



**RI Department of
Labor and Training**



2013 Annual Report

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Year in Brief

The Rhode Island Department of Labor and Training is the workforce agency for Rhode Island.

We connect people to job openings through our netWORKri one-stop centers and our EmployRI.org internet portal.

Each year, we serve:

- 56,000 Unemployment Insurance (UI) claimants
- 30,000 Temporary Disability Insurance claimants
- 20,000 Workers' Compensation claimants

It is important to point out that while the demand for our services has not changed significantly during this economic recovery our staffing levels have. While in Fiscal Year 2011, our full-time equivalency count peaked at 463 and our budget was \$864 million, in Fiscal Year 2013, our full-time equivalency count was 394 and our final expenditures were \$651.8 million. This represents a drop in staffing of approximately 15 percent in just three years, and a budget reduction of 25 percent.

Staffing challenges had a particular impact on unemployment insurance call center operations, which has managed to reduce its pending cases and maintain customer service despite halving the number of call center employees than just three years ago. However, DLT has continually worked to improve this situation through:

- Aggressively seeking federal funds to bring back laid off staff;
- Implementing process changes to improve customer service, such as easing the refilling bur-

den for UI claimants who repeatedly cycle from work to unemployment or enabling online PIN edits;

- Implementing new technology to simplify the application and certification process; and
- Identifying savings in other related areas that can be used to beef up customer service operations.

In 2013, the department laid the technological, regulatory and policy groundwork for the launch of the Temporary Caregivers Insurance program and seamlessly integrated it into the existing Temporary Disability Insurance (TCI) program. TCI provides up to four weeks of wage replacement benefits for caregivers to care for a seriously ill child, parent, spouse, domestic partner, parent-in-law or grandparent or for parents to bond with a newborn child, adopted child or foster-care child. The department accepted the first TCI claim on January 5, 2014.

The department continues to seek additional federal resources and grants for projects to enhance service delivery, safeguard the integrity of the UI Trust Fund and for projects across divisions to focus on our common goal of getting Rhode Island job seekers back to work. These efforts in 2013 included:

- Securing US DOL supplemental budget requests (SBRs) totaling \$1.6 million to improve performance and ensure system integrity.

- Enrolling in the federal Treasury Offset Program (TOP) as of January 2014 which now enables the department to collect delinquent unemployment insurance overpayments directly from an individual's federal income tax refund. At the time of this writing, the IRS recovered \$150,000 for the UI Trust Fund.
- Continued work on a \$10 million federal grant to participate in a multi-state consortium to revamp the unemployment insurance employer tax and wage-record system. This should provide further improvements to customer service, make things easier for business, improve system integrity and reduce maintenance costs in the long term.
- Utilizing a \$2.7 million US DOL grant to craft career pathways in three to four high-growth industries and to then test the best methods to inform job seekers of the career options.
- Securing a \$3 million grant to improve delivery of job placement services to persons with disabilities, the Disability Employment Initiative.
- Securing a \$1 million U.S. DOL grant to allow DLT to collaborate with the RI Department of Education on a database that improves the tracking and measurement of workforce development interventions from early education to higher education to career pathways.

continued

Year in Brief, continued

- Enacting a \$1.5 million Disaster National Emergency Grant to fund Governor Chafee's plan for the clean-up and recovery efforts associated with Super Storm Sandy, with hiring priority being given to unemployed veterans and those whose unemployment could be attributed to the storm. This collaborative effort with RI Department of Environmental Management resulted in almost 100 people gaining employment under this program.
- Funding a special prosecutor in the Attorney General's office dedicated to cracking down on fraud in UI, TDI and Workers' Compensation programs and enforcing wage and hour and prevailing wage laws. In 2013, the prosecutor filed criminal charges against 28 individuals and has fought to have over \$117,000 ordered to be paid to the department and related victims.

Some of the most compelling work we have done in the past year has been in the area of workforce development. The department, along with our partners in the public workforce system, have developed programs aligned with the priorities set in the Governor's Workforce Board's (GWB) biennial plan to get RI job seekers work ready and matched with mean-

ingful employment opportunities. Particular attention has been paid to employer partnerships, work-readiness, career pathways and greater workforce stakeholder collaboration.

Workforce development programs include:

- **Self Employment Assistance (SEA) Program** — Utilizing UI funding, this program combines classroom training and mentoring to assist targeted unemployed Rhode Islanders to start their own businesses.
- **Workforce On-Ramps** — Collaborative effort of five RI governmental agencies to braid resources and develop a pilot initiative to serve the long-term unemployed (27+ weeks), those that have never worked and/or those that have a 4th to 8th grade reading/math level. It results in nationally recognized work readiness credentialing so employers know that participants have received requisite training/experience and soft skills training.
- **Upgrades to the EmployRI web site** — Enhancements made the system easier to navigate and more useful to both employers and those seeking jobs.

Collaborating with other state agencies has allowed us to make a positive impact on economic development as well. With some funding from the Department of

Human Services, the Governor's Workforce Board was able to provide \$2 million in paid employment opportunities to 1,300 RI youth in the summer of 2013.

Our Business Workforce Center staff has made informational visits to more than 1,600 businesses over the past year, and has partnered with EDC/Commerce RI to coordinate visits to employers large and small across the state. We are now cross training with staff of the new Business Assistance Center at URI. Additionally, collaboration between DLT, GWB, local workforce investment boards, EDC/Commerce RI and CCRI has enabled RI to provide customized recruitment and training services for Electric Boat and for AMAC Tunstall, which opened a call center operation that, at the time of publication, employed 269 people in Pawtucket.

For now and in the future, DLT is committed to continuous efforts to improve customer service, streamline operations and better focus the state's workforce training efforts to align with the needs of business and job creation.

Sincerely,



Charles J. Fogarty
Director

RI Department of Labor and Training

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. Support programs include Unemployment Insurance (UI), Temporary Disability Insur-

ance (TDI) and the Police Officers' and Firefighters' Relief Funds.

Unemployment Insurance

Unemployment Insurance provides 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 order to receive benefits, individuals must certify each week through Teleserve, the automated payment system, that they are able and available for full-time work and have been actively seeking work. An active work search consists of at least three verifiable work search activities for each week they are claiming benefits.

In 2013, approximately 32,000 Rhode Island employers paid state and federal unemployment insurance taxes.

Regular unemployment insurance offers job seekers up to 26 weeks of benefits, depending on the work and wage history; these benefits are financed by the state's Employment Security Trust Fund. Once regular benefits have been exhausted, eligible claimants were able to collect up to 47 weeks of Federal Emergency Unemployment Compensation (EUC) during calendar year 2013. In August 2013, Rhode Island's average

unemployment rate fell below 9 percent causing the end of Tier 4 EUC benefits. They were restored on December 10 when RI's average unemployment rate exceeded 9.0 percent once again. Without Tier 4 the maximum EUC benefits were reduced from 47 weeks to 37 weeks. The Federal EUC program expired at the end of 2013 and, as of the time of this printing (April 1, 2014), it had not yet been reauthorized by Congress.

UI Claims Filed in 2013

	Total	Change from 2012
Claims that generated payment of benefits	35,741	- 12.8%
Claims that were issued a waiting period credit only	2,946	- 2.9%
Claims that were denied due to monetary ineligibility	5,630	+11.3%

Treasury Offset Program (TOP) Recaptures Delinquent Debts

The RI Department of Labor and Training was accepted into the Internal Revenue Service's Treasury Offset Program (TOP), which enables the collection of delinquent unemployment insurance (UI) overpayments directly from an individual's federal income tax refund. At the time of this writing, the IRS recovered \$216,000 for the UI Trust Fund.

