

WISCONSIN

Department of Workforce Development

ANNUAL REPORT

2018





"With unemployment at a historic low and more people working in our state than ever before, it makes workforce development even more important—we cannot afford to have anyone on the sidelines."

Scott Walker, Wisconsin Governor – May 2018

"Wisconsin's best asset is our dedicated and talented workforce, and DWD will continue to provide innovative services that connect all job seekers, no matter their background, with family-supporting employment."

Ray Allen, Department of Workforce Development Secretary



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December 18, 2018

The Honorable Scott Walker
Office of the Governor
115 East, State Capitol
Madison, WI 53702

Dear Governor Walker,

The following report provides an overview of the Department of Workforce Development's (DWD) accomplishments in 2018 and provides a snapshot of the growth of key workforce development programming under your leadership. Our efforts to connect Wisconsin workers with not just jobs, but careers, have paid dividends. In 2018, Wisconsin experienced its all-time low unemployment rate, a record number of people employed, and approached the all-time low for the number of people unemployed. We continued to exceptionally administer key benefit programming, while growing workforce development programs such as Project SEARCH, Youth and Registered Apprenticeship, and the Wisconsin Fast Forward program.

Specific accomplishments include:

Project SEARCH: Wisconsin has now expanded the Project SEARCH program to 27 sites statewide, with over 230 interns participating. Project SEARCH is a national program for young adults with disabilities that provides internships and education that leads to competitive, integrated employment. In 2018, three new Project SEARCH sites were

launched. **Wisconsin PROMISE:** Wisconsin was one of six sites selected for a federal grant from the United States Department of Education. In partnership with several other state agencies and community partners, Wisconsin administered the 5-year, \$32.5 million grant that aimed to improve the educational and career outcomes for low-income children with disabilities and their families. After surpassing the enrollment goal of 2,000, the program has demonstrated considerable success. As of September 30, 2018, 67 percent of PROMISE youth and 66 percent of family members already have or had paid work experience. Youth worked a total of 1,097 jobs and 180 youth graduated high school since enrolling in the PROMISE program.

Youth Apprenticeship: Wisconsin's Youth Apprenticeship program continued its expansion in the 2017-2018 school year, experiencing a record number of both student and employer participants after receiving record levels of state funding support. The demand for the program continues to grow, with all three records expected to be broken during the 2018-2019 school year.

Veteran Outreach: DWD's Office of Veterans Employment Services (OVES), in partnership with the Wisconsin Economic Development Corporation and the Wisconsin Department of Veterans Affairs (DVA), participated in a national campaign to promote Wisconsin as a top state for veterans and their spouses to locate after ending their military service. DWD and partner agencies participated in three transition summits and related events, which attracted more than 3,200 attendees. Nearly half of all veterans and spouses that the team interacted with now have active cases with either DVA or OVES, with state staff providing intensive employment services.

Wisconsin UI Trust Fund: Wisconsin's Unemployment Insurance Trust Fund, used solely to pay UI benefits to eligible workers and funded by employer taxes, continued its recent growth. The balance of the Trust Fund was over \$1.6 billion on June 30, 2018, an increase of 21.4 percent when compared to the same date the previous year.

We have accomplished great things for both Wisconsin workers and employers over the last year and beyond. As the state looks to 2019, DWD looks forward to delivering top-tier workforce development services to Wisconsin workers, and providing Wisconsin employers with the talent they need to compete on a global scale.

Sincerely,



Secretary Ray Allen
Department of Workforce Development

Secretary's Office Overview

The Office of the Secretary oversees the Department of Workforce Development (DWD), which conducts a variety of talent development and regulatory programs designed to connect people with employment opportunities in Wisconsin. DWD is responsible for the state's employment and training services, including job centers; job training and placement services provided in cooperation with private sector employers; apprenticeship programs; and employment-related services for people with disabilities. The Department oversees several other programs, including Unemployment Insurance and Worker's Compensation programs, and is responsible for adjudicating cases involving employment discrimination, housing discrimination, and labor law. The Department also analyzes and distributes labor market information.

Mission

Advancing Wisconsin's economy and business climate by empowering and supporting the workforce

Vision

Building the workforce to move Wisconsin forward

Office of Legislative Affairs:

The Office of Legislative Affairs located within the Secretary's Office is responsible for responding to all legislative, executive and other inquires. In addition, the Legislative Liaison participates on Department work teams dedicated to developing, monitoring, and providing budget consultation for DWD programs and is dedicated to educating and counseling legislative members on pieces of legislation that affect divisions within DWD.

