment assessment, Individual Employment Plans, follow-up, work site placement, monitoring and

enrollee recertification. Through a combination of formula and ARRA funds, more than 100 Rhode Islanders were enrolled in SCSEP in 2010. Through SCSEP, enrollees are placed at work sites for up to 30 hours per week and are compensated with minimum wage. Work sites, which include senior centers, faith-based organizations, community action programs and community-based organizations, prepare participants for future unsubsidized unemployment.

Participants usually stay in the program for two to three years before exiting into the workforce.

Eligible SCSEP applicants 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 the age of 60, veterans and spouses of veterans. Preference is given to limited English-speaking, minority applicants.

Foreign Labor Certification and Migrant Seasonal Farm Workers

The foreign labor certification process allows employers to bring foreign workers who are temporarily authorized by the U.S. Citizenship and Immigration Service to live and work in the United States on a temporary basis. However, before hiring a foreign worker, a business must demonstrate its inability to fill the position with a qualified citizen at prevailing wages.

The RI Department of Labor and Training provides guidance to the employer in complying with U.S. Department of Labor regulations and requirements; offers training on

placing job orders through the EmployRI Internet system; reviews job orders for compliance with content requirements; and monitors the referral of U.S. workers.

In January 2010, the U.S. Department of Labor opened the National Prevailing Wage and Help Desk Center, federalizing the function of processing prevailing wage determinations and implementing the use of a standard Prevailing Wage Request Form, ETA Form 9141, for all non-agricultural prevailing wage requests.

	Total	Change from 2009
H-2A Cases	5	0.0%
H-2B Cases	18	- 21.7%

In 2010, DLT received and processed five H-2A (Agricultural) cases and 18 H-2B (Non-Agricultural) cases.

Youth Initiatives

The Youth Services Division oversees the alignment of the RI Youth Workforce Development System with the following goal, as defined in the Governor's Workforce Board Five-Year Strategic Plan: Youth will take advantage of skill development opportunities that enable them to meet changing demand—for their own and for the state's future. Therefore, the division's focus is to increase workforce development and educational outcomes for 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 2010, more than 9,000 youth ages 14 to 24 received workforce development services through 15 youth centers and 65 youth service providers. Of those served, 51 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; are Basic Skills Deficient; or have dropped out of school.

Over 16,000 service units were provided in the following areas:

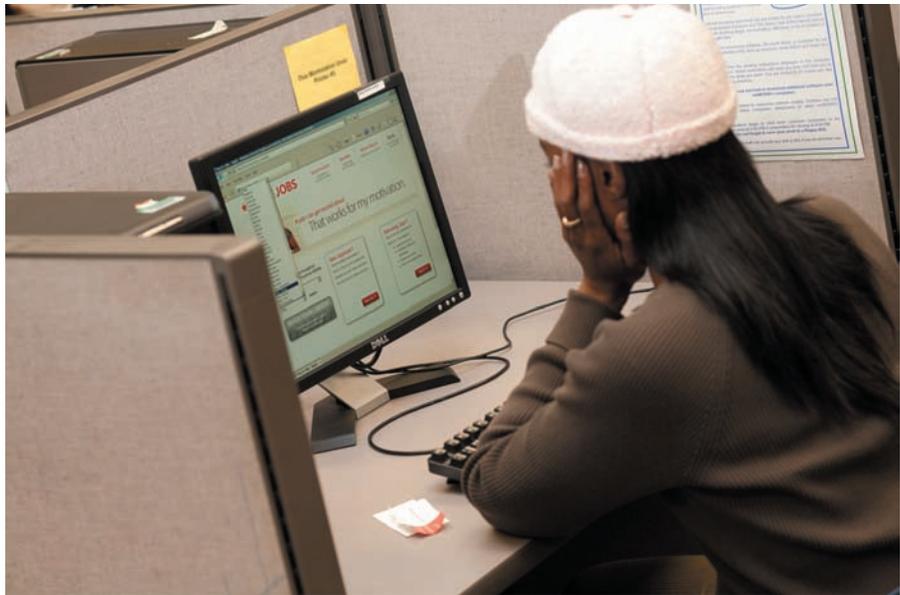
- Summer employment opportunities;
- Occupational skills training;
- Job coaching;
- Academics;

- Work experience;
- Leadership development;
- Adult mentoring;
- Job development;
- Work preparation; and
- Follow-up services.