Call Center Activity 2013		
	Total	Change from 2012
Total Calls Received	2,893,520	+5.7%
TeleServe via Telephone	1,120,287	-52.3%
TeleServe via Internet	734,908	+60.9%
Call Center	1,556,540	+19.3%
Payment History	56,654	+6.3%
Adjudication Status	62,877	-5.3%
Requests for 1099-G Tax Forms	586	-82.1%
General Information	71,666	-0.9%
Hold File Certification	57,617	-25.8%
Waiting Period Certification	17,439	-27.9%

Unemployment Insurance Activity 2013		
	Total	Change from 2012
Regular Benefits		
Initial Claims (New and Additional)	79,864	- 12.7%
First Payments	36,995	- 12.2%
Number of Payments	611,257	- 13.3%
Net Payments	\$207,731,359	- 18.8%
Average Weekly Benefit	\$340	-6.3%
Average Duration (weeks)	16.5	- 1.2%
Trust Fund		
Total Income	\$532,834,629	- 24.7%
Total Disbursements	\$319,915,308	- 32.3%
Year-End Fund Balance	(\$109,285,522)	- 45.2 %

Emergency Unemployment Compensation (EUC) Activity 2013		
	Total	Change from 2012
EUC Initial Claims	21,046	- 23.7%
First Payment - Tier I	10,366	- 25.5%
First Payment - Tier II	4,739	- 51.8%
First Payment - Tier III	3,996	- 45.8%
First Payment - Tier IV	3,522	- 50.4%
Number of Payments	333,102	- 37.3%
Net Payments	\$113,454,423	- 42.3%
Average Weekly Payment	\$341	- 6.8%

WorkShare

For more than 20 years, the WorkShare program has continued to serve as a viable layoff alternative for RI employers experiencing a temporary, non-seasonal slowdown in business. The WorkShare program allows all workers in a department or unit to work a reduced work week and collect a percentage of unemployment insurance. This allows workers to keep their jobs, benefits and economic security while it enables employers to retain skilled workers and avoid disruption in operations. The total UI benefits are limited to the amount an employee could have received under regular UI.

In 2013, the RI WorkShare program was highlighted in a US

WorkShare Activity 2012		
	Total	Change from 2012
Initial Claims	2,299	- 36.4%
Payments	42,424	- 28.8%
Layoffs Averted	625	- 35.1%
RI Companies Served	180	- 23.4%

Department of Labor webinar. In February 2012, the US Congress passed federal legislation to support states in the development of new Short Time Compensation (STC) programs which provide funding to states with existing programs to: reimburse benefit costs paid under the program, upgrade existing systems, and market the program to new employers.

In 2013, the General Assembly amended RI's WorkShare law to conform to the new federal legislation. This enabled RI to qualify for full federal reimbursement of all WorkShare benefits paid from February 2012, when the federal law was passed, until August 2015. RI also qualified for a grant to further promote the program to the employer community.

REA Program

The Reemployment and Eligibility Assessment program (REA) aims to reduce the time an individual receives unemployment insurance benefits by facilitating that individual's return to the workplace. Additionally, this program ensures that participants meet the eligibility requirements for benefits and serves to prevent and detect improper benefit payment.

REA participants are chosen through a profiling process that considers work history, occupation

and industry. Those whose scores indicate a probability of successful job matching and placement with only modest interventions are enrolled, and they must attend a mandated REA orientation at the nearest *netWORKri* one-stop career center. Thirty days after the orientation, they are required to have a follow-up consultation with an REA counselor, during which time their work search records are reviewed and additional service referrals are made. Rhode Island received over

\$1M in Supplemental Budget funding in 2012 to expand the program, resulting in twice the number of REA participants to be served in 2013 and 2014. Quarterly comparison reports of those served in the REA program show that the services provided to REA participants play a role in reducing UI durations and reducing the number of weeks to reemployment.

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.

Federal Claims Activity 2013		
	Total	Change from 2012
Federal Employee UI Benefits (UCFE)		
Initial Claims	787	+149.1%
Net Payments	\$1,223,735	-14.1%
Federal Military Personnel UI Benefits (UCC)		
Initial Claims	464	-15.8%
Net Payments	\$3,468,821	-27.2%

Integrity Programs

The Division of Income Support has a variety of initiatives to ensure integrity. These include:

Central Adjudication: The Central Adjudication Unit (CAU) is responsible for determining all disputed Unemployment Insurance claims under the Employment Security Program, the Federal Emergency Compensation Program (EUC) and the Trade Adjustment Assistance Program. CAU interviews are conducted over the telephone. According to federal guidelines, CAU decisions are subject to quarterly external review for accu-

racy, timeliness and adherence to RI General Laws.

Benefit Accuracy Measurement: The Benefit Accuracy Measurement (BAM) Program is a diagnostic tool used to audit the accuracy of UI claims. In 2013, the department continued to cross-match the UI benefit payments against quarterly wage records and the National Directory of New Hires to improve accuracy and to prevent overpayments.

UI/TDI Fraud Unit: To preserve the integrity of the UI and Temporary Disability Insurance programs,

the UI/TDI Fraud Unit investigates suspicious activity.

Overpayment Recovery: The RI Department of Labor and Training recovers overpayments resulting from fraud by intercepting RI income tax refunds and lottery winnings. In 2013, the department, in conjunction with the Attorney General's office and the RI State Police, highlighted October as "fraud month." An attorney was directed to focus solely on UI fraud cases, resulting in several high-profile cases being prosecuted during the year.

Fraud Unit Activity 2013

	Total	Change from 2012
Cases Investigated	300	+6.8%
Overpayments Detected	\$1,894,543	+48.8%

Combating Unemployment Insurance Fraud



In an effort to educate more Rhode Islanders about the laws relating to unemployment insurance, Director Charles J. Fogarty (left) teamed up with RI State Police Colonel Steven O'Donnell (right) for a radio advertising campaign. The campaign, which included the line "Don't be one of the Rhode Islanders we arrest every year for unemployment insurance fraud," directed listeners to the department's web site, which explained that if you are working and not reporting your wages while you are collecting benefits, you are committing a crime. It also explained that certifying that you are able, available and actively seeking work each week when you are not meeting one or more of these conditions is considered fraud.

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CAU Activity 2013		
	Total	Change from 2012
Total Decisions	19,817	- 22.1%
Separation Issues	13,566	- 18.1%
Non-Separation Issues	6,251	- 29.5%
45.2% of separation issues resulted in the denial of benefits 86.2% of non-separation issues resulted in the denial of benefits.		

