



2015 Annual Report

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2015: A Year of Growth and Opportunity

As director of the Department of Labor and Training, Rhode Island's workforce agency, my focus has been on three main themes: reinventing RI's workforce training approach to put employers in the drivers' seat, refining business processes and removing red tape to improve customer service and strengthening RI's labor law enforcement to protect our workforce.

This annual report summarizes the actions we took in 2015 to tackle initiatives that will help us advance towards our overarching goal of making government work better for all customers.

Real Jobs RI, Governor Raimondo's demand-driven, sector-focused workforce development program hit the ground running in 2015. By empowering employers to customize their own job-training solutions we've reversed course within workforce development and handed the keys over to the people doing the hiring. Employers know what skills and traits they need in an employee, allowing them to design their own training programs puts the emphasis where it should be. Already, some 26 Real Jobs RI partnerships—spanning 11 industries, four geographic regions and more than 185 employers—have split \$5 million in grant award funding and are on their way to training more than 1,500 Rhode Islanders for better jobs. This program is building the workforce employers need right now.

One of the central Real Jobs RI partnerships is the TechHire initia-

tive. TechHire tackles RI's dearth of job-ready IT talent by expanding training models, accelerating training to prepare students in months, not years, and using data and innovation to attract, identify, train and place 2,000 low-income job-seekers in high-paying tech jobs over the next four years. In 2015, Rhode Island became one of a handful of states nationally chosen by the White House to incubate and produce this intensive, demand-driven, fast-track training plan at scale.

Across the DLT enterprise, 2015 was a year of assessing strengths and weaknesses, identifying customer-service chokepoints and committing ourselves to continuous improvement, which Governor Raimondo expects and Rhode Islanders deserve. By working with our customer service team and implementing LEAN process improvements we've started to lay the groundwork to become a more responsive, customer-friendly agency.

With the improving economy, initial Unemployment Insurance (UI) claims dropped more than 12 percent from 2014. Even so, the UI team handled 67,234 initial claims, more than 485,000 payments and paid out close to \$160 million to customers. UI is funded entirely by taxes paid by the state's 32,000 employers and one of DLT's foremost jobs is protecting the dollars in the Unemployment Insurance Trust Fund (UITF). We root out claimants who misuse the UITF, aggressively recoup overpayments and vigorously seek repayment from claimants who have collected improper-

ly. In 2015, our UI team recovered almost \$2.3 million in overpaid funds by deducting them federal income tax refunds. This amount represented more than a 250 percent increase over 2014.

Additionally, in 2015 DLT devoted much time and energy to fighting workplace fraud. We focused on putting administrative and investigative assets in place, further coordinating staff work and processes between and among member agencies and stepping up enforcement of companies violating Rhode Island's workplace fraud laws. Positive results followed, resulting in over \$1 million in wages and penalties assessed to two employers that skirted labor law by misclassifying employees as independent contractors and failing to pay the prevailing wage on public works projects.

Overall, much was accomplished at DLT in 2015, but there is so much more to do. I look forward to the continued development of Real Jobs RI, implementing process improvements department-wide and further enhancing our Workplace Fraud Unit to continue to seek justice for those aggrieved by labor law violators.

Sincerely,



Scott R. Jensen
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), Temporary Caregiver Insurance (TCI) and the Police Officers' and Firefighters' Relief Funds.

Unemployment Insurance

Unemployment Insurance (UI) is a federal/state insurance program financed solely by employers through payroll taxes.

UI may provide temporary income support to workers who have lost their jobs through no fault of their own and have earned sufficient wages within a specific "base period." Up to 26 weeks of benefits may be available to job seekers who qualify for the program.

In 2015, approximately 32,200 RI employers paid federal and state taxes to finance the state's Employment Security Trust Fund.

To initiate a claim, an individual must submit an application online or over the telephone. Once a claim is approved, applicants must certify each week, through an automated payment system called "TeleServe," 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 every week that UI benefits are sought.

Both the individual who files a UI claim or the employer(s) who is charged when a claim is allowed have the right to appeal the department's initial decision.

More information may be found by visiting www.dlt.ri.gov/ui.

Unemployment Insurance Activity 2015

	Total	Change from 2014
Regular Benefits		
Initial Claims (New and Additional)	67,234	- 12.4%
First Payments	31,551	- 9.5%
Number of Payments	486,166	- 13.2%
Net Payments	\$158,256,953	- 14.1%
Average Weekly Benefit	\$326	- 0.9%
Average Duration (weeks)	15.4	- 4.3%
Trust Fund		
Total Income	\$295,638,959	- 29.5%
Total Disbursements	\$159,559,893	- 14.2%
Year-End Fund Balance	\$ 136,823,591	737.5 %

UI Claims Filed in 2015

	Total	Change from 2014
Claims that generated payment of benefits	30,5238	- 9.4%
Claims that were issued a waiting period credit only	4,378	- 31.7%
Claims that were denied due to monetary ineligibility	2,885	- 32.0%
Total Calls Received	979,431	- 5.8%
TeleServe via Telephone	510,848	- 23.6%
TeleServe via Internet	311,334	8.7%

continued

Unemployment Insurance, continued

Call Center Activity 2015		
	Total	Change from 2014
Call Center	385,300	- 31.5%
Payment History	31,290	- 18.3%
Adjudication Status	25,925	- 36.5%
Requests for 1099-G Tax Forms	1,948	- 9.4%
General Information	36,326	- 24.0%
Hold File Certification	32,465	- 48.1%
Waiting Period Certification	13,144	- 1.8%

WorkShare

The WorkShare Program serves as a viable layoff alternative for RI employers while they experience a temporary, non-seasonal slow-down in business.

All workers in a department or unit are authorized by DLT to work a reduced work week and then collect a percentage of unemployment insurance (UI). This allows workers to keep their jobs, benefits and economic security. It also enables employers to retain their skilled workers and avoid disruption

WorkShare Activity 2015		
	Total	Change from 2014
Initial Claims	1,030	- 3.2%
Payments	11,046	- 27.2%
Layoffs Averted	274	- 22.8%
RI Companies Approved	61	- 11.6%

in operations when business picks up again.

The total UI benefits are limited to the amount an employee could have received if laid off under regular UI.

More information on the WorkShare Program may be found by visiting www.dlt.ri.gov/ui/WS.htm or by calling (401) 462-8418.

REA Program

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

REA participants are selected via a profiling process that factors in work history, occupation and industry. Individuals whose scores

point to a likelihood of successful job matching and placement with only modest interventions are enrolled in the program and are mandated to attend a REA orientation at the most convenient *netWORKri* One-Stop Career Center. Thirty days after orientation, program participants are required to consult with an REA counselor, during which time their work search records are reviewed and further service referrals may be made.

Quarterly comparison reports of those served in the REA program

indicate that services provided to REA participants are instrumental in reducing UI durations and reducing the number of weeks to re-employment.

Rhode Island received over \$746,000 in Supplemental Budget funding in 2014 to expand the program and allow DLT to serve 8,125 REA participants from April 2014 through March 2015. In total, between a two-year grant awarded in 2012 and this 2014 grant, Rhode Island is anticipated to serve over 11,000 REA participants.