Career & Tech Summer Program

In the summer of 2010, the Workforce Partnership of Greater Rhode Island and Workforce Solutions of Providence/Cranston funded six area career and technical high schools in

a six-week pilot program to address the needs of youth in danger of dropping out of school. The curriculum incorporated academic enrichment, work readiness and contextualized training in such areas as automotive, construction, culinary arts and graphic design. The six participating schools, located in Cranston, Newport, Lincoln (Davies), Providence, Warwick and Woonsocket, received approximately \$200,000 and served a total of 400 youth ages 14 to 17.



Building the capacity of the emerging workforce, individuals aged 14 to 24 years, includes fostering work readiness and exploring career options.

Workforce Development

Business Service Unit

Representatives from the Business Service Unit are the department's liaisons to the business community and simplify the process of doing business in Rhode Island. These representatives are active participants in area Chambers of Commerce and use networking and direct employer contact to keep employers abreast of departmental and related programs. Services in 2010 included:

- Developing job orders;
- Coordinating recruitments and job fairs;
- Pre-screening applicants; and
- Facilitating contacts that help employers become or stay competitive (tax credits, on-the-job

training and incumbent worker grants, WorkShare).

Also in 2010, the Business Service Unit premiered a centralized Business Workforce Center on the first floor of the department's administrative complex. This centralized location now offers walk-in services for employers. Additional staff at the center was made possible in part through ARRA funding.

Because the Business Service Unit often serves as the primary employer outreach for the department, it also oversees such employer-centered initiatives as Rapid Response and tax credit programs.



Business Workforce Center representatives are eager to help employers fill vacancies with qualified candidates and maximize employment-related tax credits.

Business Workforce Unit Activity 2010

	Total	Change from 2009
Employers Served	1,976	- 36.2%
Job Orders	2,891	+ 64.1%
Job Fairs and Recruitments	81	- 14.7%

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 employee representa-

tives 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.

In 2010, Rapid Response conducted orientations for 1,752 workers from 29 Rhode Island companies. For those companies affected by increased imports or shifts in production out of the United States, Rapid Response staff members provide information about the Trade Act, Alternative Trade Adjustment Assistance (ATAA) and Health Coverage Tax Credit (HCTC) programs. This

Rapid Response Activity 2010

	Total	Change from 2009
RI Companies	29	- 40.8%
Impacted Workers	1,752	- 32.3%
Trade Certified Companies	15	0.0%

continued

Rapid Response, continued

federally-funded program provides outstanding benefits and long-term training opportunities for certified worker groups.

More information is available at www.dlt.ri.gov/ui/rapidresponse.htm or by calling (401) 462-8724.

Résumé development and interviewing strategies are important for job seekers in today's job market.



Work Opportunity Tax Credit

Employers who hire individuals that are members of a designated target group may be eligible to receive a Work Opportunity Tax Credit of up to \$2,400 per individual. All new 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 \$4,800 for each

new disabled veteran hire and 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 the Department of Labor and Training within 28 days of the employee's start date. The department must certify that there is documented evidence verifying that the individual qualifies in one of the targeted groups for employment categories. In 2010, 1325 new employees were certified for the Work Opportunity Tax Credit.

Labor Market Information

The Labor Market Information (LMI) Unit is responsible for collecting, analyzing and disseminating a wide variety of information on the condition of the Rhode Island economy. 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 the Employment and Training Administration. These programs include:

- **Current Employment Statistics:** A monthly survey which queries more than 1,500 RI 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 program provides labor force, resident employment and unemployment estimates and unemployment rates for the state and sub-state areas, based on the Current Population Survey of Households.
- **Occupational Employment Statistics:** This 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 statistical program uses Unemployment Insurance data to identify, describe and track the effects

of major job cutbacks on both a statewide and national level.

- **Industry and Occupational Projections:** Using a model that combines past trends with other forecasting data, these biennial projections provide a 10-year window into Rhode Island's economic future.

The Labor Market Information Unit also conducted its annual Job Vacancy Survey in 2010 which provides point-in-time estimates for labor demand occurring during the spring-summer survey period.

In 2009, the LMI Unit received a \$114,000 grant as part of the Northeast Research Consortium's "Green Economy" research project. LMI's focus will be "Defining Green," "Real Time Demand Analysis" and "Enhancements to and Use of Traditional LMI." The grant runs through May 31, 2011.