Communications Office:

The Communications Office located within the Secretary's Office is responsible for handling major communications that span the spectrum of DWD, and serves as the Department's main voice with external and internal audiences. This office utilizes its communication plan in a continual effort to strengthen DWD's brand, increase understanding of DWD services, and cement the agency's position as the cornerstone of Wisconsin's talent development system.

Office of Integrity and Accountability:

The Office of Integrity and Accountability (OIA) is located within the Secretary's Office and is responsible for evaluating the agency's resources to ensure they are being used efficiently, effectively, and appropriately for the advancement of the agency's mission and objectives. OIA conducts internal and external review activities and furnishes DWD with high quality analyses, appraisals and recommendations.



Department of Workforce Development

Employment and Training

MISSION:

Provide a seamless continuum of services accessed by employers and members of the workforce and their families with the following results:

- ▶ Employers have the talent they need.
- ▶ Individuals and families achieve economic independence by accessing job search, training and related services, making sound employment decisions and maximizing their workforce potential.

OVERVIEW:

The Division of Employment and Training (DET) oversees all workforce services administered by DWD including the state labor exchange system, Job Center of Wisconsin, analyzes and distributes labor market information, monitors migrant worker services, manages the Wisconsin Fast Forward Grant program and operates the state apprenticeship programs.



DWD & NTC Partner with Local Employers to Develop Advanced Manufacturing Mobile Lab



DWD, Northcentral Technical College (NTC), local employers, North Central Wisconsin Workforce Development Board and the Northwest Wisconsin Workforce Investment Board partnered this year to develop an Advanced Manufacturing Mobile Lab. This self-contained training lab is designed to deliver an advanced manufacturing training curriculum. A climate-controlled unit, it is equipped with wireless technology and provides instruction for advanced manufacturing. This sector center will travel to area high schools, businesses and Department of Correction's institutions to deliver high-tech training to students and job seekers. Milwaukee Area Technical College (MATC) will also be focusing a sector center on Advanced Manufacturing. This will not be a mobile lab, but a brick and mortar building. The location for this facility is still being finalized.



Inside this Advanced Manufacturing Mobile Lab

Division of Employment and Training (DET)

DWD's Division of Employment and Training (DET) provides workforce services to job seekers and businesses, assisting employers in finding the talent they need and assisting individuals and families in achieving economic independence through accessing DET's workforce services.

The Division of Employment and Training's (DET) assists employers and job seekers by:

- ◆ Connecting qualified workers and employers
- ◆ Providing resources to retain well-trained and productive employees
- ◆ Accessing workforce planning resources
- ◆ Building staff diversity through broad pool of skilled job candidates

DET is made up of a number of Bureaus and Offices that provide services and support to employers and job seekers:

- ◆ Bureau of Apprenticeship Standards
- ◆ Bureau of Job Service
- ◆ Bureau of Veteran Employment Services
- ◆ Bureau of Workforce Information and Technical Support
- ◆ Bureau of Workforce Training
- ◆ Office of Information Technology Coordination
- ◆ Office of Skills Development: Read more about the Wisconsin Fast Forward program at <http://wisconsinfastforward.com/reports.htm>
- ◆ Office of Special Initiatives

Located throughout the state, local Job Centers are where talent and opportunity meet. Both employers and job seekers are able to access the statewide resources provided by DET as well as area workforce resources to solve their workforce challenges. Over 210,000 job seekers have visited Job Center resources rooms across the state from January 1, 2018 to October 31, 2018.

JobCenterofWisconsin.com (JCW) provides a free and easy way for employers and job seekers to connect online. Through October in 2018, employers posted 221,134 jobs and 172,937 job seekers posted resumes on JCW.

Wisconsin Job Centers and JCW give job seekers and employers the ability to connect with DET staff for support and assistance with navigating the workforce system to find the products and programs that help employers connect with talented Wisconsin workers or help job seekers find a new, rewarding career.



DET 2018 Program Highlights

2018 Program Highlights

MySkills Career Exploration Grants Awarded

The MySkills Career Exploration Grant was a pilot program for the summer of 2018. Grants were awarded to organizations to ensure that youth in sixth through tenth grades could choose, experience and reflect on a wide variety of age-appropriate skill and career-related activities. With this process, youth became more aware of their own interests as well as opportunities for further learning and future careers, while entering young adulthood more informed, prepared and motivated. DET provided grants to six organizations to serve nearly 600 youth across Wisconsin. Grantees found the program successful in providing career exploration options to youth in their communities. DET hopes to offer the grant again for the summer of 2019 and plans to improve the program by connecting to Academic and Career Planning and Youth Apprenticeship opportunities during the academic school year.