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 2015		
	Total	Change from 2014
Federal Employee UI Benefits (UCFE)		
Initial Claims	165	- 30.7%
Net Payments	\$539,558	- 45.9%
Federal Military Personnel UI Benefits (UCX)		
Initial Claims	159	- 35.9%
Net Payments	\$1,236,336	- 34.0%

Integrity Programs

The Division of Income Support has a variety of initiatives to ensure integrity, including:

Central Adjudication: The Central Adjudication Unit (CAU) is responsible for determining all disputed Unemployment Insurance claims 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 accuracy, 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 2015, 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 that may occur in the future.

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: DLT recovers overpayments resulting from fraud by intercepting RI income tax refunds and lottery winnings. In 2015, the Department highlighted October as Fraud month in conjunction with the Attorney General's office and the RI State Police. The Department also continued to fund a dedicated attorney at the Attorney General's office to focus on UI fraud.

CAU Activity 2015

	Total	Change from 2014
Total Decisions	21,199	0.7%
Separation Issues	13,247	- 3.2%
Non-Separation Issues	7,952	1.1%
44.2% of separation issues resulted in the denial of benefits 88.3% of non-separation issues resulted in the denial of benefits.		

continued

Integrity, continued

Benefit Accuracy Measurement Activity 2015		
	Total	Change from 2014
Benefits Paid	\$169,771,792	- 15.3%
Scientific Sample Size	483	0.6%
Dollars Paid Properly	86.0%	- 7.4%
Dollars Overpaid	14.0%	7.4%
Dollars Underpaid By Federal Department of Labor policy, underpayments are exclusive from dollars paid.	0.4%	- 0.6%
Overpayment Causes		
Earnings	19.2%	- 8.8%
Eligibility Issues	13.6%	- 13.4%
Base Period Wages	2.0%	2.0%
Work Search	52.9%	19.9%
Separation Issues	12.3%	1.3%
Other Causes	0.1%	- 0.9%
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 unemployment benefits were received.	82.6%	12.6%
DLT Only	6.4%	2.8%
Claimant, Employer and DLT	0.5%	- 3.9%
Claimant, DLT and Other	0.0%	0.0%
Claimant and Employer	0.0%	- 3.1%
Employer Only	0.4%	0.4%
Claimant and DLT	9.5%	- 9.1%
Other Only	0.6%	0.6%

UI/TDI Fraud Unit Activity 2015		
	Total	Change from 2014
Cases Investigated	202	- 19.5%
Overpayments Detected	\$916,862	- 51.7%

UI and TDI Overpayment Recovery 2015		
	Total	Change from 2014
UI Recovery from State Income Tax	\$1,713,282	- 19.9%
UI Recovery from Federal Income Tax	\$ 2,265,304	273.8%
UI Recovery from Lottery Winnings	\$ 25,570	101.1%
TDI Recovery from State Income Tax	\$ 70,463	- 22.4%
TDI Recovery from Federal Income Tax	\$0	N/A

Temporary Disability Insurance

The Temporary Disability Insurance (TDI) Program is a state-administered insurance program designed to provide a measure of 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 by Work-

ers' Compensation. Together, the two programs ensure that virtually all Rhode Island 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. No General Revenue funding support is provided, nor are employers asked to pay any portion of program costs.

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

continued

Temporary Disability and Temporary Caregiver Insurance Activity 2015

	Total	Change from 2014
Temporary Disability Insurance Benefits		
Total Claims	40,678	0.1%
Total Eligible Claims	34,015	- 5.0%
Total Ineligible Claims	6,663	36.0%
Number of Payments	340,435	- 3.9%
Net Payments	\$154,928,604	- 1.9%
Average Weekly Benefit	\$455.09	2.1%
Average Duration (in weeks)	11.5	2.7%
	Total	Change from 2014
Temporary Caregiver Insurance Benefits		
Total Claims	7,709	50.9%
Total Eligible Claims	4,941	27.7%
Total Ineligible Claims	2,768	123.4%
Number of Payments	17,797	33.1%
Net Payments	\$9,243,771	45.9%
Average Weekly Benefit	\$519.40	9.6%
Average Duration (in weeks)	3.6	2.9%
	Total	Change from 2014
Trust Fund (for both TDI and TCI programs)		
Total Workers Paying TDI Taxes	415,000	3.0%
Total Income	\$180,734,183	4.5%
Total Disbursements	\$180,538,472	1.2%
Year-End Fund Balance	\$103,597,688	0.2%

TDI, continued

(QHP) as being unable to work for at least seven consecutive days. An individual can submit a claim application online, by downloading and mailing an application or by requesting an application by telephone. If approved, benefits are paid on a weekly basis.

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. The TDI unit created the criteria for the program, issued rules and regulations, and successfully incorporated the new program into its existing TDI Program. TDI began accepting TCI claims on January 5, 2014.

The TCI Program 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 is required. Applicants will be responsible for obtaining the required medical documentation from the care recipient's QHP. The monetary eligibility requirements are the same for TCI as for TDI.

More information on TDI or TCI Programs may be found by visiting www.dlt.ri.gov/tdi or by calling (401) 462-8420.

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 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 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.

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Police Officers' Relief Fund and Firefighters' Relief Fund Activity 2015		
	Total	Change from 2014
Police Officers' Annuity Benefits		
Recipients	222	- 7.1%
Expenditures	\$835,500	- 5.7%
Average per Person	\$3,764	2.1%
Police Officers' Tuition Benefits		
Dependents	41	- 10.9%
Police Officers	2	- 33.3%
Expenditures	\$237,470	- 30.0%
Firefighters' Annuity Benefits		
Recipients	699	- 1.3%
Expenditures	\$2,569,700	0.9%
Average per Person	\$3,676	2.2%
Firefighters' Tuition Benefits		
Dependents	82	22.4%
Firefighters	2	0.0%
Expenditures	\$411,131.20	- 9.6%

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 2015, these activities included:

- Employment Services, including State Workforce Investment activities;
- *netWORKri* One-Stop Career Centers;
- Trade Adjustment Assistance Programs;

- Veterans Services;
- Disability Employment Initiative;
- Senior Community Service Employment Program;
- RI Works Program for Temporary Aid to Needy Families (TANF) recipients;
- Youth Workforce Services;
- Rapid Response Services for Dislocated Workers;
- Business Workforce Center;
- Federal Work Opportunity Tax Credit (WOTC) Program; and
- Foreign Labor Certification and Migrant Seasonal Farm Workers Program.

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

In 2015, Governor Raimondo spearheaded a new, employer-driven workforce training initiative called Real Jobs RI, and in so doing, also created a new, dedicated unit that is part of DLT's Executive Office. Information on the Real Jobs RI program may be found on page 26 of this report or by visiting www.dlt.ri.gov/realjobs.

Labor Exchange Activity 2015

	Total	Change from 2014
Job Seekers		
Customers Served	38,528	21.1%
UI Eligible Claimants	23,645	37.3%
Staff-Assisted Services	14,172	-24.6%
Job Search Activities	9,210	-0.9%
Employers		
Employers Served	1,555	-3.1%
Job Orders	12,682	33.2%
Job Fairs and Recruitments	306	133.6%
Work Opportunity Tax Credit Certifications	5,639	-33.3%

netWORKri One-Stop Career Center System

The RI Department of Labor and Training operates the Rhode Island branch of the federal American Job Center in Rhode Island, known locally as *netWORKri* One-Stop Career Centers.

