



# 2018 Annual Report



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## Introduction

It is my pleasure to present the Rhode Island Department of Labor and Training's 2018 Annual Report to Rhode Islanders, our partners and colleagues in state government, elected officials, business leaders and community stakeholders.

Since taking office, Governor Gina M. Raimondo has made the economy the primary focus of her tenure, with a robust workforce development strategy and steadfast commitment to helping all Rhode Islanders succeed. It is that vision that drives the daily efforts of the Department of Labor and Training (DLT). We remain laser-focused on four imperatives:

- Delivering innovative, employer-centered skills training programs that provide Rhode Islanders with a fair shot at good-paying jobs;
- Reforming and improving the Unemployment Insurance (UI) program, so it becomes more efficient and responsive;
- Furthering our commitment to ease the cost of doing business in Rhode Island;
- Fighting workplace fraud to help ensure that both work-

ers and employers share in the prosperity of a growing economy.

I am incredibly proud of the successes we have seen and the progress we have made in reaching these goals. This would not be possible without the hard work of DLT staff, whom I thank for their commitment and service to our state.

These are exciting times for Rhode Island: our unemployment rate dropped to 3.9 percent in 2018—the first time since 1989, and our economy continues to make significant strides. We are making unprecedented investments in infrastructure, spending billions of dollars on rebuilding our roads, bridges and schools. We brought dozens of new employers to our state last year and we are training our workforce in record numbers.

To date, Real Jobs RI—our demand-driven, workforce and economic development initiative—has benefitted almost 800 local employers and served more than 5,000 Rhode Islanders. We also went from being ranked as one of the worst states in the country for customer service in our UI program to exceeding customer ser-

vice standards. Our UI Division is now ranked 11<sup>th</sup> in the nation for Nonmonetary Timeliness and 13<sup>th</sup> in the country for First Payment Timeliness, surpassing the national standard of 87 percent with a 92.1 percent ranking.

This is my fourth annual report that I am submitting as Director, and I am honored to lead an agency that provides services that are fundamental to Rhode Island's economic growth and stability.

Sincerely,



Scott R. Jensen  
Director  
RI Department of Labor and Training

# Real Jobs RI

Real Jobs RI is a demand-driven, workforce and economic development initiative that is collaborative, flexible and business-led.

It is designed to ensure that Rhode Island employers have the talent they need to compete and grow while providing targeted education and skills training for Rhode Island workers.

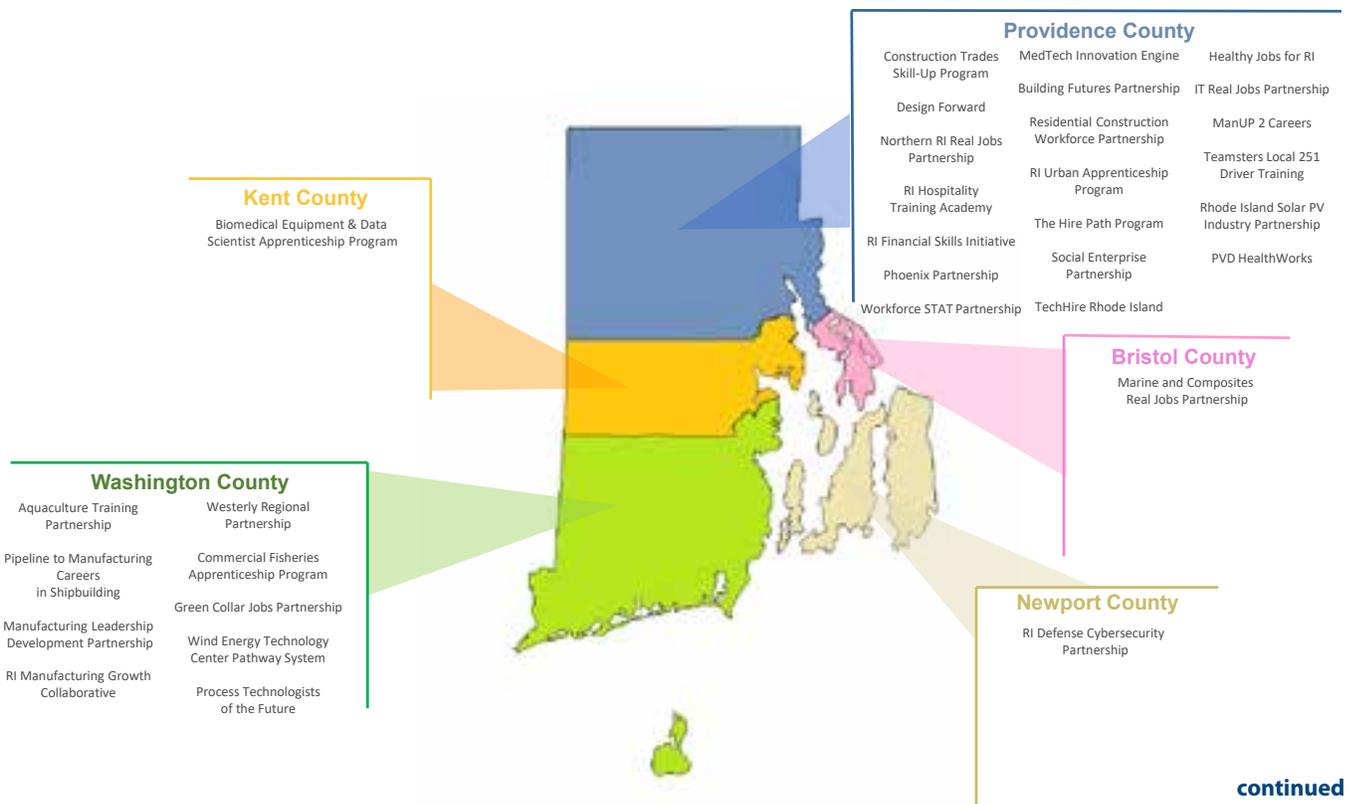
The goal is to develop Real Jobs partnerships that convene industry employers, key stakeholders and groups in partnerships that build alliances to address business workforce demands.

To date, Real Jobs RI partnerships have identified workforce solutions benefitting almost 800

local employers and served over 5,000 Rhode Islanders.

More information on Real Jobs RI may be found at [www.dlt.ri.gov/RealJobs](http://www.dlt.ri.gov/RealJobs) or by emailing [DLT.RealJobs@dlt.ri.gov](mailto:DLT.RealJobs@dlt.ri.gov).

## Real Jobs RI Partnerships 2018



continued

# 2018 Annual Report



**Program Report**  
Report Date: 3/1/19

Real Jobs RI grows business-led partnerships that build workforce solutions to address their unique workforce challenges. Solutions can include:

- **Placing new employees into immediate job openings;**
- **Upskilling current employees to advance skills and/or remain competitive;**
- **Helping business owners and entrepreneurs advance their ventures;**
- **Creating pipelines of talent for the future.**

Real Jobs RI is a win-win because companies get the talent they need to compete globally and grow locally, and Rhode Islanders get opportunities to thrive in a flourishing economy.