Career Cluster	Number of Youth Served
Finance	40
Health Sciences or Services	178
Hospitality, Lodging or Tourism	25
Information Technology (IT)	32
Arts, AV Tech, Communications	21
Architecture & Construction	99
Agriculture, Food & Natural Resources	188
Transportation, Distribution & Logistics	9
Science, Technology, Engineering & Math (STEM)	165
Marketing	15
Manufacturing	142

DWD and the Wisconsin Department of Corrections Partner to Bring Job Center to Oakhill Correctional

With the opening of a Job Center in the Oakhill Correctional Facility, inmates are receiving case management services, career counseling, job search assistance, resume help, and attending employment related workshops. Job service staff spend about 20 hours per week at the facility. Partners on the project include DET Job Service, Registered Apprenticeship, WIOA Title I Training Services, the Office of Veteran Employment Services, and the Division of Vocational Rehabilitation. The job center was opened in September. Two months into providing services, 23 inmates have registered on JCW and are utilizing DWD's online services and at least 32 have worked with job service staff.



DWD Participates in Veteran Transition Summits

The Office of Veteran Employment Services (OVES) is working with the Wisconsin Economic Development Corporation and the Wisconsin Department of Veteran Affairs (DVA) on a national campaign to encourage transitioning military personnel and their spouses to live and work in Wisconsin once they leave the service. The new initiative is a part of the state's \$6.8 million marketing campaign aimed at attracting talent to address Wisconsin's current and future workforce needs. A key component of this campaign is reaching out directly to military personnel and their spouses with Wisconsin exhibits and other interactive opportunities at veteran/spouse transition summits and other events across the globe.

Overall, the transition summits and related events in the first three states Team Wisconsin has visited have attracted more than 3,200 attendees. Members of the team personally interacted with about 850 service members and spouses. As a result of that engagement, there are now more than 400 active cases in which DVA or OVES staff are actively providing employment services or additional information about Wisconsin to service members.

Here are the service member engagement stats for each state:

- ◆ Camp Pendleton Marine Corps Base, California
 - ✦ The two days of events were attended by a total of 528 transitioning veterans and spouses.
 - ✦ Team Wisconsin personally interacted with 170 attendees.
 - ✦ OVES/DVA are now actively case managing 75 individuals from this event
- ◆ Joint Base Lewis-McChord and Naval Air Station Whidbey Island, Washington
 - ✦ Attendance at multiple events on both bases was 1,306
 - ✦ Team Wisconsin personally interacted with 243 attendees
 - ✦ OVES/DWD are actively case managing 127 from these events
- ◆ Joint Base Pearl Harbor, Schofield Barracks and Marine Corps Base, Hawaii
 - ✦ Attendance at multiple events on the three bases was 1,382
 - ✦ Team Wisconsin personally interacted with 437 attendees
 - ✦ OVES/DWD are actively case managing 219 individual from these events



DET 2018 Program Highlights

Youth Apprenticeship Program Experiences Record Year

The Wisconsin Youth Apprenticeship (YA) program continues to expand with the program experiencing a record number of students enrolled in the program during the 2017-2018 school year. The 2018-2019 school year looks to continue that trend with planned student enrollment at 4,871 and the highest state investment, \$4.3 million, in program history. Students receive the benefit of learning about occupations before high school graduation and gain key skills that allow them to enter the workforce after graduation if they choose.

Youth Apprenticeship

Contract Year (7/1-6/30)	2012	2013	2014	2015	2016	2017	2018
Funding Level	1,501,928	1,862,171	2,131,985	2,130,679	2,186,558	3,068,222	3,803,518
Students Served	1,625	1,829	2,520	2,552	3,042	3,561	4,362