In 2015, three full-time *netWORKri* centers operated in Provi-

dence, West Warwick and Woonsocket, and a part-time center was in operation in Wakefield.

No-cost public employment services available at *netWORKri* centers include:

- 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 Innovation and Opportunity

continued

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netWORKri, continued

- Act and Trade Adjustment Assistance;
- Local and national job listings;
- A resource area, including library, telephones, copiers, fax machines and computer workstations, and assistive technology for people with disabilities;
- Workshops such as: résumé preparation, interviewing skills, job search techniques, com-

- puter basics and introduction to LinkedIn; and
 - Employer recruitments.
- DLT has coordinated with partner agencies that comprise the *netWORKri* system. They include:
- Department of Education;
 - Department of Human Services;
 - Office of Rehabilitation Services;
 - Workforce Partnership of Greater Rhode Island; and
 - Workforce Partnership of Providence/Cranston.

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

More information on *netWORKri* may be found by visiting www.netWORKri.org.

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 has also proven to be a helpful tool for staff-assisted job matching. EmployRI is also available in Spanish for the benefit of the department's Limited English Proficient customers. 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.

In 2015, the EmployRI mobile app was also made available for both Android and Apple (iOS) mobile device users making it easier for job seekers to search and apply for jobs posted on EmployRI.

Prove It! is a collection of internet-based occupational assessment tests that help *netWORKri* One-Stop Career Center staff gauge a job seeker's proficiency in a partic-

ular subject matter. It also acts as a powerful screening and referral tool for employers. Tests are available in multiple languages and can be accessed remotely through any computer with 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 at no-cost via interactive, self-paced multimedia.

EmployRI Activity 2015

	Total	Change from 2014
Total Job Seekers Registered	39,993	19.4%
New Job Seekers Registered	18,143	- 9.6%
Employers Registered	642	- 10.6%

Workforce Innovation and Opportunity Act Office

In an effort to better align workforce development programs and promote accountability, the Workforce Innovation and Opportunity Act (WIOA) took effect on July 1, 2015 and superseded the Workforce Investment Act (WIA) of 1998, thereby reorienting what had been formerly known as the State Workforce Investment Office.

The newly named Workforce Innovation and Opportunity Act Office is now required to develop a four-year, unified strategic plan and streamline the strategic roles of workforce development boards.

In 2015, the Department worked collaboratively with the Governor's Workforce Board and RI's two local workforce investment boards: Workforce Partnership of Provi-

dence/Cranston and the Workforce Partnership of Greater Rhode Island. Together they helped laid-off workers find appropriate employment or job training, helped the long-term, unemployed re-enter the workforce and helped youth prepare for and connect to the workforce. These activities included the support of *netWORK*ri operations, the management of an eligible training provider list for approved short-term training and the distribution of funds to local

workforce investment boards in order to fund On-The-Job training opportunities for RI businesses.

The WIOA Office is also responsible for assuring accountability through policy issuance, oversight and monitoring. The sub-recipients who are awarded federal funds are monitored annually to ensure they are in compliance with laws, regulations and the provisions of the contract or grant agreements and to confirm that performance goals are achieved.

Workforce Innovation and Opportunity Act Participants Served 2015

	Total	Change from 2014
Adults Served	509	4.1%
Dislocated Workers Served	650	20.8%
Younger Youth Served	506	13.7%

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. The RI Department of Labor and

Training coordinates with the US Department of Labor's Employment and Training Administration, filing petitions on behalf of affected workers. TAA services may include: educational and occupational training; On-The-Job training, job search and relocation allowances, income support, other

reemployment services, and assistance with healthcare premium costs (Health Coverage Tax Credit (HCTC)). The Reemployment Trade Adjustment Assistance (RTAA) provides additional support services to individuals 50 years of age or older.

Trade and Globalization Adjustment Assistance Activity 2015

	Total	Change from 2014
Program Participants	96	- 41.5%
Participants Trained	58	- 53.8%
Training Allocation	\$483,899.00	- 61.2%
Total ATAA Participants	19	- 24.0%

Veterans' Service Unit

The Veterans' Service Unit consists of Local Veterans' Service representatives (LVER) and Disabled Veterans Outreach Program specialists (DVOPS) who assist veterans and eligible persons in finding new careers and accessing resources. They are located at the Providence, Woonsocket, West Warwick and Wakefield *netWORKri* Centers. Local Veterans' Service Representatives reach out to employers while assisting job-seeking veterans to obtain employment. LVER responsibilities include:

- Promoting the hiring of veterans and other eligible persons;
- Informing employers about incentives for hiring veterans;
- Generating job development contacts for veterans or other eligible persons; and
- Increasing the number of veterans who enter employment following a job development contact.

The primary duty of the Disabled Veterans Outreach Program specialist is to meet the needs of veterans and eligible persons outlined by Title 38. DVOPS responsibilities include:

- Prioritizing service to veterans who have been identified as having "significant barriers to employment" (SBE);
- Providing intensive services to procure and retain suitable employment; and
- Conducting community outreach to maximize veterans' awareness of employment and training assistance.

The Veterans' Service Unit works in conjunction with existing job development services and training programs available in each of the *netWORKri* One-Stop Career Centers and the Department of Veterans' Affairs Vocational Rehabilitation and Employment Program locations.

In 2015, the unit partnered with the US Chamber of Commerce for a "Hiring Our Heroes" military job fair. Nearly 80 employers participated in the event with several veterans receiving on-the-spot offers of employment. DVOPS staff provided veterans assistance in résumé preparation, networking techniques and tips on interviewing. LVER staff networked with employers and promoted veteran skill sets.

In addition, DLT hosted a veteran's job fair in 2015 in celebration of Victory Day, a RI state holiday. The Business Service Unit and LVER partnered to provide 15 employers with 52 open positions for Rhode Island veterans. DVOPS outreach efforts resulted in a noticeable veteran turnout for this event.

Disability Employment Initiative

The Disability Employment Initiative (DEI) is a federally-funded, nationwide program that brings together resources from employment, training and social service programs to connect individuals with disabilities to employment opportunities with the goal of achieving economic self-sufficiency.

There are three strategic delivery components:

- **Integrated Resource Teams** provide coordinated services

that meet the needs of disabled adult job seekers;

- **Blending and Braiding Funds** from multiple sources help clientele achieve their education, training and/or employment goals; and,
- **Partnerships and Collaboration** improves coordination among service providers and across multiple service delivery systems, both at state and local levels. Partners include the Office of Rehabilitation Ser-

vices; the Governor's Commission on Disabilities; Workforce Solutions of Greater RI; Workforce Partnership of Providence/Cranston; Department of Behavioral Healthcare, Developmental Disabilities and Hospitals (BHDDH); the Community College of RI PACE Program; Operation Stand Down RI; business leadership networks; and community-based organizations.

continued

DEI, continued

DEI was implemented in 2013 as part of a three-year, cooperative agreement with the US Department of Labor. The program is administered in the federal American Job Center system, known locally as *netWORKri* One-Stop Career Centers. Rhode Island’s four cen-

ters comply with WIOA Section 188 physical, programmatic and communications accessibility requirements.