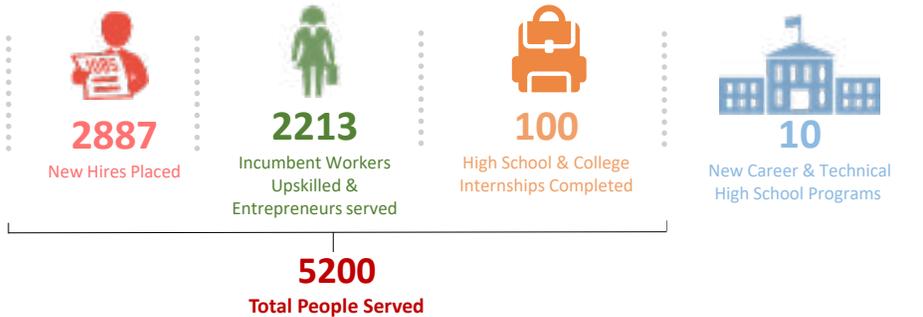
## It starts with employers...



## ...who develop workforce solutions...



## ...and connect Rhode Islanders with opportunities...



3/1/2016 – 3/1/2019

March 1, 2019– Real Jobs RI Program – Rhode Island Department of Labor And Training - [www.dlt.ri.gov/realjobs](http://www.dlt.ri.gov/realjobs)

\* Employers Served means an employer who has successfully hired a new worker, secured an intern, or trained a current worker through the Real Jobs RI program

continued

Real Jobs RI, continued



**Data and Performance**  
Program Date: 3/1/19

**\$3,811**  
Cost per Individual  
(New Hire and Incumbent Workers Completed, exclusive of pipeline activities and other non-Training Costs)

**\$5,500**  
Benchmark Cost- WIOA ITA Allowance (Training Costs only)

**3312** Completed  
**2887** Employed

**New Hire Training**

**\$33,070** Average Wage at Placement  
(Self Reported - New Hire Training)

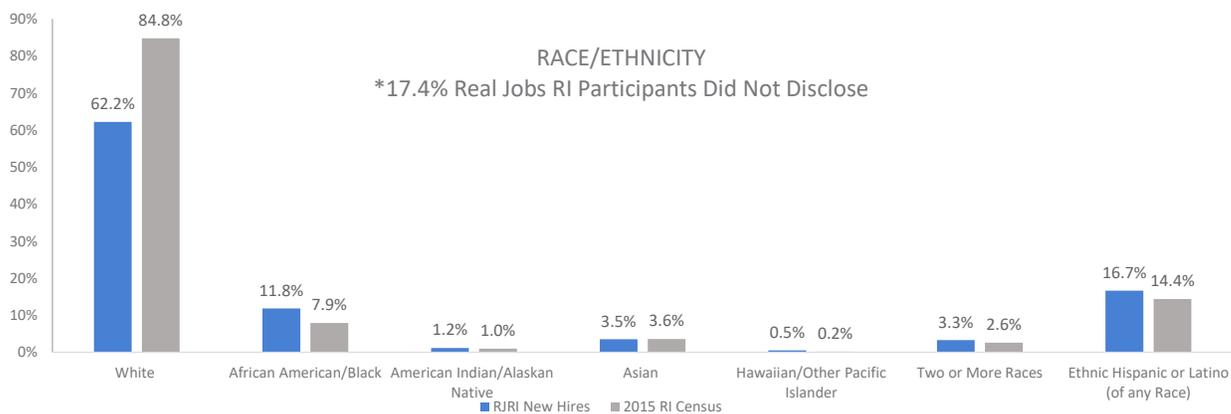
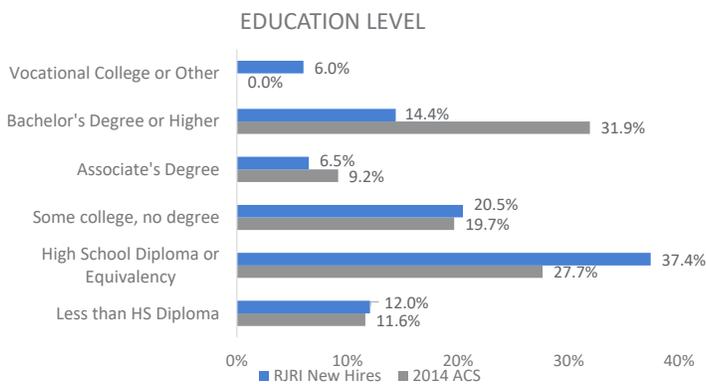
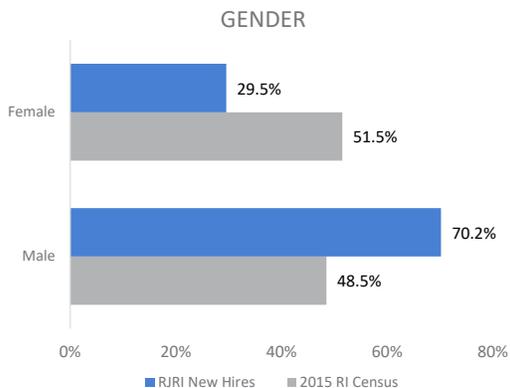
**87%** Employed Upon Completion  
(New Hire Training)

**75%** Employed After Two Quarters  
(New Hire Training)

**2213** Completed

**Incumbent Worker & Entrepreneur Training**

**47%** Received Wage Increase After Training  
(Incumbent Worker Training)



March 1, 2019– Real Jobs RI Program – Rhode Island Department of Labor And Training - [www.dlt.ri.gov/realjobs](http://www.dlt.ri.gov/realjobs)

# Income Support

The Income Support Division insures Rhode Island workers against temporary loss of income because of unemployment, non-work-relat-

ed illness or injury, or caregiving and bonding. 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. In 2018, approximately 32,700 Rhode Island employers paid federal and state unemployment taxes.

UI provides temporary income support to workers who have lost their jobs through no fault of their own and have earned enough wages within a specific "base period" to qualify. The maximum benefit rate payable is \$576 per week for up to 26 weeks.

To initiate a claim, an individual must apply online or over the telephone. Once a claim is approved, applicants must certify for benefits weekly. Certifications are done by phone or electronically using an automated payment system, "Tele-Serve." To be eligible for payment, an individual is required to be able, available, and actively seeking full-time work.

Applicants who do not meet the minimum earning requirements are not eligible for a claim and will receive a decision denying ben-

efits. If an applicant has a claim related non-monetary issue, the Department will render a decision to either allow or deny benefits. Any individual has the right to appeal the Department's decision denying unemployment benefits. Additionally, an employer has the right to appeal the Department's decision allowing unemployment benefits.

More information on Unemployment Insurance may be found at [www.dlt.ri.gov/UI](http://www.dlt.ri.gov/UI).