The Labor Market Information Unit distributes a monthly *Employment 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 customers. LMI provides industry and occupational information as well as an employer database for EmployRI, the department's new interactive web site and virtual one-stop, to assist job seekers of all ages evaluate job openings, conduct employment searches and plan careers.

In addition to these communications vehicles, during 2010, LMI staff provided overviews of current economic trends as well as training sessions for students, employment and education counselors and business associations in the proper use of labor market information.

Unemployment Rate Calculations

Each month, Census Bureau workers interview persons in approximately 65,000 sampled households (1,300 located in Rhode Island) to obtain information on the labor force activities of all individuals living in the household. The interviewees answer a series of questions which result in the classification of each household member (16 or older) as employed, unemployed or not in the labor force. While the national

LMI Publications

Rhode Island Employment & Wage Analysis

Rhode Island Employment & Wage Analysis by County

Rhode Island Job Vacancy Survey

Rhode Island Occupational Wage Report

Rhode Island Employment Trends & Workforce Issues

Rhode Island Statistical & Fiscal Digest

Multiple Jobholders in the Ocean State

Union Membership in Rhode Island

State of the State: Profiles of Rhode Island Cities and Towns

More publications, as well as an LMI data center, are available online at www.dlt.ri.gov/lmi.

unemployment rate is derived directly from data collected through this survey known as Current Population Survey (CPS), sample sizes in each state are too small to provide reliable monthly estimates for the states directly. Therefore, all states including Rhode Island calculate their unemployment rates using statistical models developed by the U.S. Bureau of Labor Statistics. The models, which are based on historical trends, incorporate the number of jobs at businesses and current unemployment insurance claims data to refine the individual state estimates provided by the CPS survey.

Job Count Estimates

Approximately 1,500 RI employers, selected through a probability sample, are surveyed each month to determine the number of workers on their payrolls for the pay period including the 12th of the month. The weighted employer responses are incorporated into statistical models developed by the U.S. Bureau of Labor Statistics. These models generate employment estimates for the state’s major industries each month. Each year, the monthly job estimates are revised by benchmarking them to the employment data reported by all employers on their quarterly payroll reports.

Quick Facts on the Rhode Island Economy		
	2009	2010
Total Labor Force	566,200	576,000
Number of Workers	504,800	509,100
Average Number of Unemployed	61,400	67,000
Average Unemployment Rate	10.8%	11.6%
Number of Jobs in RI Businesses	460,500	458,800



The Labor Market Information Unit’s publications provide data for economists, teachers, students, lawmakers, business owners and job seekers.

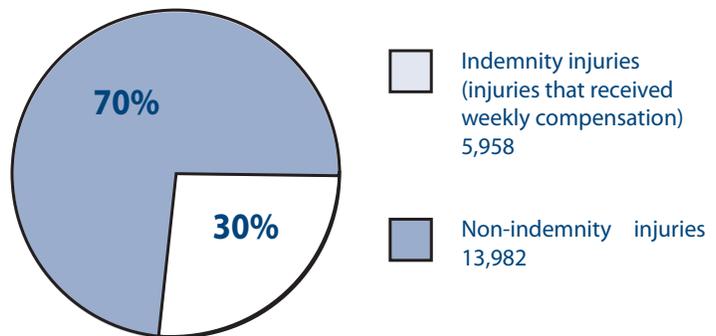
Workers' Compensation

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 RI 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 2010		
	Total	Change from 2009
Injury Statistics		
Indemnity Injuries*	5,958	+ 9.9 %
Non-indemnity Injuries	13,982	- 5.0%
Workers' Compensation Administrative Fund Reimbursements**		
Requests for Reimbursement	1,324	- 8.6%
Total Reimbursements	\$1,952,465	- 22.8%
Self-Insured Employers Certified	30	- 6.2%
*Indemnity injuries are those that receive weekly compensation. **Reimbursement requests are limited to statutory restrictions.		

Workers' Compensation Eligibility in 2010



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 2010, 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.

Other services include guidance in establishing safety committees, a telephone information line and an ex-

Education Unit Activity 2010		
	Total	Change from 2009
Telephone Calls to Information Line	2,997	- 57.9%
Telephone Calls in Spanish	154	+ 10.8%
E-mails to Education Unit	281	- 81.3%
Informational Letters Mailed to Injured Workers	21,422	+ 5.8%
In-house Medical Staff Consultations	15	N/A
In-house Employer Consultations	15	N/A

tensive training video lending library. In addition, the Education Unit staff members provide employers with information on Workers' Compensation rights and responsibilities every year at the annual Business Expo and

at the Beacon Mutual Safety Expo. More information may be found at www.dlt.ri.gov/wc/edunit.htm or by calling (401) 462-8100, option #1.