DEI’s comprehensive integration of resources and coordinated state/local partnerships is particularly well suited to serve Social Security’s “Ticket to Work” Program participants who receive Social

Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) benefits.

For more information about DEI, visit www.networkri.org/pdf/TOOLKITCustReadyWork.pdf.

In addition, information about the Social Security Administration’s Ticket to Work program may be found at www.ssa.gov/work.

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.

DLT has outsourced the SCSEP Program to SER Jobs for Progress, which provides 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 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.

RI Works

RI Works is a partnership between the RI Department of Labor and Training and the RI Department of Human Services that provides 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 in order to continue receiving such benefits.

RI Works Activity 2015		
	Total	Change from 2014
Total Referred (by Dept. of Human Services)	1,312	- 6.6%
Participated in 1-4 of 20 program days	179	10.5%
Participated in at least 5 of 20 program days	388	- 23.2%

Youth Initiatives

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

The goal 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 2015, close to 3,000 youth aged 14 to 24 received workforce development services through 14 youth centers and 31 youth service providers. Of those served, approximately 40 percent were considered at-risk 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; were homeless or runaways; were deficient in basic skills; or had dropped out of school.

Services provided to youth in 2015 included:

- Summer employment;
- Academic assistance;
- Leadership development;
- Financial literacy
- Occupational skills training;
- Job coaching;
- Work preparation;
- Job development;
- Work experience;
- Mentoring by an adult; and
- Follow-up services.

Rapid Response

The Rapid Response Program, administered by the Business Workforce Center (see next page), proactively responds to layoffs and plant closings by quickly coordinating services and providing aid to companies and their affected workers, maximizing public and private resources and minimizing

disruptions associated with job loss.

Rapid Response staff members assemble on-site to provide intensive assistance such as explaining how to apply for unemployment insurance benefits, outlining *net-WORKri* One-Stop Career Center re-employment services and re-

viewing available training opportunities.

Other services include coordinating job fairs and running customized re-employment workshops, such as résumé development and interviewing strategies.

Rapid Response Activity 2015

	Total	Change from 2014
RI Companies	16	60.0%
Impacted Workers	382	126.2%
Trade Certified Companies	4	- 25.0%

Business Workforce Center

The Business Workforce Center offers the following employer services:

- Developing job orders;
- Coordinating recruitments and job fairs;
- 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 depart-

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

More information on the Business Workforce Center may be found by calling 1-888-616-JOBS.

Business Workforce Center Activity 2015

	Total	Change from 2014
Employers Served	1,555	- 3.1%
Job Orders	12,682	33.2%
Job Fairs and Recruitments	306	133.6%

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" (SBE). WOTC incentivizes workplace diversity.

In 2015, 5,933 WOTC certifications were issued by the Business Workforce Center.

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 US 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.

DLT 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 US workers.

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

(QCEW)—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 1,200 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 workers by wage range for each occupation in their employ.

- **Quarterly Census of Employment and Wages:** This collaboration with the Bureau of Labor Statistics provides 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 state-wide 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

continued

Quick Facts on the Rhode Island Economy

	2014	2015
Total Labor Force	556,000	554,600
Number of Workers	513,200	521,400
Average Number of Unemployed	42,700	33,100
Average Unemployment Rate	7.7%	5.1%
Average Annual Wage	\$49,286	\$50,650
Number of Jobs in RI Businesses	478,800	484,500

LMI, continued

to assemble reports on the diverse activities of the department.

The LMI division distributes a monthly Employment Bulletin newsletter in both print and electronic 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 employer 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.

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

Unemployment Rate Calculations

Each month, Census Bureau workers interview persons in approximately 72,000 sampled households (750 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 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 1,200 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.

Labor Market Information Publications

Rhode Island Employment and Wage Analysis
Rhode Island Occupational Wage Report
Rhode Island Employment Trends and Workforce Issues
Rhode Island Statistical and Fiscal Digest
Labor Supply and Demand Report
State of the State: Profiles of Rhode Island Cities and Towns

More publications, as well as a Labor Market Information data center, are available to download 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 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 pay-

Workers' Compensation Activity 2015		
	Total	Change from 2014
Injury Statistics		
Indemnity Injuries*	5,791	3.6%
Non-indemnity Injuries	13,709	5.8%
Workers' Compensation Administrative Fund Reimbursements**		
Requests for Reimbursement	821	- 9.7%
Total Reimbursements	\$1,379,427	-24.4%
Self-Insured Employers Certified	25	0%
*Indemnity injuries are those that receive weekly compensation.		
**Reimbursement requests are limited to statutory restrictions.		

ments made by insurance carriers, provides rehabilitative services to injured workers and responds to compliance and fraud issues.

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

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

Education Unit Activity 2015		
	Total	Change from 2014
Introductory Letters Sent to Applicants	5,803	- 66.5%
Telephone Calls to Information Line	2,810	- 14.2%
Telephone Calls in Spanish	169	- 38.1%
E-mails to Education Unit	354	- 4.3%
Walk-Ins	92	- 29.2%
Off-site Medical Staff Consultations	3	0%
Off-site Employer Consultations	2	0%
Off-site Insurer Consultations	0	0%
Seminars		
Medical Office Staff On-Site	41 attendees	2.5%
Workers' Compensation Training On-Site	12 attendees	N/A
Workers' Compensation Training On-Site	3 attendees	- 95.7%

annual Business Expo and at the Beacon Mutual Safety Expo.

More information on the Workers' Compensation Education Unit

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 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 2015, the number of employers penalized for failure to have

Workers' Compensation insurance increased from 97 to 108. The majority of employers were able to quickly become compliant before large penalties accrued. This is certainly beneficial to the employer, but more importantly, it is of benefit to the employees who are protected by the insurance.

More information on the Fraud and Compliance Unit may be found at www.dlt.ri.gov/wc/fraud_fraud.htm.

Donley Rehabilitation Center

The Dr. John E. Donley Rehabilitation Center was established under RI Workers' Compensation Law §28-38-19 to provide rehabilitation programs to RI injured workers.

Donley Center services include physical and occupational therapy, psychological counseling, aquatic therapy, work hardening (the simu-

lation of the physical demands of the job) and vocational counseling.

The admissions activity chart below, where nearly one-third of clients had a date of injury over one year prior to admission and nearly 20 percent sustained an injury over two years prior, illustrates a chronic population who have substantial

challenges in returning to work and, as research suggests, is best treated with a multidisciplinary approach, such as that afforded by the Donley Center.