**continued**

### Unemployment Insurance Activity 2018

	Total
<b>Regular Benefits</b>	
Initial Claims (New and Additional)	58,036
First Payments	28,270
Number of Payments	422,342
Net Payments	\$147,547,066
Average Weekly Benefit	\$349
Average Duration (weeks)	14.9
<b>Trust Fund</b>	
Total Income	\$237,746,216
Total Disbursements	\$150,440,640
Year-End Fund Balance	\$452,707,696

**Unemployment Insurance, continued**

<b>UI Claims Filed in 2018</b>		<b>Total</b>
Claims that Generated Payment of Benefits		27,320
Claims that Were Issued a "Waiting Period" Credit Only		5,377
Claims that Were Denied Due to Monetary Ineligibility		2,263
Total Calls Received		738,399
TeleServe via Telephone		413,024
TeleServe via Internet		489,516

<b>Call Center Activity 2018</b>		<b>Total</b>
<b>Incoming Calls</b>		<b>243,780</b>
<b>Self-Service Options for Callers</b>		
Payment History		25,743
Initial Adjudication Status		14,870
Request 1099-G Tax Forms		1,413
General Information		27,809
Hold File Certification		16,763
Waiting Period Certification		9,919

## WorkShare

The WorkShare program serves as a viable layoff alternative for Rhode Island employers while they experience a temporary, non-seasonal slowdown 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

<b>WorkShare Activity 2018</b>		<b>Total</b>
Initial Claims		1,099
Payments		16,466
Layoffs Averted		300
RI Companies Approved		74

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 at [www.dlt.ri.gov/ui/WS.htm](http://www.dlt.ri.gov/ui/WS.htm) or by calling (401) 462-8418.

## RESEA Program

The Reemployment Services and Eligibility Assessment (RESEA) program is designed to reduce the time an individual receives UI benefits

by facilitating a return to the workplace. Additionally, this program ensures that participants meet the eligibility requirements for UI ben-

efits and serves to prevent and detect improper payment.

**continued**

## 2018 Annual Report

### RESEA , continued

RESEA participants are selected via a profiling process that factors in work history, occupation and industry. Individuals whose scores point to a greater likelihood of exhausting UI benefits are enrolled in the program and are mandated to attend a RESEA orientation at the most convenient *netWORKri* One-Stop Career Center. Thirty days after orientation, program participants are required to consult with

a RESEA 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 RESEA program indicate that services provided to participants are instrumental in re-

ducing UI durations and reducing the number of weeks to reemployment.

Rhode Island received \$1,061,856 in grant funding in 2018 to run the program, which allowed DLT to serve an additional 5,319 participants.

RESEA Activity 2018	
	Total
Annual Grant Funding	\$1,061,856
Program Participants	5,319

## Federal Claims

Federal law requires that states provide 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 2018	
	Total
<b>Federal Employee UI Benefits (UCFE)</b>	
Initial Claims	172
Net Payments	\$509,314
<b>Federal Military Personnel UI Benefits (UCX)</b>	
Initial Claims	66
Net Payments	\$501,595

## Integrity Programs

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

**Central Adjudication:** The Central Adjudication Unit (CAU) is responsible for determining all disputed UI claims and the Trade Adjustment Assistance program. Interviews are conducted over the telephone. According to federal guidelines, CAU decisions are subject to quarterly external review for accuracy, timeliness and adherence to Rhode Island General Laws.

**Benefit Accuracy Measurement:** The Benefit Accuracy Measurement (BAM) program is a diagnostic tool used to audit the accuracy of UI claims. In 2018, the Department continued to cross-match UI benefit payments against quarterly wage records and the National Directory of New Hires to improve accuracy and to prevent overpayments that might 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 obtained through fraudulent means by intercepting state and federal income tax refunds and lottery winnings, benefit payment offset, direct payment and court-ordered restitution.

In 2018, the Department continued to fund a dedicated attorney at the Attorney General's office to focus on UI fraud.

continued

Integrity, continued

<b>Central Adjudication Unit Activity 2018</b>	
	<b>Total</b>
<b>Adjudication Decisions Rendered</b>	20,473
Separation Issues ⌘	11,980
Non-Separation Issues ☉	8,493
⌘ "Separation issues" are atypical reasons for separating from employment. 41.2% of these claims resulted in the denial of benefits. ☉ "Non-separation issues" pertain to standard qualifications or eligibility requirements. 91.8% of these claims resulted in the denial of benefits.	

<b>Benefit Accuracy Measurement Activity 2018</b>	
	<b>Total</b>
<b>Benefits Paid</b>	\$147,109,698
<b>Scientific Sample Size</b>	482
Dollars Paid Properly	74.3%
Dollars Overpaid	25.7%
Dollars Underpaid ★	0.3%
<b>Overpayment Causes</b>	
Earnings	17.6%
Eligibility Issues	3.3%
Base Period Wages	1.0%
Work Search	71.7%
Separation Issues	6.2%
Other Causes	0.1%
<b>Responsibility for Overpayment</b>	
Claimant Only ◇	91.1%
DLT Only	1.0%
Claimant, Employer and DLT	0.0%
Claimant, DLT and Other	0.0%
Claimant and Employer	4.7%
Employer Only	0.0%
Claimant and DLT	3.2%
Employer and DLT	0.0%
Other Only	0.0%
★ By Federal Department of Labor policy, underpayments are exclusive from dollars paid. ◇ Claimant at fault for not correctly reporting the amount of wages earned in a week in which unemployment benefits were claimed and received.	

<b>UI/TDI Fraud Unit Activity 2018</b>	
	<b>Total</b>
Cases Investigated	180
Overpayments Detected	\$584,998

continued

## 2018 Annual Report

Integrity, continued

UI and TDI Overpayment Recovery 2018	
	Total
<b>Unemployment Insurance</b>	
Recovery from State Income Tax	\$1,723,842
Recovery from Federal Income Tax	\$1,213,433
Recovery from Lottery Winnings	\$10,082
<b>Temporary Disability Insurance</b>	
Recovery from State Income Tax	\$104,313
Recovery from Federal Income Tax	\$0
Recovery from Lottery Winnings	\$0

### 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 Workers' 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.

To potentially be eligible for 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. 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 impar-

tial medical examination to maintain their eligibility.

The Temporary Caregiver Insurance (TCI) program allows a person to claim up to four weeks of benefits in a claim year if they 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 filed during the first 12 months of parenting. Proof of the parent-child relationship is required on bonding claims. Caregiver 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 may be found at [www.dlt.ri.gov/TDI](http://www.dlt.ri.gov/TDI) or by calling (401) 462-8420.

**continued**

TDI, continued

<b>Temporary Disability and Temporary Caregiver Insurance Activity 2018</b>		<b>Total</b>
<b>Temporary Disability Insurance Benefits</b>		
Total Claims		35,710
Number of Payments		350,074
Net Payments		\$173,860,334
Average Weekly Benefit		\$500
Average Duration (in Weeks)		13.1
<b>Temporary Caregiver Insurance Benefits</b>		
Total Claims		12,279
Number of Payments		24,060
Net Payments		\$13,250,435
Average Weekly Benefit		\$551
Average Duration (in weeks)		3.6
<b>Trust Fund (for Both TDI and TCI Programs)</b>		
Total Workers Paying TDI Taxes		432,000
Total Income		\$189,719,294
Total Disbursements		\$197,925,919
Year-End Fund Balance		\$99,977,217

## 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 perma-

nently 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 re-fund 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.

**continued**

## 2018 Annual Report

**Police/Fire, continued**

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 refund tuition for any failed classes.