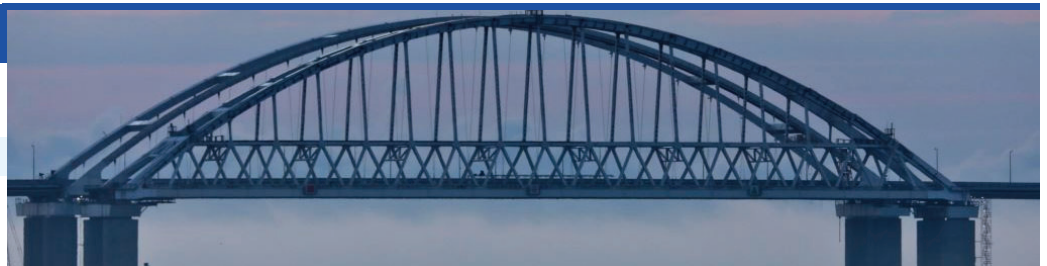
Youth Apprenticeship is also working with the Registered Apprenticeship (RA) program to create a bridge program from YA to RA. The program allows for a smooth transition for the student into a RA and applies some of their YA related instruction to their registered apprenticeship. Since implementing the bridge program in 2016, more than 160 students have transitioned from youth apprenticeship into a registered apprenticeship with steady annual increases.

YA to RA Bridge:

17-18: 85 students

16-17: 42 students

15-16: 39 students





Registered Apprenticeship: Expanding into New Sectors and Continued Steady Growth

The Registered Apprenticeship program is expanding across industry sectors like never before thanks to unprecedented state and national support.

These sectors launched registered apprenticeships in 2018:

- ▶ Agriculture - Organic Vegetable Farm Manager
- ▶ Finance - Financial Services Professional
- ▶ Healthcare - Pharmacy Technician, Certified Medical Assistant
- ▶ Information Technology - Data Analyst, IT Service Desk Technician, Software Developer

These occupation sectors began developing their first registered apprenticeships in Wisconsin in 2018:

- ▶ Auto Collision Repair
- ▶ Biotechnology Technician



<i>Active Apprentice Contracts</i>		<i>New Apprentice Contracts</i>	
Year	No. of Contracts	Year	No. of Contracts
2010	10,315	2010	2,109
2011	9,801	2011	2,279
2012	9,681	2012	2,718
2013	9,870	2013	3,133
2014	10,663	2014	3,414
2015	10,526	2015	3,069
2016	11,334	2016	3,133
2017	12,254	2017	3,321
2018*	12,918*	2018*	3,125*

*Through 10/1/2018

*Through 10/1/2018



Department of Workforce Development

Equal Rights

MISSION:

To protect the rights of all people in Wisconsin under civil rights and labor standards laws we administer; achieve compliance through education, outreach, and enforcement; and create a positive and healthy business and work climate in Wisconsin through consistent, fair, and efficient enforcement of the law.

OVERVIEW:

The Equal Rights Division enforces Wisconsin's anti-discrimination laws relating to employment, housing, and public accommodations, and those laws regulating wages and hours. These include the Wisconsin Fair Employment Law, which protects persons from discrimination in employment based upon race, color, sex, national origin, ancestry, age (protects those 40 years of age and older), disability, religion, sexual orientation, marital status, military status, or use or non-use of lawful products; the Wisconsin Family and Medical Leave Act; Wage Payment and Collection Act; overtime and minimum wage requirements, and many other similar laws. The Division also licenses private employment agencies and regulates traveling sales crews in the state. Enforcing these requirements remedies discrimination and helps create a vibrant and diverse Wisconsin.

DID YOU KNOW . . .

Administrative Law Judge Mediators continue to have an excellent success rate of more than 70 percent of the more than 2,000 mediations completed annually. Mediation helps parties reach mutually agreeable settlements and helps prevent the need for costly litigation for all parties.

Administrative Law Judges issued more than 800 hearing decisions, including dismissals.

Equal Rights Division Investigators issued more than 2,700 investigation resolutions, including dismissals. This included 1,112 initial determinations finding "no probable cause" and 332 finding "probable cause" that discrimination occurred as alleged.



DWD's Equal Rights Division Collects Over \$1.3 Million in Unpaid Wages

The Equal Rights Division (ERD) collected over \$1.3 million in unpaid wages for approximately 1200 individuals in 2018. Each year, the ERD takes in approximately 2,500 wage claims. When claims are found valid, the Division attempts collection. In most cases, ERD collects successfully simply by sending a letter making the request. In some cases, though, either the employer has no funds (or is in an insolvency proceeding, like bankruptcy), or they simply disagree with ERD's findings. When employers do not pay what the Division has found due, ERD asks the District Attorney or the Attorney General to assist.

Wisconsin law has a very powerful collection tool which helps the litigating agencies collect in some difficult cases. Division Administrator Robert Rodriguez said, "the citizens of Wisconsin benefit from a strong wage payment statute that protects their rights to the wages they've earned." Wisconsin's wage lien provision – part of Chapter 109, Wis. Stat., the Wage Payment and Collection Act – puts employees in a much better position than in most other states. The wage lien gives workers high priority in bankruptcy and receivership cases and helps ERD collect a greater portion of lost wages than most other states.