A Donley vocational rehabilitation counselor assists a client with his job search. In 2010, the Donley Center experienced a 31-percent increase in the number of injured workers seeking vocational services from the previous year.

Workers' Compensation

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. 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 at www.dlt.ri.gov/wc/fraud.htm or by calling (401) 462-8100, option #7.

Fraud and Compliance Activity 2010

	Total	Change from 2009
Investigative Inquiries	6,022	- 6.9%
Lack of Insurance Investigations	5,790	- 8.3%
Carrier Failure to Report Investigations	200	+ 1,900%
First Report Penalty Investigations	3	- 97.5%
Fraud Investigations	29	- 3.3%
Penalties Collected		
From Employers Without Proper Workers' Compensation Coverage	\$78,160	- 30.7%
From Insurers	\$750	+200.0%
Late First Report Filing Penalties	\$250	- 95.0%
Employees Who Filed to Waive WC Rights	1,808	- 10.0%
Independent Contractor Filings	6,075	- 12.8%
Criminal Cases Referred to Attorney General	3	0.0%
Court Ordered Restitution	\$25,758	42.7%
"Stop Work" Orders	73	23.7%

John E. Donley Rehabilitation Center

The Dr. John E. Donley Rehabilitation Center was established under Section 28-38-19 of the RI Workers' Compensation law to provide rehabilitation programs to RI injured workers. Donley Center services include physical and occupational therapy, psychological counseling, aquatic therapy, work hardening (the simulation of the physical demands of the job), and vocational counseling. In 2010, 75 percent of the injured workers admitted to the Donley Center had a date of injury six months or older, with 49 percent of the admissions having a date of injury over one year. This represents a chronic population that is particularly challenging to return to work and, as research suggests, is best treated with a multidisciplinary approach, such as afforded by the Donley Center. In 2010, 60 percent of the injured workers who completed treatment returned to work and an additional nine percent achieved a therapeutic endpoint with a functional level consistent with return to work.

Vocational services are offered when an injured worker does not have a job to return to upon completion of their multidisciplinary rehabilitation. Vocational services go beyond traditional vocational counseling to include daily job clubs, job seeking skills workshops, and basic computer skills to prepare an injured worker for an independent job search in today's online job

Donley Rehabilitation Activity 2010		
	Total	Change from 2009
New Admissions	1,049	+ 4.4%
Referrals	1,181	+ 2.6%
Total Referring Physicians	362	- 7.2%
Percentage of Clients, from Injury to Admission > Three Months	90%	+ 2.3%
Percentage of Clients, from Injury to Admission > Six Months	75%	+ 5.6%
Percentage of Clients, from Injury to Admission > One Year	49%	+ 11.4%

market. In 2010, the Donley Center experienced a 31-percent increase in the number of injured workers seeking vocational services compared to 2009; six percent of injured workers

receiving vocational services found new jobs, and 52 percent were discharged having completed the skills necessary to continue an independent job search.

Work hardening therapy is important to rehabilitation. Reproducing the physical demands of a job in a controlled and supervised environment allows the progressive and safe restoration of strength, endurance and confidence that may be necessary for a successful return to work.



Workforce Regulation and Safety

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 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 2010, Labor Standards received 464 claims. Of those, 200 were closed and 264 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/lis or by calling (401) 462-8550.

Labor Standards Activity 2010

	Total	Change from 2009
Total Claims Filed	464	- 35.2%
Claims Closed	200	- 55.2%
Claims in Process	264	- 2.2%

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 2010, the **Safety Awareness Law Section** experienced a decrease in violations, which can be attributed to the success of the OSHA 10-hour training program offered to public works employees. Six companies were cited, with fines totaling \$5,837.

RI General Law 37-13 mandates that any contractor awarded a bid on a public works construction project of more than \$1,000 in public funding must pay prevailing wage rates.

During 2010, 29 prevailing wage cases were filed with the **Prevailing Wage Section**. During 2010, 29 prevailing wage cases were filed with the Prevailing Wage Section. The total amount of back wages collected for employees in 2010 was \$188,828, and the total amount of penalties collected by the Prevailing Wage Section was \$175,675.

The **Trade Licensing Section** licenses 29,284 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; and
- Safety Awareness Board.