In 2015, 1,005 patients were admitted to the Donley Center for evaluation. Forty-seven percent of

continued

Donley Rehabilitation Admissions Activity 2015

	Total	Change from 2014
Total Admissions	1,005	- 7.4 %
Percentage of Clients, from Injury to Admission > Six Months	76.8%	- 0.3%
Percentage of Clients, from Injury to Admission > One Year	30.6%	- 19.5%
Percentage of Clients, from Injury to Admission > Two Years	19.6%	- 10.9%

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Donley Rehabilitation Discharge Activity upon Completion of Program 2015		
	Total	Change from 2014
Returned to Work (RTW)	53.0%	- 8.6%
Same Employer	87.5%	68.3%
Same Job	81.0%	84.1%
Modified Job	17.0%	142.9%
New Job	1.0%	0.0%
New Employer	12.5 %	108.3%
Completed Vocational Skills Program	45.0%	1,025.0%
Therapeutic End (RTW Level established, without a return to work)	11.0%	- 60.7%

Donley, continued

the patients admitted completed an active treatment program. Fifty-three percent of the patients completing the program have restored their function, enabling them to return to work as outlined in the chart above. Thirty-three percent of the patients treated did not complete

their programs for several reasons outlined in the chart below.

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.

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

Donley Rehabilitation Discharge Activity for Injured Workers who Failed to Complete Program 2015		
	Total	Change from 2014
Non-Compliance	16.4%	- 47.1%
Patient Request	9.0 %	- 71.9%
Physician Request	11.0 %	- 54.2%
Secondary Medical Issues	15.0%	- 50.0%
Return to Physician for Further Evaluation	15.0%	15.4%

Workforce Regulation and Safety

The Workforce Regulation and Safety Division is charged with enforcing the safety laws that protect Rhode Island’s workforce, including:

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

- Apprenticeship training;
- Hazardous substance exposure;
- Weights and measures; and
- 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.

More information on Workforce Regulation and Safety may be found by visiting www.dlt.ri.gov/wrs or by calling (401) 462-8580.

Labor Standards

The Labor Standards Unit enforces workplace laws and ensures that employees receive the wages they have earned. 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 mandated by law.

Labor Standards Activity 2015		
	Total	Change from 2014
Total Claims Filed	499	- 0.5%
Claims Closed	473	20.0%
Claims in Process	218	- 1.9%

In 2015, Labor Standards offered educational services Rhode Island’s nearly 33,000 employers, providing guidance on compliance with labor laws to prevent violations before they occur.

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

Professional Regulation

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

In addition, this unit conducts regularly scheduled educational 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

Prevailing Wage Activity 2015		
	Total	Change from 2014
Total Cases Filed	68	61.9%
Back Wages Awarded	\$183,044	15.3%
Penalties Collected	\$181,766	21.2%

project of more than \$1,000 must pay “prevailing wage” rates. During 2015, nearly \$365,000 was recovered in back wages and penalties.

The Trade Licensing Section licenses 30,599 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.

continued

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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.

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

Trade Licensing Activity 2015

	Total	Change from 2014
Examinations Performed	1,924	3.8%
Total Licenses (issued or renewed)	30,599	- 2.5%
Electrician	8,319	- 0.3%
Hoisting Engineer	9,266	- 2.0%
Pipefitter, Refrigeration Technician, Fire Protection Sprinkler Fitter, Sheet Metal Worker	7,270	- 5.1%
Telecommunication	2021	- 14.3%
Plumbers and Irrigators	2,273	- 2.4%
Burglar Alarm	1,450	17.2%

State Apprenticeship Section

The State 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 educational institutions.

Support for these apprenticeship programs assures the future of a skilled workforce by directing qual-

State Apprenticeship Activity 2015		
	Total	Change from 2014
Apprenticeship Programs Overseen	620	7.6%
Individual Agreements Entered	1,447	4.5%
Apprentices Completed Program	90	- 14.3%

ified individuals toward various apprenticeship programs that can lead to high-paying, high-demand careers.

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 Rhode Island's business establishments. State inspections are synchronized with local government requirements to enforce a safe environment for the public.

The **Elevator Section** inspects and assesses all elevator devices in the state, issuing licenses to elevator service companies and their mechanics who engage in the installation, construction, servicing, repair or modernization of elevator devices, including:

- Escalators;
- Vertical platform lifts;
- Material lifts;
- Freight elevators; 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.

The **Boiler Section** 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 the programs, mandates, licensing requirements, inspection procedures and enforcement measures which ensure the safe operation of boiler systems. These partners also educate the public on dangers and preventative safety measures.

Elevator Activity 2015		
	Total	Change from 2014
Certificates of Operation	3,553	- 8.7%
Inspections	3,790	3.2%
Permits for New Installations	356	9.5%
Licenses Issued	239	- 14.0%
Violation Letters Issued	4,054	- 29.1%

Boiler Activity 2015		
	Total	Change from 2014
Certificates of Operation	5858	- 11.3%
Inspections	7517	- 11.7%
Permits for New Installations	181	- 29.6%
Commission Licenses Issued	78	- 7.1%

Right-to-Know Activity 2015		
	Total	Change from 2014
Employers Registered	5,801	- 1.7%
Inspections	200	65.3%

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.

Businesses must register these substances with the Occupational Safety Unit and the local fire department as a workplace safety measure. 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** ensures safe working conditions in

all state, city and town buildings. Complaint and accident investigations are investigated upon incident or request.

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 10 licensed certified sealers in the state.

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

Legal Division

The Legal Division is a full-service law office within the RI 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. 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 capacity; reviewing, advising on, and drafting legislative and regulatory material; and serving as hearing officers. It assists the director in the appointment of mediators and/or arbitrators in certain labor matters.

The Legal Division monitors civil prosecutions of benefit overpayment cases in District and Superior Courts and initiates criminal prosecutions of Unemployment Insurance fraud cases in Superior

Court. The Legal Division also initiates civil prosecutions of Lack of Insurance (LOI) cases in the Workers' Compensation Court, routinely bringing in revenues in the form of penalties against uninsured employers. In 2015, the Division filed 27 LOI petitions and obtained Court Orders totaling \$42,314.63 in penalties of which \$32,459.678 has been collected at the time of this writing.

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

The Legal Division had a number of highlights over the year. The Division designed and implemented a new electronic contract repository, enabling improved contract review and monitoring. In addition, the Division collaborated with the RI Attorney General's Office in hiring its second attorney—to replace the departing attorney—to continue a successful criminal prosecution partnership. As a result, the Division has been able to continue criminally prosecuting a large number of wage violation, Workers' Compensation, and Unemployment Insurance fraud cases, resulting in criminal convictions and significant restitution and fine amounts. In 2015, the Division secured restitution and fines in the amount of \$241,925.52 in this effort. At the time of this writing, the Division had 36 cases pending resolution with a restitution and fine amount of approximately \$423,303.

Legal Activity 2015

Type of Case	Number of Cases	Change from 2014	Amount Collected	Change from 2014
Workers' Compensation (Lack of Insurance)	27	- 38.6%	\$55,008.25 [◇]	- 35.3%
Labor Standards	98	292.0%	\$101,656.16 [◎]	1,564.1%
Criminal Prosecutions	3 [★]	- 94.2%	\$241,925.52	- 1.4%

[◇] This amount represents amounts collected on orders entered prior to 2015.

[◎] This amount represents the amount ordered and/or collected after an administrative hearing.

[★] This figure is low compared to the previous year's total of 52 cases because the DLT refrained from making referrals until the replacement attorney had been hired and trained.

Real Jobs RI

In the interconnected and rapidly evolving global economy, workers with outdated skills lose their jobs to those with recent education and training. In order to bridge the skills gap, jolt the economy and come through for workers and employers alike, Rhode Island is building skills at scale, sector by sector. This is the crux of Real Jobs RI, Governor Raimondo's demand-driven plan to train more than 1,000 workers for better jobs.