Benefit Accuracy Measurement Activity 2013		
	Total	Change from 2012
Benefits Paid	\$216,655,631	- 14.5%
Scientific Sample Size	487	+2.1%
Dollars Paid Properly	95.5%	+ 3.8%
Dollars Overpaid In sample base of 487 cases, there was an increase of cases which resulted in overpayments. In 2012, there were 58 cases in our data base while in 2013 there were 60.	4.5%	+1.2%
Dollars Underpaid By Federal Department of Labor policy, underpayments are exclusive from dollars paid.	0.9%	+0.6%
Overpayment Causes		
Earnings	43.0%	- 10.0%
Eligibility Issues	32.2%	+13.4%
Base Period Wages	7.6%	-7.2%
Work Search	10.5%	+4.1%
Separation Issues	4.4%	+0.8%
Other Causes	2.37%	-0.4%
Responsibility for Overpayment		
Claimant Only Claimant was at fault for not reporting correctly the amount of wages earned in a week in which benefits were claimed and received unemployment benefits. In 2012, there were 36 cases. In 2013, this number decreased to 29	51.7%	- 17.2%
DLT Only Agency errors were discovered in 15 of the cases sampled.	29.5%	+21.3%
Claimant, Employer and DLT	0.6%	- 14.0%
Claimant, DLT and Other	7.0%	+7.0
Claimant and Employer	6.9%	-0.9%
Employer Only	0.0%	-5.7%
Claimant and DLT	4.2%	- 1.1%
Other Only	2.3%	+ 1.1%

UI and TDI Overpayment Recovery 2013		
	Total	Change from 2012
UI Recovery from Income Tax	\$1,921,044	+ 8.7%
UI Recovery from Lottery Winnings	\$29,135	+ 228.2%
TDI Recovery from Income Tax	\$93,216	- 14.4%

Temporary Disability Insurance

The Temporary Disability Insurance (TDI) program is a state-administered insurance program designed to provide financial protection to those unable to work due to illness or injury. Unlike Workers' Compensation insurance which protects against income loss caused by job-related disabilities, TDI covers disabilities that are not work connected or otherwise not covered. Together, the two programs ensure that virtually all RI wage and salary workers will receive a weekly income while they are medically unable to work. The TDI program is financed entirely by workers who are protected by the program.

In order to be covered by TDI, a person must work for a subject Rhode Island employer. All private employers are automatically subject by law

while state and local governmental entities have the option to elect TDI coverage. To be eligible for benefits, an individual must meet minimum earnings requirements and be certified by a Qualified Healthcare Provider (QHP) as being unable to work for at least seven consecutive days. To receive benefit payments, an individual must submit a claim application to the TDI division.

Staff process the medical certification and the wage and employment documentation to approve or deny the claim. Individuals have the right to appeal disallowed claims to the Board of Review. All active claims are subject to continuous review and if deemed appropriate, individuals are required to undergo an impartial medical examination to maintain their eligibility.

In 2013, the RI General Assembly passed legislation creating a new Temporary Caregiver Insurance (TCI) program which became effective on January 5, 2014. It provides up to four weeks of wage replacement benefits to workers who need to take time out of work to care for a seriously ill child, spouse, domestic partner, parent, parent-in-law, or grandparent or to bond with a newborn child, adopted child or foster child. Bonding claims may be requested during the first 12 months of parenting. Proof of parent-child relationship will be required. Applicants must obtain the required medical documentation from the care recipient's Qualified Healthcare Provider (QHP). The monetary eligibility requirements are the same for TCI as for TDI.

Temporary Caregivers Insurance

In 2013, the RI General Assembly passed legislation creating a new Temporary Caregiver Insurance (TCI) program that would provide up to four weeks of wage replacement benefits to workers who need to take time out of work to care for a seriously ill child, spouse, domestic partner, parent, parent-in-law, or grandparent or to bond with a newborn child, adopted child or foster child. The TDI unit created the criteria for the program, wrote rules and regulations, and successfully incorporated the new program into its existing TDI program. A common application was developed to accommodate both TDI and TCI claims.

Temporary Disability Insurance Activity 2013

	Total	Change from 2012
Regular Benefits		
Total Claims	39,523	-2.3%
Total Eligible Claims	34,482	-3.1%
Total Ineligible Claims	4,949	+9.4%
Number of Payments	363,685	+1.2%
Net Payments	\$159,132,200	+0.7%
Average Weekly Benefit	\$437.56	-0.5%
Average Duration (in weeks)	12.2	+3.9%
Trust Fund		
Total Workers Paying TDI Taxes	399,700	+0.9%
Total Income	\$166,262,026	+1.9%
Total Disbursements	\$166,854,546	+0.6%
Year-End Fund Balance	\$108,726,584	-0.5%

Police Officers' Relief Fund and Firefighters' Relief Fund

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

If a police officer becomes totally and permanently disabled, the Police Officers' Relief Fund 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 or retired volunteer or auxiliary firefighter dies from a heart condition, hypertension, cancer, respiratory ailment or if he or she is killed in the line of duty, the Firefighters' Relief Fund offers an annuity of \$3,600 per year to the surviving spouse for life or un-

til 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 or if he or she dies from hypertension, heart condition, cancer or a respiratory ailment or if he or she 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. Students are 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 2013

	Total	Change from 2012
Police Officers' Annuity Benefits		
Recipients	249	-.007%
Expenditures	\$1,030,814*	+.13%
Average per Person	\$3,621	0%
Police Officers' Tuition Benefits		
Dependents	32	-.085%
Police Officers	1	0%
Expenditures	\$228,458	-.024%
Firefighters' Annuity Benefits		
Recipients	680	+.11%
Expenditures	\$2,469,950	+.023%
Average per Person	\$3,652	+.005%
Firefighters' Tuition Benefits		
Dependents	69	-.014%
Firefighters	1	-.5%
Expenditures	\$463,150	+.11%

* The police relief fund paid a one-time death benefit of \$129,214 included in the total above, however normal monthly recipients total was \$901,600.

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 2013, these activities included:

- Employment Services, including State Workforce Investment activities;
- *netWORKri* One-Stop Career Centers;
- Trade Adjustment Assistance 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 web-based Virtual One-Stop called EmployRI.org provides individuals, employers and Labor Market Information professionals with the tools they need to accomplish their job search 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 2013			
		Total	Change from 2012
Job Seekers			
Customers Served		39,759*	- 5%
UI Eligible Claimants		23,830*	+9%
Staff-Assisted Services		26,502*	-34%
Job Search Activities		12,181*	-59%
* Data for Program Year, due to unavailability of the Federal 9002 report for QTR 1, 2013 (7/1/13 to 9/30/13)			
Employers			
Employers Served		1,550	-58.7%
Job Orders		6,516	+9.6%
Job Fairs and Recruitments		118	+14.6%
Work Opportunity Tax Credit Certifications		330**	-65.6
**In 2012, this program was in hiatus in all categories except for Veterans. WOTC certified 959 Veterans' applications.			

netWORKri One-Stop Career Center System

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 referrals 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;
- assistive technology for people with disabilities; and
- workshops, including résumé preparation, interviewing skills, job search techniques, com-

continued

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netWORKri, continued

puter basics, networking and online short-term course offerings.

In 2013, full-time *netWORKri* centers continued to operate in Providence, West Warwick and Woonsocket, while a part-time center operated in Wakefield.

Partner agencies in the *netWORKri* system include:

- RI Department of Education;
- RI Department of Human Services;
- Office of Rehabilitation Services;
- Workforce Partnership of Greater Rhode Island; and

- Workforce Solutions of Providence/Cranston.

Over 70 organizations, including community-based and rehabilitation programs, meet regularly at their local *netWORKri* Center, collectively forming the Employer Service Network, a group dedicated to local job development.

Job Search Technology

EmployRI.org is an internet-based system that contains information about job seekers, employers, job orders and training providers. It 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.

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 avail-

able in multiple languages and can be accessed remotely through any computer that has internet access.

ALISON is the world's leading free online learning resource for basic and essential workplace skills. ALISON provides high-quality, engaging, interactive multimedia courseware for certification and standards-based learning.

The mission of ALISON is to enable anyone, anywhere, to educate themselves for free via interactive, self-paced multimedia.