Professional Regulation, continued

Trade Licensing Activity 2010		
	Total	Change from 2009
Examinations Performed	3,060	+ 1.0%
Total Licenses (issued or renewed)	29,284	- 4.1%
Electrician	8,110	- 1.6%
Hoisting Engineer	8,980	+ 7.0%
Pipefitter, Refrigeration Technician, Fire Protection Sprinkler Fitter, Sheet Metal Worker	6,500	- 16.5%
Telecommunication	2,540	- 12.7%
Plumbers and Irrigators	2,343	- 4.9%
Burglar Alarm	811	+ 9.7%

State Apprenticeship Council

The State Apprenticeship Council regulates and safeguards apprenticeships in the licensed trades and fosters open communication among the RI Department of Labor and Training, 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 2010, the council oversaw 739 apprenticeship programs and 1,434 individual agreements. More information may be found by visiting www.dlt.ri.gov/apprenticeship or by calling (401) 462-8580.

Occupational Safety

The Occupational Safety Unit directs, coordinates and enforces the lawful inspection of the safety of boilers and elevators, the 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

Boiler Activity 2010		
	Total	Change from 2009
Certificates of Operation	7,843	+ 5.1%
Inspections	9,126	+ 7.7%
Permits for New Installations	167	+ 5.7%

and hydrostatic testing meet all safety codes.

The Boiler Section partners with numerous state, city and town agencies to coordinate programs, mandates, licensing requirements, inspection procedures and enforce-

ment measures to further educate and inform the public.

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,

Workforce Regulation and Safety

Occupational Safety, continued

servicing, repair or modernization of elevator devices. Elevator devices include:

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

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

Elevator Activity 2010		
	Total	Change from 2009
Certificates of Operation	2,861	+ 73.3%
Inspections	3,266	+ 45.9%
Permits for New Installations	181	- 22.7%

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 21 state-appointed sealers and 18 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 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 2010		
	Total	Change from 2009
Employers Registered	9,020	- 4.9%
Inspections	40	- 96.8%

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

Legal Services

The Office of Legal Services within the Department of Labor and Training represents the department in court proceedings and administrative hearings. It maintains a working relationship with the Department of Administration. 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. It assists the director in the appointment of mediators and/or arbitrators in certain labor matters. The Office of Legal Services also initiates civil prosecution on unemployment com-

pensation fraud and benefit overpayments in the District or Superior Courts along with Lack of Insurance cases in the Workers' Compensation Court.

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-or-

dered counsel fees; hearings before the Board of Review; appeals to the District Court from the Board of Review; appeals under the Administrative Procedures Act; and all stages of labor relations/personnel cases (grievances, arbitrations, Personnel Appeal Board, Labor Relations Board and Human Rights Commission).

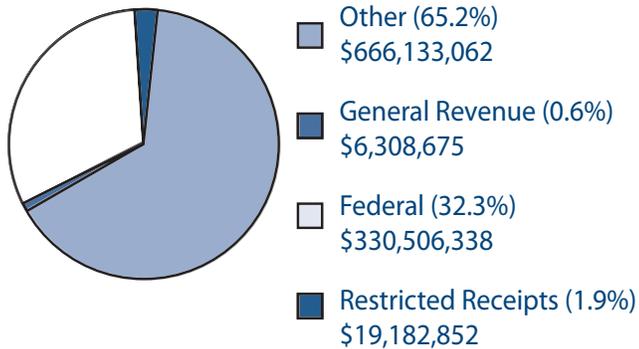
Legal Activity 2010

Type of Case	Number of Cases	Amount Collected
Workers' Compensation (Lack of Insurance)	33	\$47,517
Unemployment Insurance Overpayments	5	\$50,422
Labor Standards	78	\$194,241

Expenditures

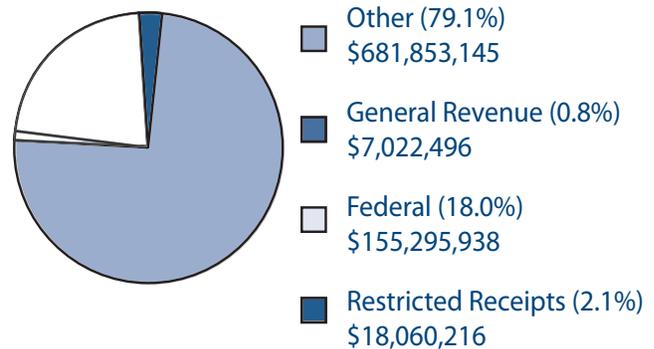
Actual Expenditures by Fund Fiscal Year 2010