Equal Rights Division Increases Outreach to Employers

The Equal Rights Division strives to get the word out about the laws the Division enforces to try to ensure compliance through education, rather than by enforcement activities. "It is our experience that most employers want to comply with the laws; they just don't always know the legal issues involved," said Equal Rights Division Administrator Robert Rodriguez. The Division began a concentrated Outreach and Education program in 2014 to try to reach as many workplaces, employer groups, Chambers of Commerce, and other organizations as possible. The goals of the ERD program are: (1) to increase understanding and compliance with the laws we enforce; (2) to offer technical assistance to businesses, employees, and applicants for employment related to the laws we enforce; (3) to eliminate inadvertent violations; and (4) to focus on small businesses that may have limited resources with which to seek help.

The Division has developed new partners in delivering this training, including local chapters of the Society for Human Resource Management, and Chambers of Commerce. It has steadily increased its "touch," reaching 1,360 people in 2014 giving 32 presentations; and this year reaching more than 2,200 people with 42 presentations. During this time, the Division has seen a decrease in the number of wage complaints and discrimination complaints as well, although ERD cannot attribute the decrease directly to its education and outreach efforts.



Department of Workforce Development

Operations

MISSION:

Provide strategic vision, leadership, and solutions with our business partners to empower clients and customers.

OVERVIEW:

The Division of Operations (DO) provides management and program support to DWD's divisions, including budget, facilities, finance, information technology, purchasing and procurement, lean government, project management services and solutions, and incident management and continuity of operations. It also provides administrative services to the Wisconsin Employment Relations Commission, which is administratively attached to DWD, and information technology services to the Labor & Industry Review Commission. Additionally, DO works closely with the Department of Administration (DOA), Division of Personnel Management (DMP) in the delivery of human resource services to the department.

DO consists of five bureaus and one office:

- ◆ Enterprise Solutions
- ◆ Finance
- ◆ General Services
- ◆ Information Technology
- ◆ Procurement and Information Management
- ◆ Office of Policy and Budget

DO has approximately 190 employees and 72 contractors, and an annual budget authority of approximately \$36 million. Its mission is to provide strategic vision, leadership and solutions with our business partners to empower clients and customers.



DID YOU KNOW . . .

Milwaukee State Office Building (MSOB)

Consolidation: DO's Bureau of General Services consolidated two DWD divisions within the MSOB for a combined reduction in space of approximately 54% and an annual cost savings of over \$157,800 per year.

BadgerNet Network Upgrade: The Bureau of Information Technology Services (BITS) completed the multi-year BadgerNet Network Upgrade project that provides our programs the ability to operate more effectively and efficiently via improved network equipment, increased bandwidth, and increased network connectivity to 138 remote locations covering DWD offices and external partners.

Modernization Efforts: BITS replaced several outdated, difficult to maintain systems with modernized web applications that support Wisconsin's employers. For example, the WisConomy system provides an up to date, interactive portal to Labor Market Information. The new Bureau of Apprenticeship Information System allows employers to provide apprenticeship data electronically, replacing a manual paper process.

Media Server Accessibility: DWD's Web Team developed a process to caption all video content to meet the accessibility requirements under Section 508 of the Rehabilitation Act.

Federal Tax Information (FTI) Background Checks: Developed and implemented a policy, process and implementation plan to conduct Federal Bureau of Investigation fingerprint background checks that are required by the Internal Revenue Service to ensure the confidentiality and integrity of federal tax information.

DWD Programs Experience Successful Audit Reviews

The financial transactions of the Department of Workforce Development (DWD) are frequently subject to audits by the state Legislative Audit Bureau (LAB), the U.S. Department of Labor (DOL) and others. This past year marked the third consecutive year with no audit findings or deficiencies in the State of Wisconsin Single Audit Report.

The State of Wisconsin Single Audit Report is a federally required audit of the federal money received by the state. DWD receives approximately \$190 million in federal funds annually, spread over many individual federal grants and projects. Each major grant program or project is typically audited every three years. The Workforce Innovation and Opportunities Act (WIOA), Wagner Peyser, Workforce Information Grant (WIG), and Work Opportunity Tax Credit (WOTC) grants were audited by LAB during the most recent audit period.