<b>Police Officers' Relief Fund and Firefighters' Relief Fund Activity 2018</b>	
	<b>Total</b>
<b>Police Officers' Annuity Benefits</b>	
Recipients	202
Expenditures	\$755,700
Average per Person	\$3,741
<b>Police Officers' Tuition Benefits</b>	
Dependents	17
Police Officers	0
Expenditures	\$98,158
<b>Firefighters' Annuity Benefits</b>	
Recipients	698
Expenditures	\$2,533,950
Average per Person	\$3,630
<b>Firefighters' Tuition Benefits</b>	
Dependents	55
Firefighters	2
Expenditures	\$391,333

## Workforce Development Services

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 2018, these activities included:

- Employment services;
- Trade Adjustment Assistance (TAA) programs;
- Veterans services;
- Senior Community Service Employment Program (SCSEP);
- RI Works/program for Temporary Assistance for Needy Families (TANF) recipients;
- Business Workforce Center;

- Federal Work Opportunity Tax Credit (WOTC) program; and,
- Foreign Labor Certification (FLC) and Migrant and Seasonal Farmworkers (MSFWs) programs.

DLT remains a core partner in Rhode Island's four *netWORKri* of-

fices—the local offices of the national network of American Job Center's CareerOne locations (see map on page 27).

More information on Workforce Development may be found at [www.dlt.ri.gov/WFDS](http://www.dlt.ri.gov/WFDS).

### Labor Exchange Activity 2018

		Total
<b>Job Seekers</b>		
Customers Served		5,910
Unemployed Individuals		5,446
<b>Employers</b>		
Employers Served		1,432
Job Orders		17,548
Job Fairs and Recruitments		125
Work Opportunity Tax Credit Certifications		2,147

### 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 match self-service job seekers with employers, and has 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 (LEP) 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 pre-

ferred employer, location, source, date and/or required skills, and offers additional features such as automated résumé and cover letter generation. EmployRI is also an important labor market information tool.

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 2018

		Total
Total Job Seekers Registered		24,863
New Job Seekers Registered		15,912
Employers Registered		417

## Workforce Innovation and Opportunity Act (WIOA) Title IB Programs

In 2018, the Workforce Development Services Division continued to support programs under Title IB of The Workforce Innovation and Opportunity Act (WIOA) by disbursing WIOA funds to Rhode Island’s two Local Workforce Development Boards (LWDBs), who, as subgrantees, provide Title IB program services in the State of Rhode Island. The LWDBs—the

WIOA Title I Participants Served 2018	
	Total
Adults Served	454
Dislocated Workers Served	482
Youths Served	522

Workforce Partnership of Greater Rhode Island and Workforce Solutions of Providence/Cranston—are responsible for the operations of

the WIOA Adult, WIOA Dislocated Worker, and WIOA Youth programs under the Act.

## 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 Department 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 such as the Health Coverage Tax Credit (HCTC). Additionally, Reemployment Trade Adjustment

Assistance (RTAA) provides a wage subsidy to eligible individuals 50 years of age or older who become reemployed at a lower wage than they previously earned.

Trade Adjustment Assistance Activity 2018	
	Total
Program Participants	79
Participants Trained	47
Training Allocation	\$194,263
RTAA Participants	9

## Veterans Service Unit

The Veterans Service Unit serves eligible veterans and other eligible persons, assisting them in obtaining sustainable and meaningful careers by providing employment, training, and placement services. These services are delivered at many locations throughout Rhode Island including *netWORK*ri career centers,

colleges, universities, the Rhode Island Office of Veterans Affairs, local housing authorities, military installations, homeless shelters, and other non-profit veterans organizations. The Jobs for Veterans State Grants program supports two unique staffing positions, Local Veterans’ Employment Service Representa-

tives (LVERs) and Disabled Veterans’ Outreach Program (DVOP) specialists which work in collaboration to maximize employment efforts by addressing the needs of the veteran and local businesses alike.

LVERs are responsible for conducting outreach to employers, focus-

**continued**

**Veterans Service, continued**

ing efforts in assisting veterans with gaining employment through services that include conducting seminars for employers, conducting job search workshops, and establishing job development methods such as:

- 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.

DVOP specialists are responsible for consulting and coordinating with various representatives from federal, state, and local programs to promote employment opportunities and employment assistance to qualified veterans of the armed forces. In addition, they develop outreach programs with local veteran organizations, employers, community-based organizations, and educational institutions to ensure maximum assistance is available to veterans. DVOPs specifically promote the development of entry-level and career job opportunities, job training, apprenticeships, and vocational counseling services for veterans.

In 2018, the unit assisted and placed 310 veterans in employment through community partnerships which included: the Rhode Island Office of Veteran Affairs, Compensated Work Therapy (CWT) program, Homeless Veteran Supported Employment Program (HVSEP), Operation Stand Down RI, Veterans Inc., and the Veterans Court program.

More information on Veterans Service may be found at [www.dlt.ri.gov/WFDS/VetServ.htm](http://www.dlt.ri.gov/WFDS/VetServ.htm).

<b>Veterans Service Unit Activity 2018</b>	
	<b>Total</b>
Veteran Participants	539
Veterans Placed in Employment	310

## Senior Community Service Employment Program

The Senior Community Service Employment Program (SCSEP) is a service and work-based program for low-income persons aged 55 and older.

DLT administers the program which includes 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 wages commensurate with the occupation. Work sites, which include faith-based organizations, senior centers, community action programs, and community-based organizations, prepare participants for future unsubsidized employment. The program is a bridge to unsubsidized employment.

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 Proficient (LEP) minority applicants.

## RI Works

RI Works is a partnership between the Department and the Rhode Island Department of Human Services that provides intensive employment services to beneficiaries who receive cash assistance under the federal Temporary Assistance for 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 2018

RI Works Activity 2018		Total
<b>Referred (by Dept. of Human Services)</b>		<b>300</b>
Participated in 1-4 of 20 Program Days		41
Participated in ≥5 of 20 Program Days		58

The Business Workforce Center offers the following employer services:

- Developing job orders;
- Coordinating recruitments and job fairs; and,
- Facilitating contacts that help employers become or stay competitive (such as tax credits, on-the-job training and incumbent worker grants or WorkShare).

Representatives from the Business Workforce Center are the Department'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 and tax credit programs.

## Business Workforce Center

The Rapid Response program, administered by the Business Workforce Center, 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 reemployment services and reviewing available training opportunities.

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

More information on the Business Workforce Center may be found at [www.dlt.ri.gov/BWC](http://www.dlt.ri.gov/BWC) or by calling 1-888-616-JOBS.

### Rapid Response Activity 2018

Rapid Response Activity 2018		Total
RI Companies		16
Impacted Workers		1,697
Trade-Certified Companies		5

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## Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) is a federal tax credit available to employers as an incentive to promote hiring among individuals from certain target groups who have consistently faced “significant

barriers to employment” (SBE). In this way, WOTC encourages workplace diversity.

In 2018, there were 2,147 WOTC certifications issued by the Business Workforce Center, provid-

ing employers with a potential \$15,662,800 in tax credits.

More information on the Business Workforce Center may be found at [www.dlt.ri.gov/BWC](http://www.dlt.ri.gov/BWC) or by calling 1-888-616-JOBS.

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## 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 US

Department of Labor regulations and requirements, offers training on placing job orders through the EmployRI website, reviews job orders for compliance with content requirements, and monitors the referral of US workers.