EmployRI Activity 2013

	Total	Change from 2012
Total Job Seekers Registered	36,130	- 13%
New Job Seekers Registered	19,964	- 16%
Employers Registered	576	- 33%

National Emergency Grant: Super Storm Sandy Clean Up



DLT was awarded \$1.5 million dollars from a Disaster National Emergency Grant to fund Governor Chafee's plan for the clean-up and recovery efforts associated with Super Storm Sandy. Unemployed veterans and those whose unemployment could be attributed to the storm were given preference in the hiring process.

This collaboration with the Department of Environmental Management resulted in almost 100 people gaining employment under this program, restoring large portions of the East Bay Bike Path and also performing clean up at Arcadia Management Area, Burlingame State Campground, Charlestown Breachway, Colt State Park, Coastal Fisheries Laboratory, East Beach, East Matunuck State Beach, Fort Adams State Park, Goddard Memorial Park, Misquamicut State Beach, Roger Wheeler State Beach, Salty Brine Beach, Westerly Town Beach and Winnepaug Pond.

State Workforce Investment Office

In 2013, the State Workforce Investment Office worked in conjunction with the 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 the support of *netWORKri* operations, the management of an eligible training provider list for approved short-term training, and the distri-

bution of funds to local workforce investment boards in order to fund on-the-job training opportunities for RI businesses. In addition, in 2013, the Workforce On-Ramps pilot was launched (see box). The State Workforce Investment Office is also responsible for assuring accountability through policy issuance, oversight and monitor-

ing. The sub-recipients who are awarded federal funds are monitored at least once annually to ensure that the sub-recipients administer the federal awards in compliance with laws, regulations and the provisions of the contract or grant agreements and to also ensure that performance goals are achieved.

WIA Adult and Dislocated Worker Services 2013

	Total	Change from 2012
WIA Participants	1,445	3.5%
Adult Entered Employment Rate	80.5%	4.0%
Dislocated Worker Entered Employment Rate	81.7%	7.9%

Workforce On-Ramps

Maximizing a \$2.7 million dollar, three-year US Department of Labor “Innovation Fund Grant,” On-Ramps is a collaborative effort between the Department of Labor and Training, the Governor’s Workforce Board RI, the Department of Human Services, the Department of Education and the Office Higher Education. It braided resources to develop a pilot initiative to serve the long-term unemployed (defined as those who have been out of work over 27 weeks), those that have never worked and/or those that have a fourth to eighth grade reading/math level.

On-Ramps provides participants work readiness training, career coaching, soft skill training and connections to support services such as child care or transportation. In 2013, over 50 participants had enrolled in the pilot program operating at the West Warwick *netWORKri* and the Providence *netWORKri* Career Centers.

Of great value to potential employers, participants who successfully complete training earn nationally recognized credentials that document their experience and skill sets.

Trade Adjustment Assistance

Trade Adjustment Assistance (TAA) provides monetary benefits and/or educational assistance to workers who have lost their jobs, or whose hours of work and wages have been reduced, due to increased imports or a shift in production out of the United States.

DLT coordinates with the US Department of Labor’s Employment

and Training Administration, filing petitions on behalf of the affected workers.

TAA services may include job search assistance; educational, interest and aptitude assessment; waivers to training for individuals who pursue employment utilizing their current skills; educational and occupational training; on-the-

job training; Health Coverage Tax Credits; relocation allowances; and wage supplements.

The Alternative Trade Adjustment Assistance program (ATAA) provides additional support services to individuals 50 years of age or older.

service chart on next page

2013 Annual Report

Trade and Globalization Adjustment Assistance Activity 2013

	Total	Change from 2012
Program Participants	305	- 42%
Participants Trained	186	- 44%
Training Allocation	\$2,537,514	+56%
Total ATAAParticipants	31	+41%

Veterans' Service Unit

The Veterans' Service Unit consists of Local Veterans' Service representatives and Disabled Veterans Outreach Program specialists who assist veterans and eligible spouses in finding new careers and resources. The representatives and specialists are located at the Providence, Woonsocket, West Warwick and Wakefield *netWORKri* Centers.

Local veteran service representatives reach out to employers while assisting job-seeking veterans in obtaining employment.

Responsibilities include:

- Providing seminars for employers and creating job search

groups for employment-seeking veterans; and

- Providing and facilitating employment and training activities.

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 appropriate 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 2013, the unit partnered with General Dynamics/Electric Boat to connect local veterans with paid internships in the areas of welding, shipfitting, pipefitter and electrician.

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. 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.

RI Works Activity 2013

	Total	Change from 2012*
Total Referred (by Dept. of Human Services)	1,954	- 23%
Total Enrolled in Program	246	- 36%
Participated in at least 5 of 20 program days	704	- 18%

*Reductions in service levels correspond with closing the Pawtucket *netWORKri* office.

Senior Community Service Employment

The Senior Community Service Employment Program (SCSEP) is a service- and work-based program for low-income persons aged

55 and older. The RI Department of Labor and Training has outsourced the SCSEP program to SER Jobs for Progress, which provides day-

to-day administration, such as recruitment and outreach, eligibility

continued

SCSE, continued

screening, enrollment assessment, Individual Employment Plans, follow-up, work site placement, monitoring and enrollee recertification. 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 faith-based

organizations, senior centers, 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.

Disability Employment Initiative

The Disability Employment Initiative (DEI) is a federally-funded program bringing together resources from employment, training and social services programs to accomplish one goal; to help individuals with disabilities connect to employment opportunities.

Implemented in 2013, Rhode Island's DEI program has three strategic components:

- **Integrated Resource Teams** help provide seamlessly coordinated services that meet the needs of each adult job seeker with a disability;
- **Blending and Braiding Funds** from multiple sources in order to help its clientele meet their education, training and/or employment goals.
- **Partnerships and Collaboration** represent improved coordination

among service providers and across multiple service delivery systems, at state and local levels. Partners include the Office of Rehabilitation Services; The Governor's Commission on Disabilities; Workforce Solutions of Greater RI; Workforce Solutions of Providence/Cranston; Department of Behavioral Healthcare, Developmental Disabilities and Hospitals (BHDH); The Community College of RI PACE program; Operations Stand Down RI; business leadership networks; and community-based organizations.

Rhode Island is one of twenty-three states that have entered into a three-year cooperative agreement with the US Department of Labor to administer DEI



Disability Employment Initiative

In 2013, a \$3 million dollar federal grant was awarded to Rhode Island to enact strategies for high-quality employment services to individuals with disabilities the Disability Employment Initiative (DEI).

As a federally-designated Employment Network, the DEI program at netWORKri is particularly well suited to serve Ticket to Work customers receiving Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) benefits. Ticket To Work is a voluntary program that helps Social Security Disability Insurance beneficiaries return to work or begin work for the first time.

For information on Ticket to Work, visit www.networkri.org/pdf/TOOL-KITCustReadyWork.pdf

Youth Initiatives

Rhode Island has adopted an "All Youth Agenda" as its basis for delivering workforce development services to youth. The services are provided throughout the state at YouthWORKS411 centers.

The system's focus is to increase workforce development and edu-

cational 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 2013, more than 3,700 youth ages 14 to 24 received workforce development services through 14 youth centers and 26 youth services providers. Of those served, 43 percent were considered at-risk

continued

2013 Annual Report

Youth, continued

clients, as they included youth who had disabilities; were pregnant or parenting; were involved with the juvenile justice system; were in or aging out of foster care and/or are homeless or runaway youth;

were deficient in basic skills; or had dropped out of school.