Additionally, during State Fiscal Year 2018, DOL and Employ Milwaukee conducted reviews that included a financial component. These reviews did not identify any fiscal findings. The DOL review looked at the WIOA, Wagner Peyser, and Trade Adjustment Act grants. Employ Milwaukee reviewed the Tech Hire and Work IT grant.

The audits and reviews are typically conducted to ensure compliance with grant requirements and the internal controls used to help ensure the validity and accuracy of financial transactions. DWD puts a substantial emphasis on good internal controls over financial transactions, which results in positive audits.

Aspiring Leaders Training Series (ALTS)

The Division of Operation planned and delivered the fourth annual ALTS leadership development program that is designed to educate and support the growth of DWD's emerging leaders. Each session reflects DWD's mission and values with a strong focus on practical application of skills for our current workplace. Over 32% of graduates were either promoted or accepted positions with more authority.





Department of Workforce Development

Unemployment Insurance

MISSION:

Advancing Wisconsin's economy and business climate by providing economic stability to Wisconsin communities, employers, and workers.

OVERVIEW:

The UI program primary roles are to provide:

- ◆ Temporary economic assistance to individuals who find themselves unemployed through no fault of their own and who are actively seeking work.
- ◆ Economic stability in the community during periods of economic downturn.

The UI program is financed by federal and state taxes paid by employers who are subject to the federal/state UI laws. Wisconsin was the first state to enact a UI law in 1932 to help stabilize the effects of the Great Depression.

The UI Division areas of responsibility consist of:

UI Administration - Handles the development of strategic plans, project management, operating budgets, system modernization, and legislative and customer relations. Includes Quality Control - Audits and provides statistically valid estimates of the accuracy of both benefit payments and decisions and audits UI Tax operations to ensure accuracy and timeliness.

Benefit Operations Bureau (BOB) - Processes claims, adjudicates disputes, and ensures proper payment of benefits.

Bureau of Tax and Accounting (BTA) – Collects, controls, and accounts for flow of funds into and out of the UI program; establishes tax liability; maintains employer accounts; collects unpaid employer taxes and benefit overpayments.

Bureau of Legal Affairs (BOLA) - Provides legal advice and services for the division, processes UI benefit and tax appeals, represents DWD in court and administrative proceedings, conducts research and analysis on UI laws and policies, investigates and educates employers on worker misclassification, and provides support to the Unemployment Insurance Advisory Council (UIAC).

Bureau of Management and Information Services (BMIS) – Handles imaging and document management, business analysis and automation, telecom, information technology coordination, data services, communications, and internal security.



DID YOU KNOW . . .

Fraud against the Wisconsin UI program continues to decline. Currently, UI fraud overpayments declined by 5 percent when compared to the same timeframe in 2017. This is in addition to a 42 percent decline in fraud overpayments from 2016 to 2017.



UI 2018 Program Highlights

Newly Upgraded UI Employer Online Services and SIDES E-Response

Improved way to electronically respond to UI notices and appeal benefit determinations



Experience the

IMPROVED features

Single Sign-On Access

Enhanced Security

Streamlined Communication



UCB-18457-P (N. 10/2018)

dwd.wi.gov/ui/sides

DWD Upgrades Online Experience for Claimants, Employers

Improvements to UI online services include a streamlined and easy to use UI Employer Online Services and SIDES E-Response sign-on, which saves time and reduces complexity. Another improvement permits claimants and employers to view benefit determinations and to file benefit appeals electronically. These enhancements make the system more user-friendly, saving claimants and employers time and money.

Enhanced Online Weekly Work Search for Claimants

DWD recently enhanced the online claim filing process for claimants. Improvements include a new stand-alone online application which allows claimants to enter their work search actions throughout the week, instead of having to wait until the week is over to submit their work search actions. These enhancements make the system more user-friendly, saving claimants time and energy and helping to prevent benefit claims filing errors, which helps to reduce improper payments.