The Migrant and Seasonal Farmworkers (MSFWs) program includes outreach activities designed to foster and reinforce relationships with farmworkers, farmers, and non-profit organizations

The State Monitor Advocate (SMA) conducts reviews of the delivery of services and protections to MSFWs by *netWORKri*, the local American Job Center (AJC) CareerOneStop offices. AJCs are monitored for compliance. Field checks, field visits, and migrant housing inspections are performed yearly at all farms that will be hosting H2A 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 Rhode Island labor market. The division's goal is to make the latest information available to 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 US 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 ensures 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 900 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 (CPS).

**Occupational Employment Statistics:** This program provides industrial staffing patterns, occu-

pational employment estimates and wage rates for Rhode Island. Approximately 1,400 Rhode Island 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 BLS 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 that 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

**continued**

### Quick Facts on Rhode Island's Economy 2018

Total Labor Force	555,800
Average Number of Employed	533,200
Average Number of Unemployed	22,600
Average Unemployment Rate	4.1%
Average Annual Wage	\$53,341
Number of Jobs in RI Businesses	496,100

LMI, continued

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 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 Employ-RI, the Department's interactive website that serves as a virtual one-stop to assist job seekers of all ages to evaluate job openings, conduct employment searches and plan careers.

In addition to these communication 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 at [www.dlt.ri.gov/LMI](http://www.dlt.ri.gov/LMI) or by calling (401) 462-8740.

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## Unemployment Rate Calculations

Each month, Census Bureau workers interview persons in approximately 60,000 sampled households (735 located in Rhode Island) to obtain information on the labor force activities of all individuals living in the household. 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 cal-

culate their unemployment rates using statistical models developed by BLS. 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.

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## Job Count Estimates

Approximately 900 Rhode Island 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 12<sup>th</sup>

of the month. The weighted employer responses are incorporated into statistical models developed by 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

*RI Employment and Wage Analysis*

*RI Occupational Wage Report*

*Labor Supply and Demand Report*

*RI Employment Trends and Workforce Issues*

*RI Statistical and Fiscal Digest*

*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](http://www.dlt.ri.gov/lmi).

# Workers' Compensation

Workers' Compensation insurance is a no-fault system which mandates that all Rhode Island 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 DLT for larger companies that meet established criteria.

The Workers' Compensation Division monitors procedures and pay-

Workers' Compensation Activity 2018		Total
<b>Injury Statistics</b>		
Indemnity Injuries ♦		6,120
Non-Indemnity Injuries		12,968
<b>Workers' Compensation Administrative Fund Reimbursements ♦♦</b>		
Requests for Reimbursement		548
Total Reimbursements		\$976,120
<b>Self-Insured Employers Certified</b>		25
♦ 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 at [www.dlt.ri.gov/WC](http://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 reach out 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

Education Unit Activity 2018		Total
Telephone Calls to Information Line		4,017
Telephone Calls in Spanish		54
E-mails to Education Unit		516
Walk-Ins		43
Off-Site Medical Staff Consultations		15

employers with information on Workers' Compensation rights and responsibilities every year at the annual Business Expo and at the Beacon Mutual Safety Expo.

More information on the Workers' Compensation Education Unit may be found at [www.dlt.ri.gov/WC/EdUnit.htm](http://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 2018, the number of employers penalized for failure to carry Workers' Compensation insurance dropped to 159, a reduction of 26

percent from the prior year. The majority of offenders 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](http://www.dlt.ri.gov/WC/Fraud_fraud.htm).

### Fraud and Compliance Unit Activity 2018

	Total
Employers Penalized for Failure to Carry WC Insurance	159
Civil Prosecutions Referred to Workers' Compensation Court	33

## Chief Judge Robert F. Arrigan Rehabilitation Center

The DLT-operated nonprofit, outpatient physical and vocational rehabilitation facility on the East Side of Providence was renamed in 2017—from the Dr. John E. Donley Rehabilitation Center to the Chief Judge Robert F. Arrigan Rehabilitation Center (see map on page 27). DLT Director Jensen noted, "To limit confusion, we want to let the public and particularly doctors and doctors' offices know that the center's name has changed. The Arrigan Center's mission, however, remains the same. It still continues to offer treatment that aims to restore

function, improve injured workers' skills in coping with pain and return workers to work and social independence."

Established through the Rhode Island Workers' Compensation Act, the Arrigan Center integrates treatment from medical doctors, therapists, psychologists, and educators to rehabilitate workers who have been injured on the job. Injured workers must be referred by a physician or by the Workers' Compensation Court. Services do not cost private insurers any money. Services are offered at no cost

to patients who are covered by Workers' Compensation insurance. Center staff provide case management, physical and occupational therapy, psychological counseling, pain management treatment programs, information about workplace ergonomics, educational and vocational counseling, and other services.

More information on the Arrigan Center may be found at [www.dlt.ri.gov/arrigan](http://www.dlt.ri.gov/arrigan) or by calling (401) 243-1200.

**continued**

## 2018 Annual Report

Arrigan Center, continued

<b>Arrigan Center Referral and Admission Activity 2018</b>	
	<b>Total</b>
Referrals	1,096
No-Show Appointments	36
Cancellations	117
Admitted for Treatment	908
Prior Workers' Compensation Injury	37%
No Prior Workers' Compensation Injury	63%

<b>Arrigan Center Treatment Activity 2018</b>	
	<b>Total</b>
<b>Treatment Activity *</b>	<b>1,066</b>
<b>Functional Capacity Evaluation</b>	<b>135</b>
<b>Therapeutic Treatment (PT/OT/Psych)</b>	<b>642</b>
Evaluation Only	147
Completed Treatment	270
Did Not Complete Treatment	181
In Treatment at Time of Data Collection	44
<b>Vocational Rehabilitation</b>	<b>166</b>
Completed Program	70
Did Not Complete Program	79
In Treatment at Time of Data Collection	17
<b>Chronic Pain Management</b>	<b>123</b>
Evaluation Only	30
Completed Treatment	53
Did Not Complete Treatment	39
In Treatment at Time of Data Collection	1
<b>Treatment Completed</b>	<b>393</b>
Returned to Work	255
No Return to Work	138

\* Patients typically participate in several disciplines during the course of treatment. Subsequently, "Treatment Activity" figures (1,066) are greater than the total number of individuals receiving treatment (908).

## 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;
- 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: Labor Standards, Professional Regulation and Occupational Safety.

More information on Workforce Regulation and Safety may be found at [www.dlt.ri.gov/WRS](http://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 2018		Total
Claims Filed		437
Claims Closed in Calendar Year 2018		484
Claims in Process at Time of Data Collection		228

Labor Standards also offers educational services to employers, school departments and organizations to provide guidance on compliance with labor laws, with a goal of preventing violations from occurring.

More information on Labor Standards may be found at [www.dlt.ri.gov/LS](http://www.dlt.ri.gov/LS) 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 against 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

Prevailing Wage Activity 2018		Total
Cases Filed		51
Back Wages Assessed		\$1,006,773
Back Wages Collected		\$93,119
Penalties Assessed		\$1,009,220
Penalties Collected		\$315,201

pay "prevailing wage" rates. During 2018, \$408,320 was recovered in back wages and penalties.