Services 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.

Business Workforce Center

The Business Workforce Center offers the following employer services:

- 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).

Representatives from the Business Workforce Center are the de-

partment's liaisons to the business community and simplify the process of doing business in Rhode Island.

Because the Business Workforce Center often serves as the primary

employer outreach for the department, it also oversees such employer-centered initiatives as Rapid Response, Self Employment Assistance and tax credit programs.

Business Workforce Center Activity 2013		
	Total	Change from 2011
Employers Served	1,550	-58.7%
Job Orders	6,516	+9.7%
Job Fairs and Recruitments	118	+14.6%
Work Opportunity Tax Credit Certifications	330	N/A

Self-Employment Assistance Program

The division of Income Support, Unemployment Insurance, was awarded a federal Self-Employment Assistance (SEA) grant of \$159,734 in early 2013, to fund an innovative program in which eligible unemployed Rhode Islanders with an interest in starting their own business could receive free entrepreneurial training and guidance while continuing their unemployment insurance compensation, uninterrupted.

Only a handful of states have active SEA programs; Rhode Island

was the first state to be awarded federal SEA funding under this particular grant opportunity.

In collaboration with the Business Workforce Center and the Center for Women & Enterprise, the SEA program provides four-weeks of classroom training, the development of a business plan and ongoing mentoring and follow-up.

Twenty-one participants completed the training in 2013.

Self-Employment Assistance



SEA graduate Edward August receives his "diploma" after presenting his business plan. Also pictured are (left) Sandra McNamara and (right) Doris Blanchard, from the Center for Women & Enterprise.

Rapid Response

The Rapid Response Program, administered by the Business Workforce Center, 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 representatives 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 unemploy-

ment 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.

Rapid Response Activity 2013

	Total	Change from 2012
RI Companies	21	-12.5%
Impacted Workers	398	-41.1%
Trade Certified Companies	4	0%

Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) is a federal tax credit available to employers for hiring individuals from certain target groups who have consistently faced significant barriers to employment. WOTC joins other workforce programs that incentiv-

ize workplace diversity and facilitate access to good jobs for American workers.

In 2013, 330 WOTC certifications were issued by the Business Workforce Center.

The legislative authority for the WOTC program expired December

31, 2013. In the past when the program's authority lapsed, Congress has retroactively reauthorized the program back to the date of expiration.

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 work-

er, 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.

EmployRI.org Improvements

Enhancements were made in 2013 to make EmployRI.org exponentially more useful to both employers and those seeking jobs. Improvements include: easier navigation; step-by-step videos on how to use the EmployRI online job matching system; self-paced tutorials in business software, basic economics, computer literacy and other business skills; and training calendars optimized by date, location or subject.

Labor Market Information

The Labor Market Information (LMI) Division is responsible for collecting, analyzing and disseminating a wide variety of information on the condition of the RI labor market. The division's goal is to make the latest information available to our customers—job seekers, employers, students, counselors, policy makers, economists and government officials—so that they can make informed decisions about the economic future.

LMI operates four federal/state statistical programs in cooperation with the U.S. Department of Labor's Bureau of Labor Statistics (BLS). BLS is responsible for the funding and administration of the programs providing conceptual, technical and procedural guidance. The LMI division is responsible for the preparation, analysis and publication of data collected through these programs. The BLS/State partnership insures data consistency and comparability over time and between states.

These programs—Current Employment Statistics (CES); Local Area Unemployment Statistics (LAUS); Occupational Employment Statistics (OES); and Quarterly Census of Employment and Wages (ES 202)—provide the foundation upon which much of the economic

data disseminated by the LMI division is based.

- **Current Employment Statistics:** This is a monthly survey of business establishments. Approximately 1,600 Rhode Island businesses voluntarily participate in the CES survey providing the LMI division with a monthly count of employees, hours worked and wages paid. CES provides current estimates of non-farm establishment employment as well as hours and earnings for production workers employed in the manufacturing sector.
- **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 information obtained from a household survey known as the Current Population Survey.
- **Occupational Employment Statistics:** This program provides industrial staffing patterns, occupational employment estimates and wage rates for Rhode Island. Approximately 1,500 RI employers are surveyed each year with a request to provide the number of work-

ers by wage range for each occupation in their employ.

- **Quarterly Census of Employment and Wages:** This collaboration with the Bureau of Labor Statistics mines monthly employment and quarterly wage data by industry, location and size of employer. The QCEW program derives its data from the quarterly tax reports submitted by employers subject to Rhode Island's Unemployment Insurance law. This information is supplemented with data collected from government agencies and businesses with multiple locations.

LMI is also responsible for statewide industry and occupational projections. Using a national model which incorporates state-specific industry trends, occupational staffing patterns and population forecasts these biennial projections provide a 10-year window into Rhode Island's economic future. The LMI division also extracts data from DLT's administrative records to assemble reports on the diverse activities of the department.

The LMI division distributes a monthly Employment Bulletin newsletter in both print and elec-

continued

Quick Facts on the Rhode Island Economy

	2012	2013
Total Labor Force	558,700	555,600
Number of Workers	501,400	502,900
Average Number of Unemployed	57,300	52,700
Average Unemployment Rate	10.3%	9.5%
Number of Jobs in RI Businesses	465,400	470,800

LMI, continued

tronic form to over 1,000 customers and releases an electronic data update, entitled LMI Stat-Track, to a list-serve of 1,500 customers. LMI provides industry and occupational information as well as an em-

ployer database for EmployRI, the department's interactive web site and virtual one-stop, to assist job seekers of all ages to evaluate job openings, conduct employment searches and plan careers.

In addition to these communications vehicles, LMI staff provides

overviews of current labor market conditions as well as training sessions for students, industry groups 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 unemployment rate is derived directly from data collected through this survey known as the Current Popu-

lation 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 1,600 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 (BLS). 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.

LMI Publications

Rhode Island Employment & Wage Analysis

Rhode Island Employment & Wage Analysis by County

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.

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.

Workers' Compensation Activity 2013		
	Total	Change from 2012
Injury Statistics		
Indemnity Injuries*	5,548	+1.6%
Non-indemnity Injuries	13,420	-0.7%
Workers' Compensation Administrative Fund Reimbursements**		
Requests for Reimbursement	1,006	-6.2%
Total Reimbursements	\$1,937,799	-4.7%
Self-Insured Employers Certified	29	-3.3%
*Indemnity injuries are those that receive weekly compensation.		
**Reimbursement requests are limited to statutory restrictions.		

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.

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.

Unit representatives outreach to employers, employee groups and medical professionals, offering employer education workshops and on-site consultations.

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

Education Unit Activity 2013		
	Total	Change from 2012
Telephone Calls to Information Line	3,200	-0.9%
Telephone Calls in Spanish	160	+8.1%
E-mails to Education Unit	355	+17.9%
Walk-Ins	172	-7.5%
Off-site Medical Staff Consultations	4	-50.0%
Off-site Employer Consultations	5	-66.7%
Off-site Insurer Consultations	0	0%
Seminars		
Medical Office Staff On-Site	35 attendees	
Workers' Compensation Off-Site	200 attendees	
Education Unit Letters	19,353	

In October, the Education Unit presented a very well attended and timely seminar on changes to the OSHA Hazard Communication Standard. Employers were required to be compliant in training their

employees on the new international standards by December 1, 2013. More information may be found at www.dlt.ri.gov/wc/edunit.htm or by calling (401) 462-8100, opt. #1.