2018 Initial and Weekly Claims Lowest in 30 Years, Nearly all Claims Filed Online

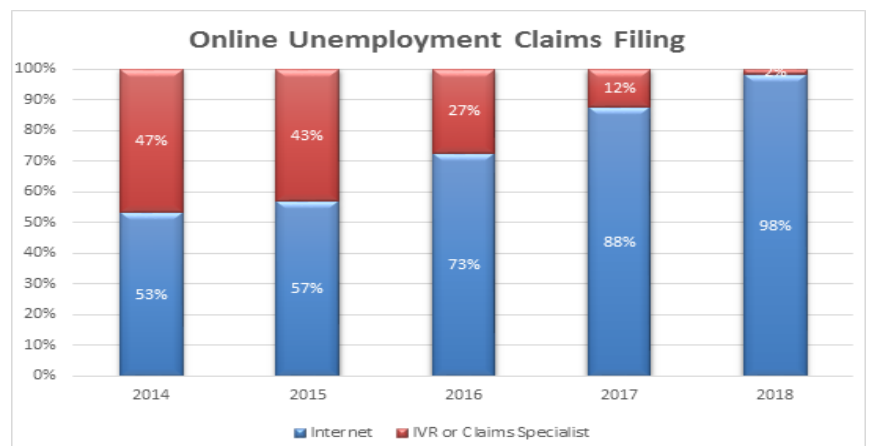
Lowest rates of unemployment

Through the first 44 weeks of 2018, both initial and weekly unemployment claims dropped to the lowest levels in at least 30 years.

Online unemployment claims filing

Due to enhancements to the online filing system and retirement of the antiquated telephone filing system (IVR) finalized in 2017, approximately 98% of initial and weekly claims are currently filed online.

This is an 85% improvement from 2014 when approximately 53% of claims were filed online. An online filing system is easier, more convenient and reliable for the customer, and a less expensive and more simple system for the division to support.



A Stable UI Trust Fund - Good For Employers, Good for Workers

Saving employer's tax dollars

For the 2019 tax year, employers will again be paying taxes in the lowest possible tax schedule, schedule D. Since 2013, employers have saved over \$700 million when considering the changes in tax schedules and the improved UI tax account standing for many covered employers.

Trust fund balance continues to rise

The Unemployment Insurance Trust Fund is in excellent condition. The Trust Fund balance on June 30, 2018 was over \$1.6 billion, an increase of 21.4 percent when compared to the June 30, 2017 balance of over \$1.3 billion.

UI Trust Fund Balance	June 30, 2018	June 30, 2017	\$ Change	% Change
Balance (in millions)	\$1,616.2	\$1,331.1	\$285.1	21.4%



Employers



**SAVING
YOUR TAX
DOLLARS**



Department of Workforce Development

Vocational Rehabilitation

MISSION:

The mission of the Division of Vocational Rehabilitation is to assist individuals with disabilities in obtaining, maintaining and improving employment by working with consumers, employers, and other partners. DVR primarily serves individuals with disabilities, working with them to maximize their employment opportunities by helping them develop the skills that today's businesses are seeking in the workforce of the future. DVR also serves business owners, connecting them to qualified job seekers with disabilities.

OVERVIEW:

DVR's primary services for job seekers with disabilities are:

- ◆ Career guidance and counseling
- ◆ Disability and employment assessment
- ◆ Job search and placement assistance
- ◆ Information and referral services
- ◆ Transition to work services for students with disabilities in high school
- ◆ Employment service support for persons with severe disabilities, including:
 - ◆ Time-limited, on-the-job supports
 - ◆ Vocational and other training
 - ◆ Rehabilitation technology
 - ◆ Occupational licenses, tools, and other equipment
 - ◆ Assistance in small-business plan development

DVR's primary services for businesses are:

- ◆ Informing businesses about the DVR talent pool and the full spectrum of DVR programs and services.
- ◆ Informing employers about incentives and opportunities to provide work-based learning and career exploration options to students and youth through internships, work experiences, and pre-employment transition services.
- ◆ Connecting employers to resources to help them recruit, job match, hire, train, and retain qualified talent from the DVR talent pool.
- ◆ Providing consultation, technical assistance, and support to employers on workplace accommodations, assistive technology, and accessibility.
- ◆ Providing information and consultation regarding employment of people with disabilities, including the benefits/return on investment of enhancing diversity in the workplace, disability awareness, and the Americans with Disabilities Act.



Wisconsin a National Leader in Project SEARCH

Administered by DVR, Wisconsin continued its successful participation in Project SEARCH, a national program for young adults with disabilities that provides internships and education leading to competitive integrated employment. Each Project SEARCH program runs concurrent with the K-12 school year. In 2014, Governor Walker called for expanding Project SEARCH in Wisconsin from 7 to 27 sites statewide. This year, three new sites launched Project SEARCH programs, bringing the total number of Wisconsin sites to 27 for the 2018-19 school year. There are approximately 238 interns participating Wisconsin Project SEARCH programs statewide.