The Department of Labor and Training's five-person Real Jobs RI team moved quickly in 2015 to deliver on the Governor's Inaugural pledge of preparing workers and employers for success in the 21st century economy.

The first order of business was moving at the speed of business. They networked across various industry sectors, meeting employers and stakeholders and inviting participants to form partnerships. Linked by a lead convener, these partners identified their skills shortages, came up with solutions, and figured out who they needed to include—which other employers in the sector, which schools and training providers, which community organizations?—to provide the skills training to help meet labor force demands.

Governor Raimondo announced the launch of the Real Jobs RI pro-

gram on April 23, 2015 at Yushin America Inc., a global robotics manufacturer in Cranston whose 14 open positions at that time symbolized RI employers' difficulty finding trained, skilled workers.

"We need to roll-up our sleeves to connect employers with the trained workforce they need right now to grow and expand," the Governor said. "Real Jobs RI will help spark our recovery, while positioning industry partnerships as the critical hub around which government, education, workforce development providers, non-profits, and others revolve."

By the end of April, the Real Jobs RI team had finished drafting detailed guidelines to solicit planning grant proposals. The first round of the program's competitive grants, planning grants provided seed money up to \$25,000 to help interested sector groups round out partnerships and flesh out job-training strategies.

Largely financed through US Department of Labor (USDOL) grant money secured by the Rhode Island Congressional delegation, Real Jobs RI benefited when USDOL awarded DLT \$8.25 million in two separate grants in June and July.

On July 31, 2015, Governor Raimondo and Commerce Secretary Stefan Pryor joined DLT at Warwick-

based Claflin Medical Equipment—the country's leading medical equipment specialist supplier—to announce the 21 winners of Real Jobs RI planning grants.

"Real Jobs RI gives businesses a stronger voice in determining how the state supports training, hiring, and filling our skills gaps. Rather than having government come to businesses with a solution—and risk supporting training programs that often lag behind the needs of businesses—Real Jobs RI acknowledges that businesses know best," said Wendy Mackie, CEO of the Rhode Island Marine Trades Association (RIMTA), in an op-ed in Providence Business News. "They know what skills their current and future employees need, who they need to hire, and how the state can provide appropriate support and funding."

RIMTA received \$25,000 in seed funding to launch a job-training strategy to capitalize on the growing market in composite materials, such as resins and glass fiber.

In September 2015, the Real Jobs RI team held a conference aimed at helping the 21 recipients of planning grants sharpen job-training strategies and strengthen sector partnerships. Speakers included USDOL Deputy Assistant Secretary Eric M. Seleznow, Elisabeth Sachs, executive director of the Job Op-

continued

"To spark Rhode Island's comeback, we have to do three things: First, BUILD THE SKILLS our students and workers need to compete in the 21st century... We all know the economy is changing rapidly. The question is whether we are preparing Rhode Islanders to be winners in this new environment... We need to ensure effective training opportunities for workers of all ages that align with the jobs that are in demand."

— Governor Gina M. Raimondo, Inaugural Address, January 6, 2015

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Real Jobs RI, continued

portunities Task Force in Baltimore; Laura Spada, executive director of the Baltimore Alliance for Careers in Healthcare; Jessica David, senior vice president of strategy and community investments for the Rhode Island Foundation; and Alex Miller, vice president of strategy for LaunchCode in St. Louis, MO. Byron Auguste, managing director of Washington, DC-based Opportunities@Work, gave the keynote address.

“We gathered some of our nation’s brightest thinkers and practitioners in workforce development

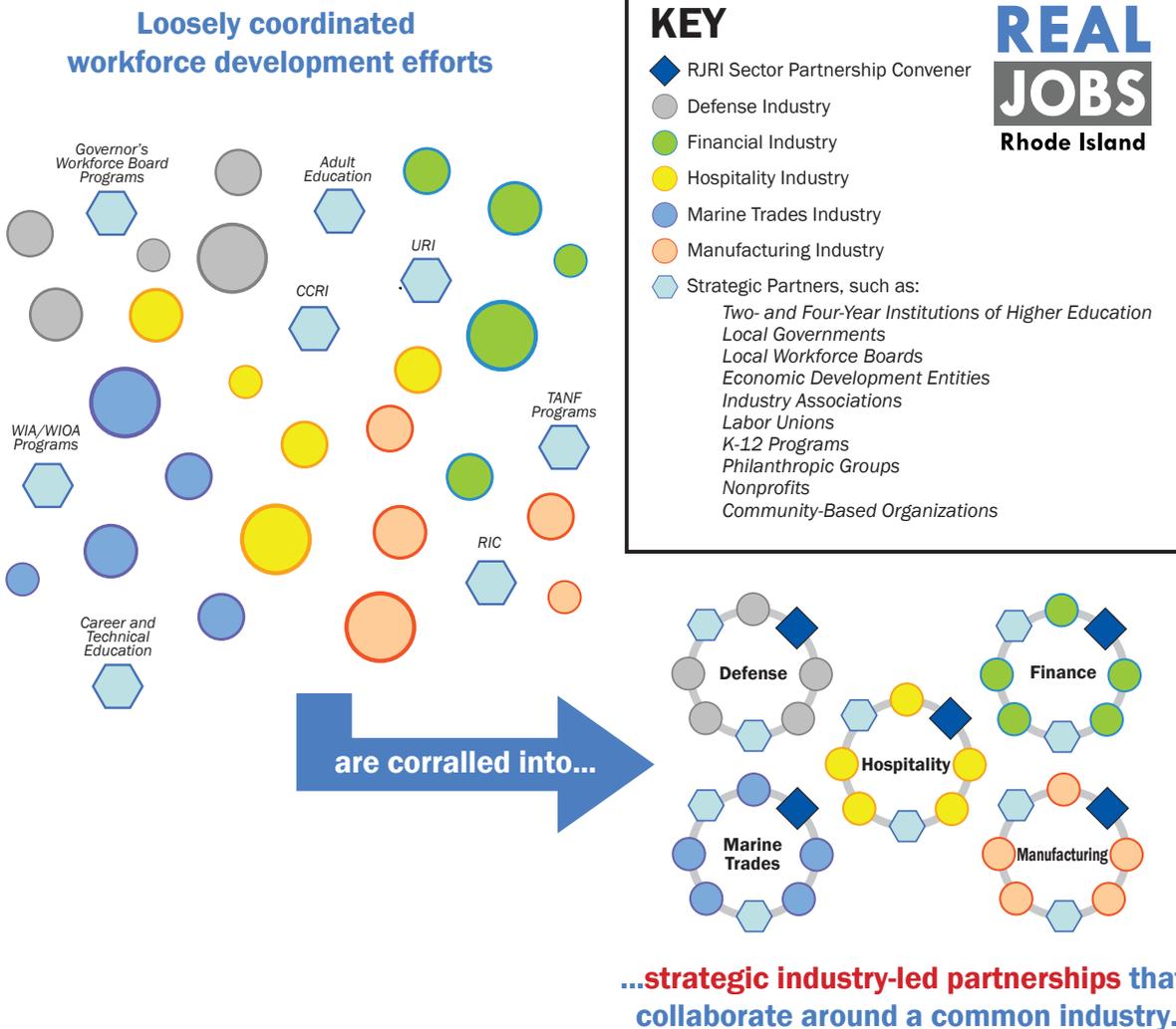
to guide the Real Jobs RI grantees toward producing the best ideas to connect Rhode Island workers to jobs faster,” said Governor Raimondo. “I hear weekly from employers who are looking for talented staff and who say that a skilled workforce is their number one priority.”