Fraud and Compliance Unit

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

Once a lack of coverage complaint is registered with the Fraud and Compliance Unit, an investigator is assigned to the case, and the company involved is contacted. If an investigation reveals that an

employer does not have the necessary Workers' Compensation insurance, the employer may be fined up to \$1,000 for each day of non-compliance. Companies where an injury occurs during an uncovered period, that are repeat offenders or that intentionally failed to have workers' compensation insurance, may be subject to penalties through the Workers' Compensation Court in Providence.

In 2013, the number of employers penalized for failure to have

Workers' Compensation insurance rose from 76 to 135. The total penalty amount ordered decreased despite this increase. This shows that employers were able to be brought into compliance quickly before a large penalty would accrue, which is beneficial to the employer, but more importantly, to the employees who are protected by the insurance.

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

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 2013, 72 percent of

the injured workers admitted to the Donley Center had a date of injury six months or older, with 38 percent of the admissions having a date of injury over one year, and 22 percent having a date of injury over two years. 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 that afforded by the Donley Center.

In 2013, 1,040 patients were admitted to the Donley Center for evaluation. Sixty-three percent of the patients admitted completed an active treatment program. Fifty-seven percent of the patients completing the program have restored their function, enabling them to return to work as outlined below.

Thirty-seven percent of the patients treated did not complete their programs for several reasons outlined on the next page.

Donley Rehabilitation Discharge Activity upon Completion of Program 2013

	Total
Returned to Work (RTW)	57%
Same Employer	46%
Same Job	36%
Modified Job	8%
New Job	>2%
New Employer	4%
Completed Vocational Skills Program	14%
Therapeutic End (RTW Level established, without a return to work)	20%

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Donley Rehabilitation Discharge Activity for Injured Workers who Failed to Complete Program 2013

Non-compliance	25%
Patient Request	13%
Physician Request	19%
Secondary Medical Issues	20%
Return to Physician for Further Evaluation	22%

Vocational services are offered when an injured worker does not have a job in which to return 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 market. In 2013, two new vocational programs were developed in collaboration with the Workers' Compensation Court: 1) The Work Readiness Program which provides a 45-day vo-

cation program for injured workers that have reached maximum medical improvement; and 2) The Pathway to Work Program which provides vocational services to injured workers that have commuted their claims but need assistance in finding employment.

The Donley Center is also collaborating with the Workers' Compensation Court to create a new Interdisciplinary Pain Management Program to identify and assist injured workers that have chronic pain issues. Services currently offered by the Donley Center will continue to be rendered at the fa-

cility. Other services that may be recommended for chronic pain management such as chiropractic medicine, acupuncture, and assessment of opioid addiction treatment, will be implemented on an "outpatient basis" to selected providers. Candidates for this program will be admitted by order of the Workers' Compensation Court. Each treatment plan must initially be approved by the court, ensuring the prompt delivery of services to program participants. Admission for this program will begin in March 2014.

Donley Pain Management Program

The Pain Management Program at the Donley Rehabilitation Center is using the mind-body connection to help those dealing with chronic pain.

This interdisciplinary program combines physical therapy with psycho-social counseling and relaxation techniques, so that sufferers can break the cycle of pain and improve their quality of life. Ultimately, the Donley team prepares patients either to return to their existing line of work, or, if that is not physically possible, to enter vocational rehabilitation that will prepare them for a new line of work.

This program has drawn increased interest from pain management professionals given the national problem with opiate addiction. Dr. Joanne Fowler of the Donley Center explains, "We need to help people address their pain in other ways."

Pictured at right: Sue Rand Celico (left) of the Donley Center assists a patient with the work hardening component of her pain management routine.



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.

The Division is comprised of three units: the Labor Standards Unit, the Professional Regulation Unit and the Occupational Safety Unit.

A new law change in 2013, eliminated a fee charged to all businesses required to register their hazardous substances in the workplace.

The Occupational Safety Unit continues to register businesses and conducts periodic inspections to ensure compliance.

The Labor Standards Unit recently developed the process to allow employers to pay hourly-wage employees on a bi-weekly basis. The process encompasses specific requirements that were set forth in a 2013 state law change.

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.

Labor Standards Activity 2013		
	Total	Change from 2012
Total Claims Filed	381	- 29%
Claims Closed	401	+ 3%
Claims in Process	127	- 11%

The unit also enforces record-keeping requirements. Labor Standards offers services to approximately 32,000 employers in the

state, educating them on compliance with labor laws before violations occur.

Professional Regulation

The Professional Regulation Unit is responsible for monitoring and enforcing the prevailing wage and safety laws, as well as for testing and licensing several technical professions.

In addition, this unit conducts regularly scheduled education seminars for contractors as a deterrent for trade licensing and prevailing wage violations.

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

Prevailing Wage Activity 2013		
	Total	Change from 2012
Total Cases Filed	45	-7%
Back Wages Awarded	\$156,561	+43%
Penalties Collected	\$78,032	+1%

2013, 45 prevailing wage cases were filed with the Prevailing Wage Section. In 2013, the total back wages collected by the Prevailing Wage Section for employees was \$156,561 while the total penalties collected was \$78,032.

The Trade Licensing Section licenses 30,504 technical profession-

als, 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.

continued

2013 Annual Report

Professional Regs, continued

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.

Trade Licensing Activity 2013		
	Total	Change from 2012
Examinations Performed	2,033	- 9%
Total Licenses (issued or renewed)	30,504	+ 5%
Electrician	8,373	+ 3%
Hoisting Engineer	9,520	+1%
Pipefitter, Refrigeration Technician, Fire Protection Sprinkler Fitter, Sheet Metal Worker	6,535	-1%
Telecommunication	2,661	+4%
Plumbers and Irrigators	2,338	- 1%
Burglar Alarm	1,077	-1%

State Apprenticeship Section

The Apprenticeship Section regulates and safeguards apprenticeships in the licensed trades and fosters open communication among the RI Department of Labor and Training, the State Apprenticeship Council, industry and edu-

catinal institutions. Support for 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 2013, the State Apprenticeship office oversaw 551 apprenticeship programs, 1,377 individual agreements, and 305 apprentices who completed their programs.

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 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, including:

- Escalators

- Wheelchair lifts
- Material lifts
- Vertical reciprocating conveyors
- Other means of vertical transportation

continued

Elevator Activity 2013		
	Total	Change from 2012
Certificates of Operation	3,303	+ 13%
Inspections	3,491	+ 2%
Permits for New Installations	328	+77%

OccuSafe, continued

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.

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 to coordinate programs, mandates, licensing requirements, inspection procedures and enforcement measures to further educate and inform the public.

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.

In July 2013, the department eliminated a mandatory \$42 filing fee, saving RI businesses an estimated \$185,000. While businesses still have to register their hazard-

Boiler Activity 2013		
	Total	Change from 2012
Certificates of Operation	6,689	- 19%
Inspections	8,708	- 18%
Permits for New Installations	248	-13%

ous substances with the Occupational Safety Unit and the local fire department as a workplace safety measure, they will no longer be assessed a filing fee. This change is estimated to affect more than 10,000 companies annually. The training and education of employers and employees in safety practices is an ongoing function.

Each month, new employers in the state are notified of the Right-to-Know law and receive an informational packet to assist them in understanding the law.

The Safety Compliance Section inspects and assesses all school buildings, 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 in-

cident 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.