The Trade Licensing Section licensed 31,399 technical professionals during 2018, many with

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

**continued**

## 2018 Annual Report

### Professional Regs, continued

sheet metal workers, and telecommunications technicians.

Professional Regulation boards include:

- Board of Examiners of Hoisting Engineers;
- Board of Examiners of Electricians;
- Board of Examiners and Licensing of Telecommunications System Contractors, Technicians and Installers;
- Board of Examiners of Plumbers;
- Mechanical Board; and,
- Safety Awareness Board.

Trade Licensing Activity 2018		Total
Examinations Performed		2,640
Licenses (issued or renewed)		31,399
Electrician		8,296
Hoisting Engineer		9,784
Pipefitter, Refrigeration Technician, Fire Protection Sprinkler Fitter, Sheet Metal Worker		7,537
Telecommunication		2,079
Plumbers and Irrigators		2,364
Burglar Alarm		1,394

More information on Professional Regulations may be found by visit-

ing [www.dlt.ri.gov/ProfRegs](http://www.dlt.ri.gov/ProfRegs) or by calling (401) 462-8580.

## State Apprenticeship Agency

The State Apprenticeship Agency (SAA) registers, coordinates and regulates training programs in which an apprentice receives technical instruction while employed in a full-time occupation, thereby achieving certification.

The proven success of the apprenticeship training model has been recognized by many industries seeking to build a skilled workforce. The SAA oversees training activities in licensed trades, such as electricians; in non-licensed construction trades, such as roofers;

State Apprenticeship Agency Activity 2018		Total
Apprenticeship Programs Overseen		533
Individual Agreements Entered		1,900
Apprentices Completed Program		247

and in other apprenticable occupations, such as pharmacy technicians or tool makers. The SAA has been endorsed by the US DOL's Office of Apprenticeship.

The SAA also fosters open communication between the Department, the State Apprenticeship

Council, industry, manufacturers and educational institutions.

More information on the State Apprenticeship Agency may be found at [www.dlt.ri.gov/Apprenticeship](http://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** 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

<b>Elevator Activity 2018</b>	
	<b>Total</b>
Certificates of Operation	3,607
Inspections	4,170
Permits for New Installations	141
Licenses Issued	196
Violation Letters Issued	2,835

<b>Boiler Activity 2018</b>	
	<b>Total</b>
Certificates of Operation	6,563
Inspections	7,701
Permits for New Installations	143
Commission Licenses Issued	86

<b>Right-to-Know Activity 2018</b>	
	<b>Total</b>
Employers Registered	5,290
Inspections	200

ensure the safe operation of boiler systems. These partners also educate the public on dangers and preventative safety measures.

The **Right-to-Know Section** inspects and assesses all businesses with employees who are exposed to hazardous substances or 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 **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 eight licensed, certified sealers in the state.

More information on Occupational Safety may be found at [www.dlt.ri.gov/OccuSafe](http://www.dlt.ri.gov/OccuSafe) or by calling (401) 462-8570.

## Legal Division

The Legal Division is a full-service law office within the Department, representing it in court proceedings and administrative hearings, and counseling 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 also assists the director in the appointment of mediators and/or arbitrators in certain labor matters.

In 2018, the Legal Division led the Department in a statewide initiative that required agencies to re-

view and reformat all regulations. Approximately 50 regulations were scrutinized, resulting in the elimination of unnecessary regulations, the consolidation of certain regulations, and streamlining of other regulations.

All Departmental regulations are posted in a searchable data base.

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 cases in the Workers’ Compensation Court, routinely bringing in revenues in the form of penalties against uninsured employers. They represent DLT in:

- 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 (including grievances, arbitrations, and activities involving the Personnel Appeal Board, Labor Relations Board and Human Rights Commission).
- The Legal Division criminally prosecutes Workers’ Compensation and Unemployment Insurance fraud cases, resulting in criminal convictions and significant restitution and fines.

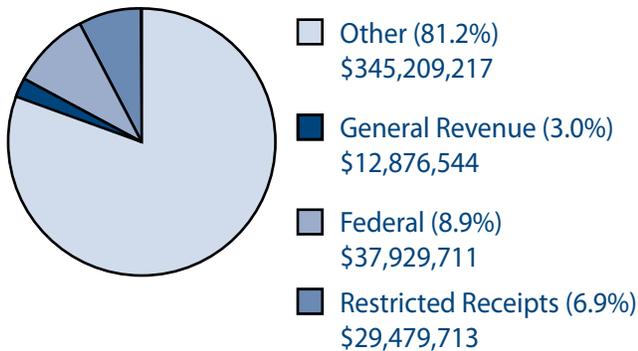
### Legal Activity 2018

Type of Case	Number of Cases	Restitution Ordered
Workers’ Compensation (Lack of Insurance)	33	\$281,811
Unemployment Insurance Criminal Prosecutions	39	\$521,160

# Fund Expenditures

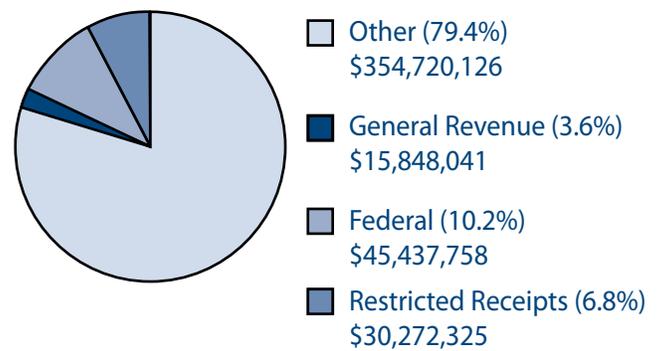
## Actual Expenditures by Fund Fiscal Year 2018

Department Total \$425,495,185



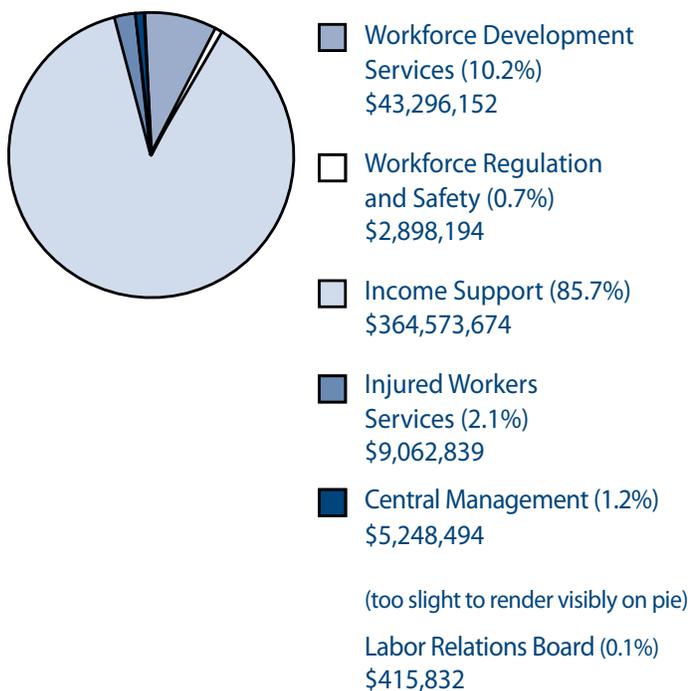
## Budgeted Expenditures by Fund Fiscal Year 2019