US Senator Jack Reed, US Senator Sheldon Whitehouse, US Congressman Jim Langevin, and US Congressman David N. Cicilline joined Governor Raimondo on November 23, 2015 to announce the recipients of implementation grant funding. Twenty-six Real Jobs RI partnerships—spanning 11 indus-

tries, four geographic regions, and more than 185 employers—split \$5 million in grant award funding that the RI Congressional delegation helped secure.

After assessing skills shortages potentially hindering their growth, the sector partnerships were on their way to implementing their own customized recruitment and job-training plans—and plugging more than 1,000 Rhode Islanders into rewarding employment.

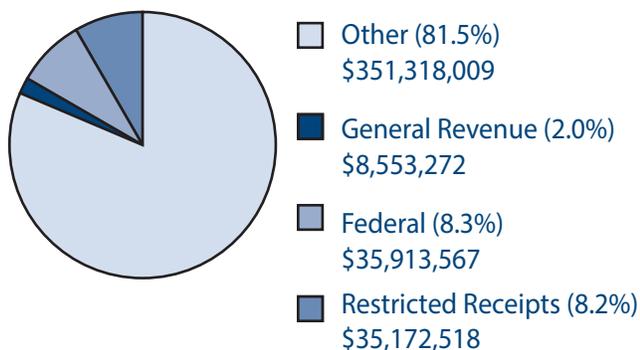
More information may be found by visiting www.dlt.ri.gov/realjobs or by emailing the Real Jobs RI team at dlt.realjobs@dlt.ri.gov.



Fund Expenditures

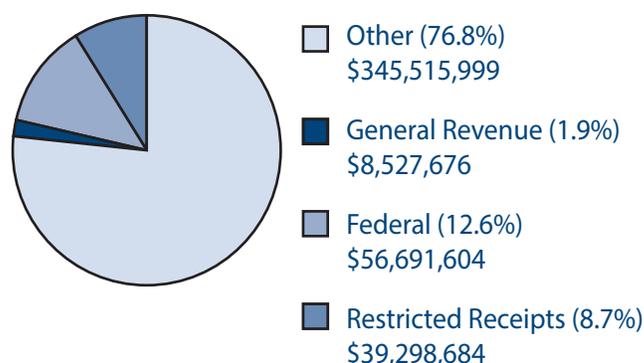
Actual Expenditures by Fund Fiscal Year 2015

Department Total \$430,957,366



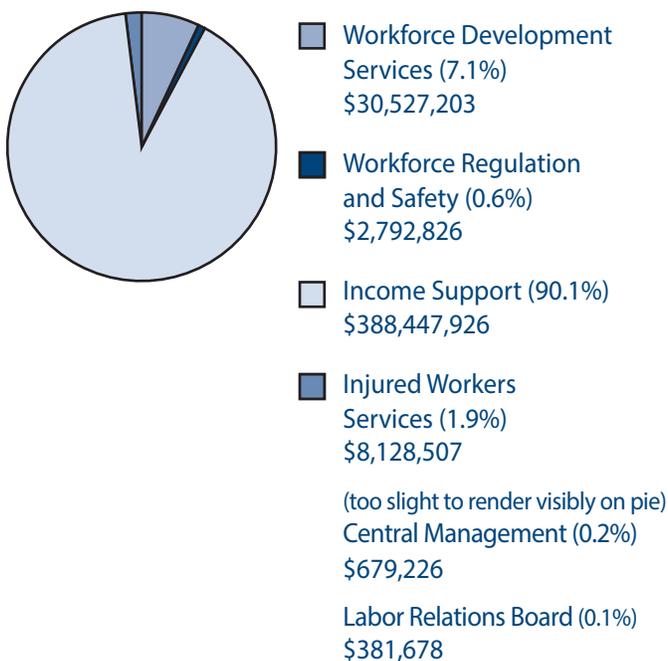
Budgeted Expenditures by Fund Fiscal Year 2016

Department Total \$450,033,963



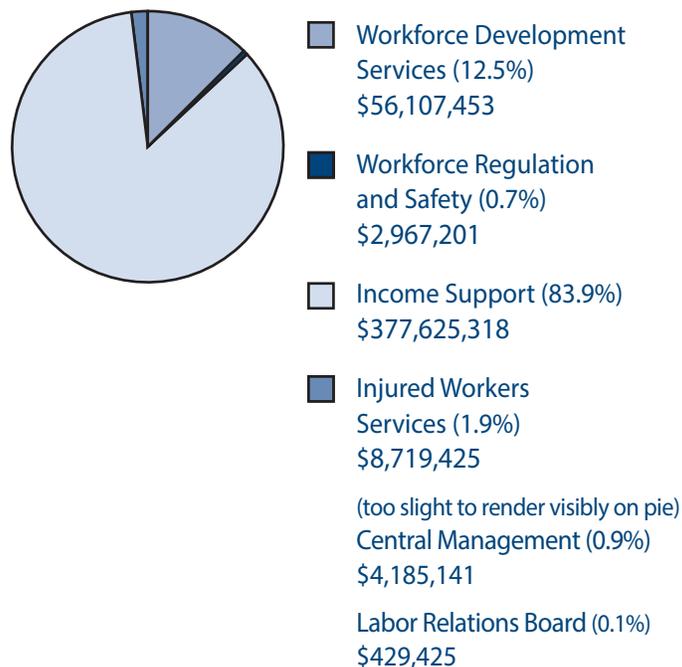
Actual Expenditures by Program Fiscal Year 2015