Department Total \$1,022,130,927



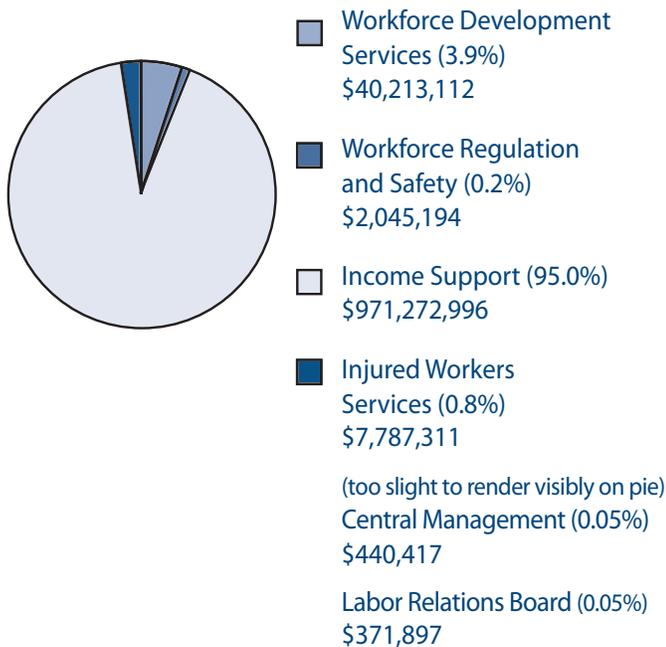
Budgeted Expenditures by Fund Fiscal Year 2011

Department Total \$862,231,795



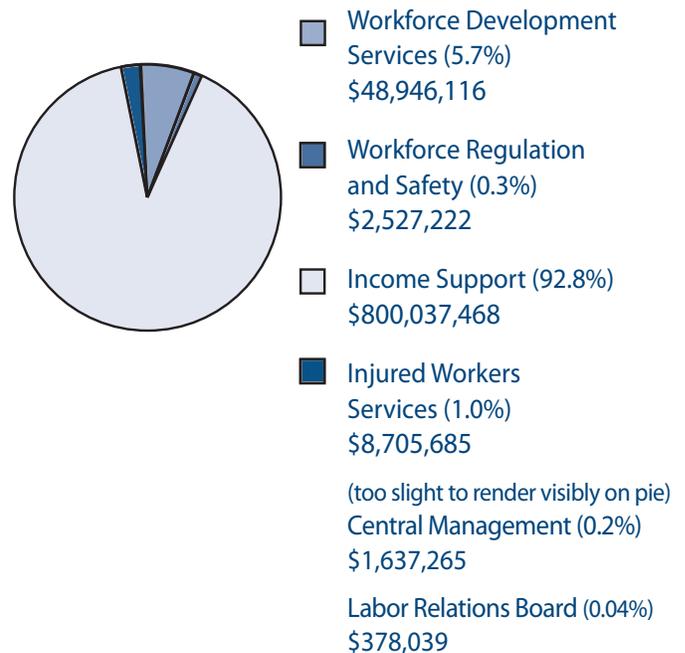
Actual Expenditures by Program Fiscal Year 2010