Department Total \$446,278,250



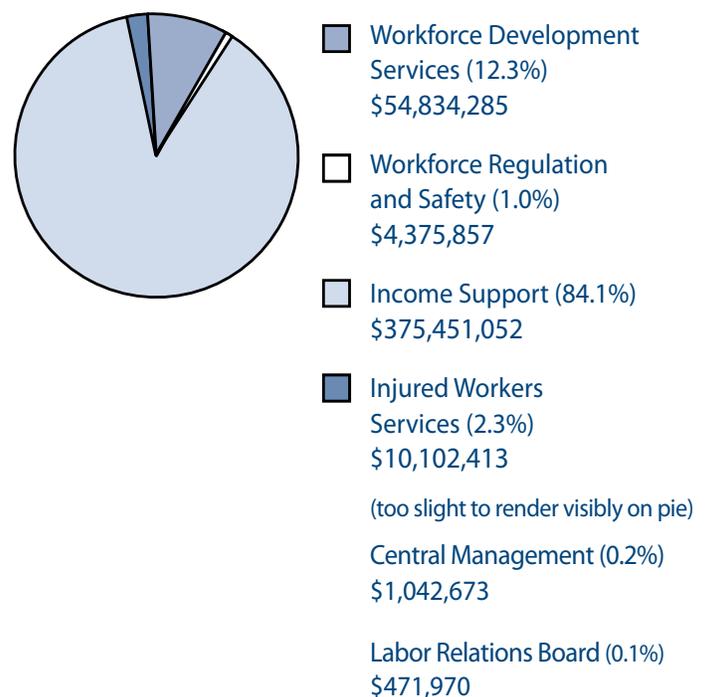
## Actual Expenditures by Program Fiscal Year 2018