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 seven state-appointed sealers and eight city/town-appointed sealers.

Right-to-Know Activity 2013		
	Total	Change from 2012
Employers Registered	9,053	-14%
Inspections	210	N/A

Mandatory Fees Eliminated

In July 2013, the Occupational Safety Unit was approved to eliminate a mandatory filing fee for businesses who must register due to use of hazardous substances in the workplace. While businesses are still required to register their hazardous substances as a workplace safety measure under Right to Know, they will no longer be assessed the filing fee of \$42.

This change is estimated to affect more than 10,000 RI companies annually. The article was in the Fiscal Year 2014 state budget submitted by the Governor and approved by the General Assembly. The elimination of this fee is projected to save RI businesses approximately \$400,000 annually.

Legal Services

The Legal Division is a full-service law office within the Department of Labor and Training, serving the legal needs of the department. The division represents the department in court proceedings and administrative hearings. It also counsels staff on state and federal laws as they influence the department's activities, including rendering written and oral legal opinions.

The Legal Division attends board meetings in an advisory capacity; reviews, advises on, and drafts legislative and regulatory material; and its attorneys serve as hearing officers. It assists the director in the appointment of mediators and/or arbitrators in certain labor matters.

The Legal Division initiates criminal and civil prosecutions of un-

employment compensation fraud cases in Superior Court and Lack of Insurance (LOI) cases in the Workers' Compensation Court, routinely bringing in revenues in the form of penalties against uninsured employers.

In 2013, the Legal Division had many highlights. The division designed and created a new electronic case management database, resulting in improved case management efficiencies. In addition, the division had a number of notable legal victories. The division secured a workers' compensation victory that resulted in an award against one employer of \$1M in penalties—the largest workers' compensation penalty in recent memory.

The most notable highlight has been the division's collaboration with the Rhode Island Attorney General's office in hiring an attorney dedicated solely to the criminal prosecution of department cases. This attorney was hired at the end of August 2013, and has been able to prosecute a large number of criminal wage, workers' compensation fraud, and unemployment insurance fraud cases. In four months, the division prosecuted 28 cases and secured restitution in the amount of \$117,486.00. The division has several cases pending disposition with a total restitution value of approximately \$181,400.

Legal Activity 2013

Type of Case	Number of Cases	Amount Collected
Workers' Compensation (Lack of Insurance)	26	\$22,673.54
Labor Standards	28	\$16,505.36
Criminal Prosecutions	28	\$117,486.00*

* This amount represents court ordered judgements

Targeting Fraud with the Attorney General's Office



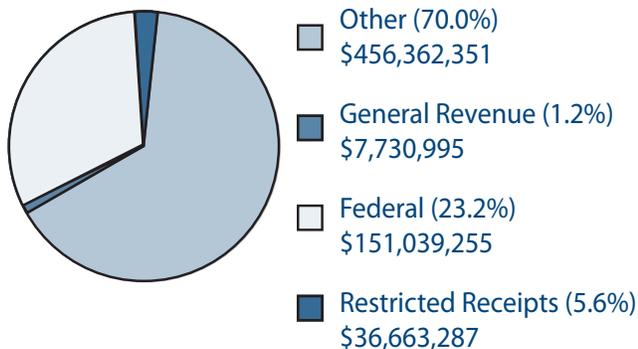
In August 2013, DLT funded a Special Prosecutor to be placed at the Attorney General's office who is dedicated to cracking down on fraud in UI, TDI and Workers' Compensation programs and to enforce wage and hour and prevailing wage laws. Pictured at left is Genevieve M. Allaire Johnson, Special Assistant Attorney General.

In her first four months, 28 cases were prosecuted and over \$117,000 in restitution was secured.

Fund Expenditures

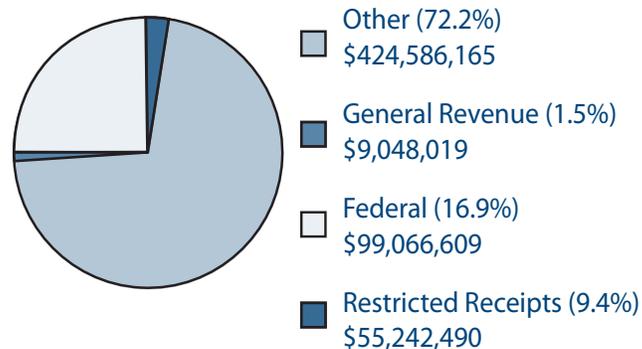
Actual Expenditures by Fund Fiscal Year 2013

Department Total \$651,795,888



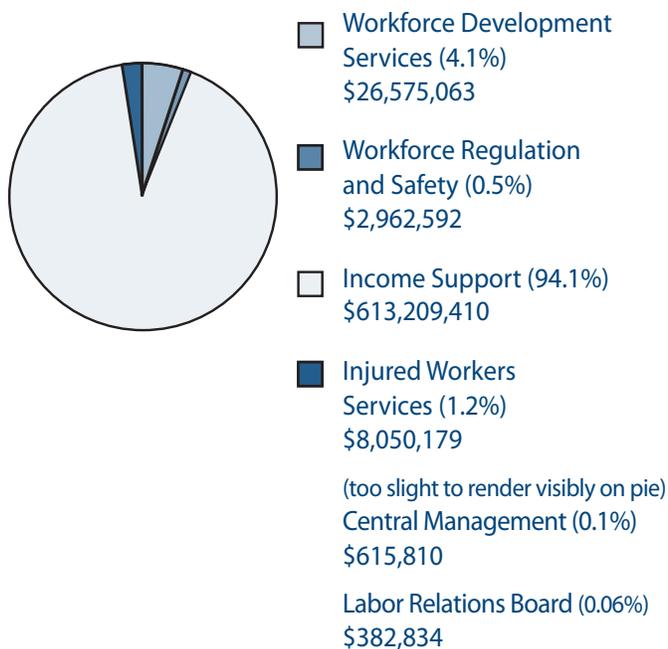
Budgeted Expenditures by Fund Fiscal Year 2014

Department Total \$587,943,283



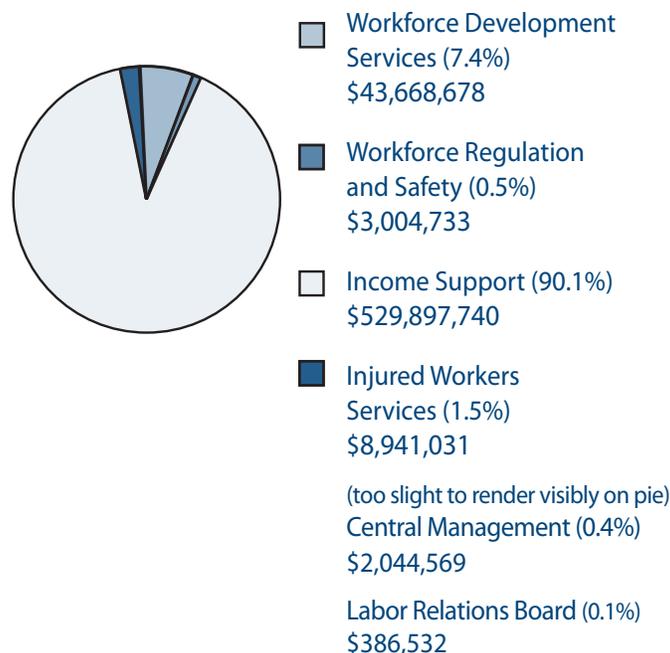
Actual Expenditures by Program Fiscal Year 2013