Department Total \$1,022,130,927

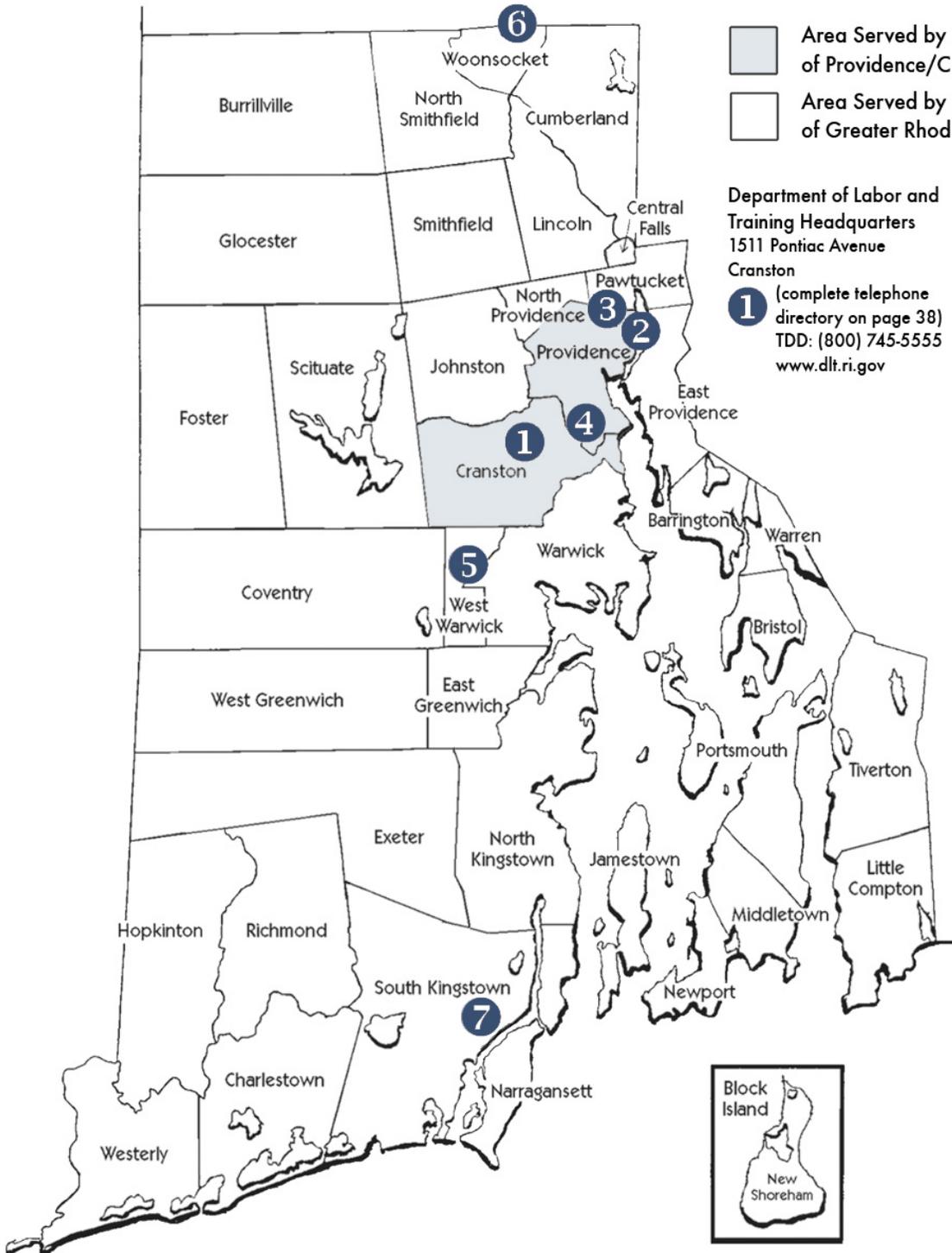


Budgeted Expenditures by Program Fiscal Year 2011

Department Total \$862,231,795



Office Map



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

Department of Labor and Training Headquarters
 1511 Pontiac Avenue
 Cranston
1 (complete telephone directory on page 38)
 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) 721-1800
 fax: (401) 721-1890

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

Wakefield netWORKri
 4808 Tower Hill Road
7 tele: (401) 782-4362
 fax: (401) 782-4351

Departmental Directory

Unit	Phone*	Web Address	E-Mail Address
Adult and Dislocated Workers	462-8795	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		businessaffairs@dlt.ri.gov
Business Workforce Center	462-8710	www.dlt.ri.gov/bwc	ESU@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
Executive Office	462-8870		office@dlt.ri.gov
Foreign Labor/Migrant Seasonal	462-8800	www.dlt.ri.gov/ets/ForeignLabor.htm	WDS@dlt.ri.gov
Jobs Network	1-888-616-JOBS	www.dlt.ri.gov/employer.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		legal@dlt.ri.gov
Marketing and Public Relations	462-8810		marketing@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- 8724	www.dlt.ri.gov/ui/RapidResponse.htm	ESU@dlt.ri.gov
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
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	SWIO@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.



RI Department of Labor and Training

Administrative Offices: 1511 Pontiac Avenue • Cranston, RI 02920-4407
(401) 462-8000 • RI Relay 711 • www.dlt.ri.gov

Auxiliary aids and services are available upon request to individuals with disabilities.

Governor Lincoln D. Chafee • Director Charles J. Fogarty

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