Department Total \$425,495,185

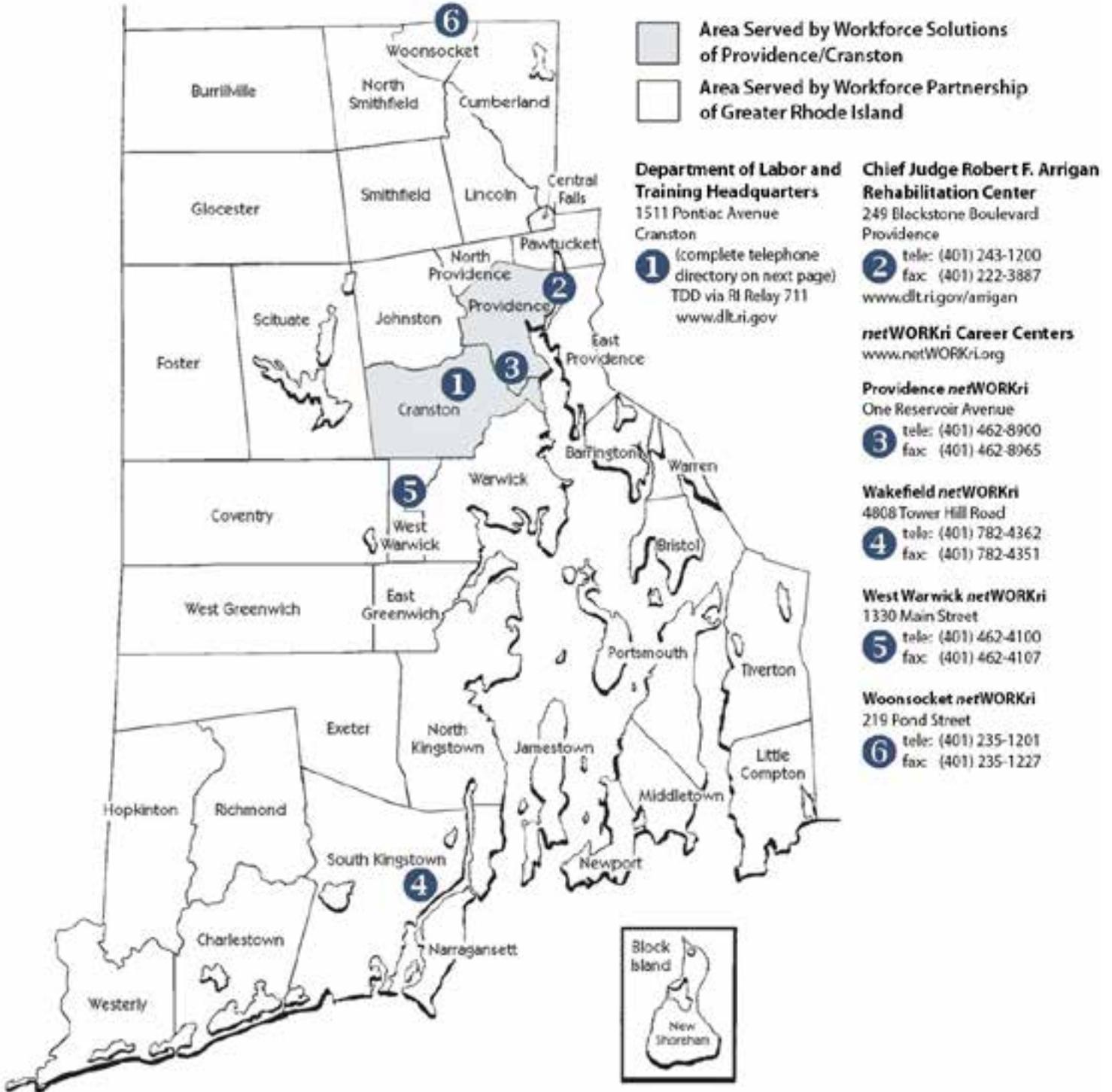


## Budgeted Expenditures by Program Fiscal Year 2019

Department Total \$446,278,250



# Office Map



# Departmental Directory

Unit	Phone	Web Address	E-Mail Address
<b>Business Affairs</b>	<b>401-462-8140</b>		
<b>Executive Office</b>	<b>401-462-8870</b>		
Legal Counsel	401-462-8890		
Marketing and Public Relations	401-462-8810		
Real Jobs RI	401-462-7574	<a href="http://www.dlt.ri.gov/RealJobs">www.dlt.ri.gov/RealJobs</a>	<a href="mailto:DLT.RealJobs@dlt.ri.gov">DLT.RealJobs@dlt.ri.gov</a>
<b>Fraud Hotline (UI/TDI)</b>	<b>401-462-1522</b>		<a href="mailto:DLT.UITDIFraud@dlt.ri.gov">DLT.UITDIFraud@dlt.ri.gov</a>
<b>Labor Market Information</b>	<b>401-462-8740</b>	<a href="http://www.dlt.ri.gov/LMI">www.dlt.ri.gov/LMI</a>	<a href="mailto:DLT.LMI@dlt.ri.gov">DLT.LMI@dlt.ri.gov</a>
<b>Police and Fire Unit</b>	<b>401-462-8855</b>		<a href="mailto:DLT.PoliceFire@dlt.ri.gov">DLT.PoliceFire@dlt.ri.gov</a>
<b>Temporary Disability Insurance</b>	<b>401-462-8420</b>	<a href="http://www.dlt.ri.gov/TDI">www.dlt.ri.gov/TDI</a>	<a href="mailto:DLT.TDI@dlt.ri.gov">DLT.TDI@dlt.ri.gov</a>
Temporary Caregivers Insurance	401-462-8420	<a href="http://www.dlt.ri.gov/TDI">www.dlt.ri.gov/TDI</a>	<a href="mailto:DLT.TDI@dlt.ri.gov">DLT.TDI@dlt.ri.gov</a>
Fraud Unit	401-462-1522		<a href="mailto:DLT.UITDIFraud@dlt.ri.gov">DLT.UITDIFraud@dlt.ri.gov</a>
<b>Unemployment Insurance (UI)</b>	<b>401-462-8400</b>	<a href="http://www.dlt.ri.gov/UI">www.dlt.ri.gov/UI</a>	
Benefit Accuracy Measurement	401-462-8610		
Employer Line	401-243-9137	<a href="http://www.dlt.ri.gov/UI/EmployerInfoUI.htm">www.dlt.ri.gov/UI/EmployerInfoUI.htm</a>	
Call Center	401-243-9100	<a href="http://www.dlt.ri.gov/UI">www.dlt.ri.gov/UI</a>	<a href="http://www.dlt.ri.gov/UI/ContactUs.htm">www.dlt.ri.gov/UI/ContactUs.htm</a>
Central Adjudication	401-462-8650	<a href="http://www.dlt.ri.gov/UI/AppealsAdj.htm">www.dlt.ri.gov/UI/AppealsAdj.htm</a>	<a href="http://www.dlt.ri.gov/UI/ContactUs.htm">www.dlt.ri.gov/UI/ContactUs.htm</a>
Central Overpayment	401-462-8010	<a href="http://www.dlt.ri.gov/UI/Overpay.htm">www.dlt.ri.gov/UI/Overpay.htm</a>	<a href="http://www.dlt.ri.gov/UI/ContactUs.htm">www.dlt.ri.gov/UI/ContactUs.htm</a>
Crossmatch	401-462-8510		<a href="http://www.dlt.ri.gov/UI/ContactUs.htm">www.dlt.ri.gov/UI/ContactUs.htm</a>
Fraud Unit	401-462-1522	<a href="http://www.dlt.ri.gov/UI/UIFraud.htm">www.dlt.ri.gov/UI/UIFraud.htm</a>	<a href="mailto:DLT.UITDIFraud@dlt.ri.gov">DLT.UITDIFraud@dlt.ri.gov</a>
WorkShare	401-462-8418	<a href="http://www.dlt.ri.gov/UI/WS.htm">www.dlt.ri.gov/UI/WS.htm</a>	<a href="mailto:DLT.WorkShare@dlt.ri.gov">DLT.WorkShare@dlt.ri.gov</a>
<b>Workers' Compensation</b>	<b>401-462-8100</b>	<a href="http://www.dlt.ri.gov/WC">www.dlt.ri.gov/WC</a>	<a href="mailto:DLT.WCEdcUnit@dlt.ri.gov">DLT.WCEdcUnit@dlt.ri.gov</a>
Arrigan Rehabilitation Center	401-243-1200	<a href="http://www.dlt.ri.gov/Arrigan">www.dlt.ri.gov/Arrigan</a>	<a href="mailto:Harriet.Connor@dlt.ri.gov">Harriet.Connor@dlt.ri.gov</a>
Education Unit	401-462-8100	<a href="http://www.dlt.ri.gov/WC/EdUnit.htm">www.dlt.ri.gov/WC/EdUnit.htm</a>	<a href="mailto:DLT.WCEdcUnit@dlt.ri.gov">DLT.WCEdcUnit@dlt.ri.gov</a>
Fraud and Compliance	401-462-8100	<a href="http://www.dlt.ri.gov/WC/Fraud_fraud.htm">www.dlt.ri.gov/WC/Fraud_fraud.htm</a>	<a href="mailto:DLT.WCFraud@dlt.ri.gov">DLT.WCFraud@dlt.ri.gov</a>
<b>Workforce Development Services</b>		<a href="http://www.dlt.ri.gov/WFDS">www.dlt.ri.gov/WFDS</a>	<a href="mailto:DLT.WDS@dlt.ri.gov">DLT.WDS@dlt.ri.gov</a>
Business Workforce Center	1-888-616-JOBS	<a href="http://www.dlt.ri.gov/BWC">www.dlt.ri.gov/BWC</a>	
Foreign Labor/Migrant Seasonal	1-888-616-JOBS		<a href="mailto:DLT.WDS@dlt.ri.gov">DLT.WDS@dlt.ri.gov</a>
Jobs Network	1-888-616-JOBS		
netWORKri Career Centers	see map, page 27	<a href="http://www.netWORKri.org">www.netWORKri.org</a>	<a href="mailto:DLT.WDS@dlt.ri.gov">DLT.WDS@dlt.ri.gov</a>
Rapid Response	462- 8723		<a href="mailto:Susan.Biagioni@dlt.ri.gov">Susan.Biagioni@dlt.ri.gov</a>
Trade Adjustment Assistance	243-9166		<a href="mailto:DLT.WDS@dlt.ri.gov">DLT.WDS@dlt.ri.gov</a>
Veterans Service	1-888-616-JOBS	<a href="http://www.dlt.ri.gov/WFDS/VetServ.htm">www.dlt.ri.gov/WFDS/VetServ.htm</a>	<a href="mailto:DLT.WDS@dlt.ri.gov">DLT.WDS@dlt.ri.gov</a>
Work Opportunity Tax Credit	1-888-616-JOBS		<a href="mailto:DLT.WDS@dlt.ri.gov">DLT.WDS@dlt.ri.gov</a>
<b>Workforce Regulation and Safety</b>	<b>401-462-8580</b>	<a href="http://www.dlt.ri.gov/WRS">www.dlt.ri.gov/WRS</a>	
Labor Standards	401-462-8550	<a href="http://www.dlt.ri.gov/LS">www.dlt.ri.gov/LS</a>	<a href="mailto:DLT.LaborStandards@dlt.ri.gov">DLT.LaborStandards@dlt.ri.gov</a>
Occupational Safety	401-462-8570	<a href="http://www.dlt.ri.gov/OccuSafe">www.dlt.ri.gov/OccuSafe</a>	
Professional Regulation	401-462-8580	<a href="http://www.dlt.ri.gov/ProfRegs">www.dlt.ri.gov/ProfRegs</a>	<a href="mailto:DLT.ProfRegs@dlt.ri.gov">DLT.ProfRegs@dlt.ri.gov</a>
State Apprenticeship Agency	401-462-8580	<a href="http://www.dlt.ri.gov/Apprenticeship">www.dlt.ri.gov/Apprenticeship</a>	
Weights and Measures	401-462-8580	<a href="http://www.dlt.ri.gov/OccuSafe/WeightsMeasures.htm">www.dlt.ri.gov/OccuSafe/WeightsMeasures.htm</a>	

TTY via RI Relay 711









**RI Department of Labor and Training**

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