Wisconsin Recognized as a Top State for Individuals with Disabilities

Wisconsin is a top-ranking state (14th nationally) in the percentage of people with disabilities who are employed, according to the 2017 Annual Disability Statistics Compendium. More than 143,700 civilians with disabilities – representing 41.8 percent of people with disabilities age 18 to 64 in Wisconsin – were employed in Wisconsin in 2016, according to the study published by the Institute on Disability at the University of New Hampshire. Wisconsin outpaced the national rate of 35.9 percent and was ahead of numerous Midwest states including Indiana, Michigan, Illinois, and Ohio.

Wisconsin Successfully Closes Promise Program

In 2014, Wisconsin was selected as one of six sites for a major federal grant from the US Department of Education. The five-year, \$32.5 million pilot called Wisconsin PROMISE aimed to improve the education and career outcomes of low-income children with disabilities who receive a Supplemental Security Income benefit from the Social Security Administration. DVR partnered with several other state agencies and community partners to coordinate services to youth and their families. Between April 2014 and the end of the grant period in September 2018, Wisconsin Promise surpassed the target enrollment goal of 2,000 with 2,024 youth and their families enrolling in the initiative.

As of September 30, 2018, 681 (67%) Wisconsin PROMISE youth and 942 (66%) family members already have or had paid work. Additionally, youth have worked a total of 1,097 jobs and 180 youth have graduated high school since enrolling in Wisconsin PROMISE.

As of November 20, 2018:

- ◆ **Family Members:** 575 active jobs with an average of 30 hours per week at an average of \$12.42 per hour
- ◆ **Youth:** 275 active jobs with an average 20 hours per week at an average of \$9.13 per hour

To compare, at the time of Promise enrollment, 302 family members and 16 Wisconsin Promise youth were working when they enrolled in Wisconsin Promise.

- ◆ **Family Members:** 315 active jobs with an average of 34 hours per week at an average of \$12.19 per hour
- ◆ **Youth:** 17 active jobs with an average 14 hours per week at an average of \$7.68 per hour

DVR Outcomes Data	PY 2015	PY 2016	PY 2017
Applicants for Services	14,122	12,919	12,898
Total Cases Served	35,237	32,862	31,975
Successful Employment Outcomes	4,699	4,455	4,143
Average Hourly Wage	\$12.69	\$13.11	\$13.37
Average Hours Worked per Week	27	26	26





Department of Workforce Development

Worker's Compensation

MISSION:

The mission of the Division of Worker's Compensation (WC) is the promotion of healthy, safe work environments for the benefit of employers and workers by maintaining a balanced system of services to ensure compliance with the provisions of the Wisconsin Worker's Compensation Act.

OVERVIEW:

WC is responsible for the administration of the Worker's Compensation Act of Wisconsin, Chapter 102.

The Division administers programs to assure that injured workers receive required financial and other benefits from insurers and self-insured employers, to encourage injured workers' rehabilitation and reemployment, and to promote techniques that reduce the number of work-related injuries, illnesses, and deaths.

The Division administers Chapter 102 with respect to enforcement, payment of claims, violations, compliance and enforcement of insurance requirements and other related duties. All claims with more than three days lost time and fatalities must be reported to WC.

DID YOU KNOW . . .

- ▶ Through October 2018, the Bureau of Legal Services staff resolved 4,973 health care service fee and necessity of treatment dispute cases through alternative dispute resolution, preventing the need for costly litigation and administrative processes for all parties.
- ▶ Through September 2018, 80 percent of worker's compensation claims were paid within 14 days after a notice of injury. This percentage of prompt payment is among the best in the nation and reduces litigation and claim friction costs.



WCD Embraces Lean Government Initiatives, Paperless Processes

During calendar year 2018 the WC Division has been moving forward with its Electronic Litigated Mail and WC Litigated Case Portal projects. The former will eliminate the handling of paper documents and the creation of paper files with respect to the litigation process. These will be replaced with imaged documents, electronic case files, and workflow. The latter will eliminate the need for the mailing of hard copy documents to the WC Division by parties to a litigated claim. Phase I of each of these projects will be rolled out before the end of the calendar year. These two projects not only affect the WC Division, but they also modernize the daily work processes of the Office of Worker's Compensation Hearings (Division of Hearings and Appeals, Department of Administration). The WC Division's Electronic Litigated Mail and WC Litigated Case Portal projects directly support Governor Walker's Executive Order #66 on Lean Government, the second pillar of DWD's Strategic Plan regarding operating DWD programs effectively and efficiently, and the WC Division's strategic initiative to transition to all electronic record keeping.



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