Department Total \$651,795,888

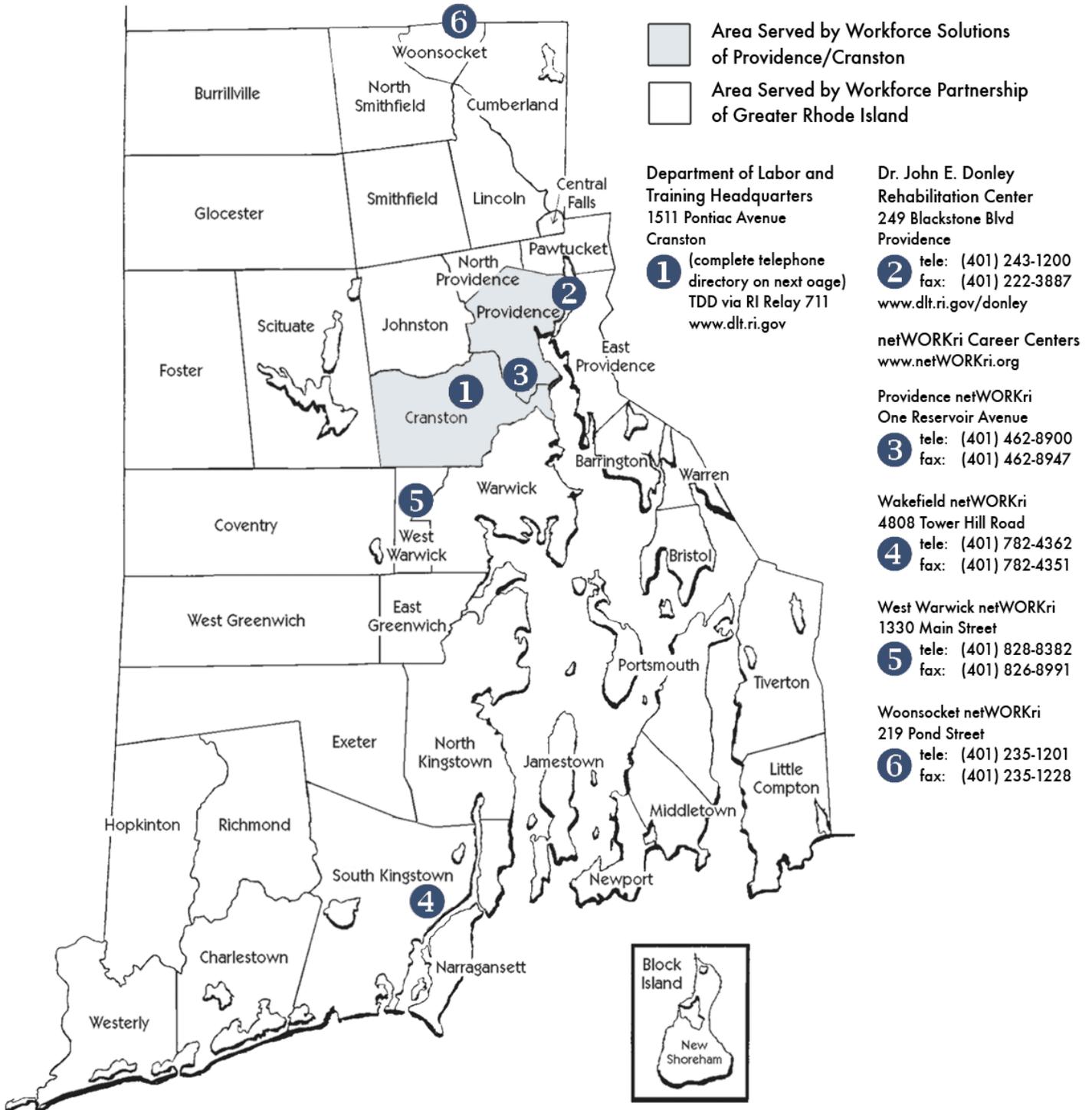


Budgeted Expenditures by Program Fiscal Year 2014

Department Total \$587,943,283



Office Map



Departmental Directory

Unit	Phone*	Web Address	E-Mail Address
Business Affairs	462-8140		businessaffairs@dlt.ri.gov
Executive Office	462-8870		office@dlt.ri.gov
Legal Counsel	462-8890		legal@dlt.ri.gov
Marketing and Public Relations	462-8810		marketing@dlt.ri.gov
Fraud Hotline (UI/TDI)	462-1522		ui-tdi-fraud@dlt.ri.gov
Labor Market Information	462-8740	www.dlt.ri.gov/lmi	LMI@dlt.ri.gov
Police and Fire Unit	462-8855		PoliceFire@dlt.ri.gov
Temporary Disability Insurance	462-8420	www.dlt.ri.gov/tdi	TDI@dlt.ri.gov
Temporary Caregivers Insurance	462-8420		TDI@dlt.ri.gov
Fraud Unit	462-8419		ui-tdi-fraud@dlt.ri.gov
Unemployment Insurance (UI)	462-8400	www.dlt.ri.gov/ui	UIhelp@dlt.ri.gov
Benefit Accuracy Measurement	462-8610		UIhelp@dlt.ri.gov
Benefit Charge	462-8015		UIhelp@dlt.ri.gov
Call Center	243-9100		
Central Adjudication	462-8300		UIhelp@dlt.ri.gov
Central Overpayment	462-8010		UIhelp@dlt.ri.gov
Crossmatch	462-8510		UIhelp@dlt.ri.gov
Fraud Unit	462-8419		ui-tdi-fraud@dlt.ri.gov
TTY	via RI Relay 711		
Workshare	462-8418		WorkShare@dlt.ri.gov
Workers' Compensation	462-8100	www.dlt.ri.gov/wc	WCEdcUnit@dlt.ri.gov
Donley Rehabilitation Center	243-1200	www.dlt.ri.gov/donley	WCEdUnit@dlt.ri.gov
Education Unit	462-8100		WCEdcUnit@dlt.ri.gov
Fraud and Compliance	462-8100		WCFraud@dlt.ri.gov
Workforce Development		www.dlt.ri.gov/wfds	WDS@dlt.ri.gov
Adult and Dislocated Workers	462-1407		WDS@dlt.ri.gov
Business Workforce Center	1-888-616-JOBS	www.dlt.ri.gov/bwc	
Foreign Labor/Migrant Seasonal	1-888-616-JOBS		WDS@dlt.ri.gov
Jobs Network	1-888-616-JOBS		
netWORKri	see map, left	www.netWORKri.org	WDS@dlt.ri.gov
Rapid Response	462- 8724		ESU@dlt.ri.gov
Trade Adjustment Assistance	243-9166		WDS@dlt.ri.gov
Veterans' Services	1-888-616-JOBS		WDS@dlt.ri.gov
Work Opportunity Tax Credit	1-888-616-JOBS		WDS@dlt.ri.gov
Workforce Investment Office	462-8780		SWIO@dlt.ri.gov
Workforce Regulation and Safety	462-8580	www.dlt.ri.gov/wrs	
Labor Standards	462-8550	www.dlt.ri.gov/lis	LaborStandards@dlt.ri.gov
Occupational Safety	462-8570	www.dlt.ri.gov/occusafe	
Professional Regulation	462-8580	www.dlt.ri.gov/profregs	ProfRegs@dlt.ri.gov
Weights and Measures	462-8580		JShaw@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

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