Department Total \$430,957,366

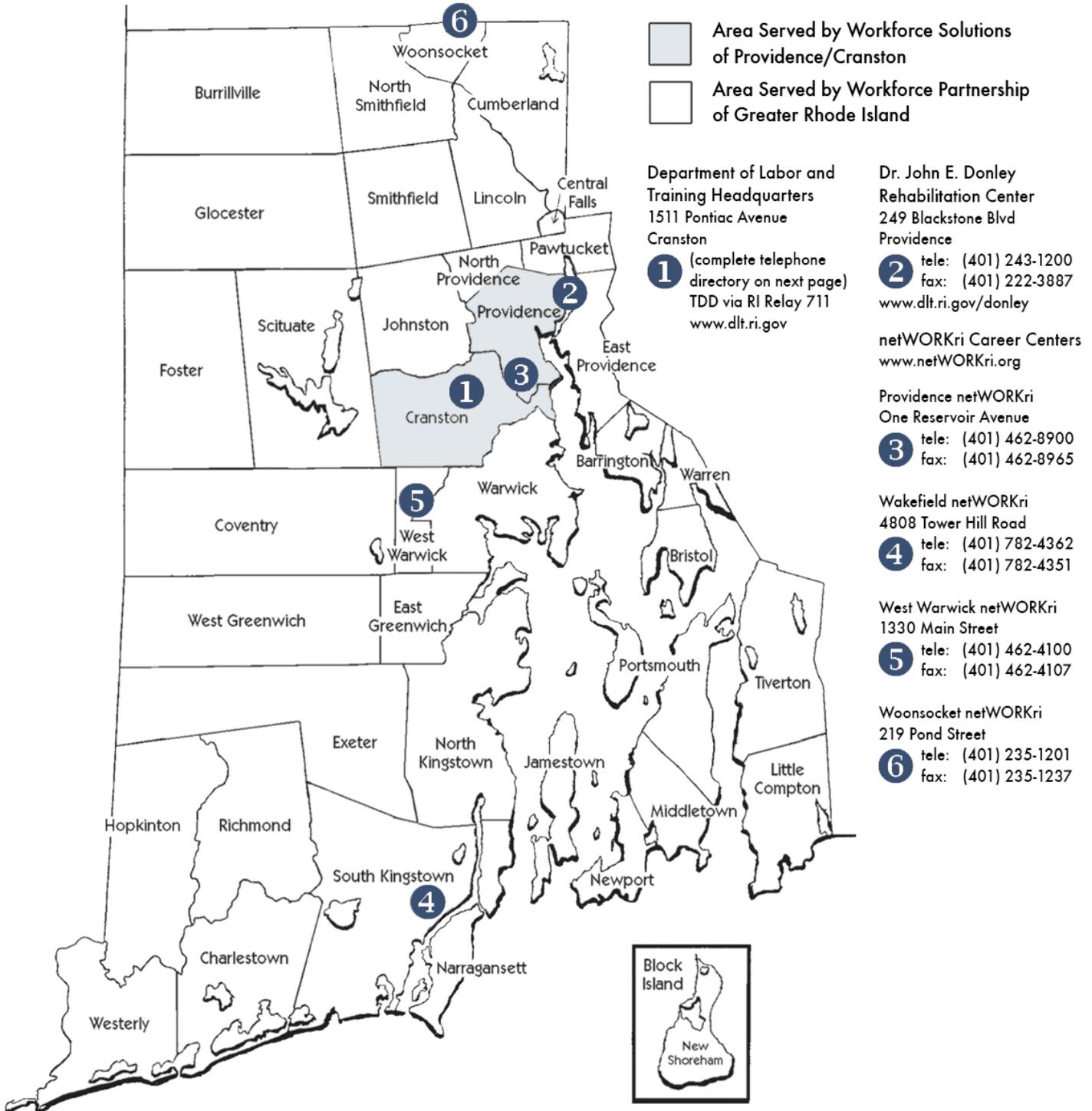


Budgeted Expenditures by Program Fiscal Year 2016

Department Total \$450,033,963



Office Map



Departmental Directory

Unit	Phone*	Web Address	E-Mail Address
Business Affairs	462-8140		
Executive Office	462-8870		
Legal Counsel	462-8890		
Marketing and Public Relations	462-8810		DLT.Marketing@dlt.ri.gov
Real Jobs RI	462-8888	www.dlt.ri.gov/RealJobs	DLT.RealJobs@dlt.ri.gov
Fraud Hotline (UI/TDI)	462-1522		DLT.UITDIFraud@dlt.ri.gov
Labor Market Information	462-8740	www.dlt.ri.gov/LMI	DLT.LMI@dlt.ri.gov
Police and Fire Unit	462-8855		DLT.PoliceFire@dlt.ri.gov
Temporary Disability Insurance	462-8420	www.dlt.ri.gov/TDI	DLT.TDI@dlt.ri.gov
Temporary Caregivers Insurance	462-8420	www.dlt.ri.gov/TDI	DLT.TDI@dlt.ri.gov
Fraud Unit	462-1522		DLT.UITDIFraud@dlt.ri.gov
Unemployment Insurance (UI)	462-8400	www.dlt.ri.gov/UI	
Benefit Accuracy Measurement	462-8610		
Employer Line	243-9137	www.dlt.ri.gov/UI/EmployerInfoUI.htm	DLT.UIEmployerHelp@dlt.ri.gov
Call Center	243-9100	www.dlt.ri.gov/UI	www.dlt.ri.gov/UI/ContactUs.htm
Central Adjudication	462-8650	www.dlt.ri.gov/UI/AppealsAdj.htm	www.dlt.ri.gov/UI/ContactUs.htm
Central Overpayment	462-8010	www.dlt.ri.gov/UI/Overpay.htm	www.dlt.ri.gov/UI/ContactUs.htm
Crossmatch	462-8510		www.dlt.ri.gov/UI/ContactUs.htm
Fraud Unit	462-1522	www.dlt.ri.gov/UI/UIFraud.htm	DLT.UITDIFraud@dlt.ri.gov
TTY	via RI Relay 711		
WorkShare	462-8418	www.dlt.ri.gov/UI/WS.htm	DLT.WorkShare@dlt.ri.gov
Workers' Compensation	462-8100	www.dlt.ri.gov/WC	DLT.WCEdcUnit@dlt.ri.gov
Donley Rehabilitation Center	243-1200	www.dlt.ri.gov/Donley	Harriet.Connor@dlt.ri.gov
Education Unit	462-8100	www.dlt.ri.gov/WC/edunit.htm	DLT.WCEdcUnit@dlt.ri.gov
Fraud and Compliance	462-8100	www.dlt.ri.gov/WC/fraud_fraud.htm	DLT.WCFraud@dlt.ri.gov
Workforce Development		www.dlt.ri.gov/WFDS	DLT.WDS@dlt.ri.gov
Adult and Dislocated Workers	462-1407		DLT.WDS@dlt.ri.gov
Business Workforce Center	1-888-616-JOBS	www.dlt.ri.gov/BWC	
Foreign Labor/Migrant Seasonal	1-888-616-JOBS		DLT.WDS@dlt.ri.gov
Jobs Network	1-888-616-JOBS		
netWORKri	see map, page 27	www.netWORKri.org	DLT.WDS@dlt.ri.gov
Rapid Response	462-8724		Susan.Biagioni@dlt.ri.gov
Trade Adjustment Assistance	243-9166		DLT.WDS@dlt.ri.gov
Veterans' Services	1-888-616-JOBS		DLT.WDS@dlt.ri.gov
Work Opportunity Tax Credit	1-888-616-JOBS		DLT.WDS@dlt.ri.gov
WIOA Office	462-8780	www.dlt.ri.gov/WIO	
Workforce Regulation and Safety	462-8580	www.dlt.ri.gov/WRS	
Labor Standards	462-8550	www.dlt.ri.gov/LS	DLT.LaborStandards@dlt.ri.gov
Occupational Safety	462-8570	www.dlt.ri.gov/OccuSafe	
Professional Regulation	462-8580	www.dlt.ri.gov/ProfRegs	DLT.ProfRegs@dlt.ri.gov
State Apprenticeship	462-8580	www.dlt.ri.gov/Apprenticeship	
Weights and Measures	462-8580	www.dlt.ri.gov/OccuSafe/WeightsMeasures.htm	John.Shaw@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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