

Department of Employment

❖ *Mission and philosophy*

The mission of the Department of Employment is to provide quality services and information that promote employment, self-sufficiency, economic security and a safe work environment for its customers.

❖ *Results of outcomes*

See specific division reports for outcomes.

❖ *Strategic plan changes*

Department goals for 2001 are to

- Support a system that enables individuals to prepare themselves to obtain and retain employment and that responds to the workforce needs of Wyoming employers;
- Support a statewide delivery system that promotes the economic security of workers and families;
- Support a statewide delivery system that provides financial and other assistance to eligible individuals, which assists in sustaining economic security for them and their communities;
- Improve safety and health in the workplace;
- Provide for a business-friendly administration of workplace regulations; and
- Support operational functions, maintain a skilled workforce committed to quality performance and maximize the use of technology.

General information

Beth Nelson, Director

Agency contact

Patti Merchant
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Other locations

Statewide - see division reports

Year established

1990

Statutory references

W.S. 9-2-2002
W.S. 27-2-104 through W.S. 27-2-113

Number of authorized personnel

Administration - three full-time; See division reports for department staffing.

Clients served

Wyoming employers, labor force

Budget information

General fund \$173,850

Council on Women's Issues

General information

Amy McClure, Chairperson

Agency contact

Amy McClure, Chairperson
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Other locations

c/o State of Wyoming, Department of Employment

Year established and reorganized

Established 1969, reorganized 1990

Statutory reference

9-2-601 and 9-2-602

Number of authorized personnel

None

Organizational structure

Administration

Clients served

Women of Wyoming and anyone interested in women's issues

Budget information

General fund expenditures \$15,784

❖ Results of outcomes

The Council on Women's Issues works to serve as an information clearinghouse, disseminate information on women's issues, coordinate the efforts of women's groups around the state, monitor issues affecting women, promote nontraditional jobs and careers for women, recommend and monitor legislation that affects women, work toward equal representation of women in entities that determine public policy, recognize businesses that promote a positive work environment for women and produce a publication of success stories of Wyoming women.

The Council on Women's Issues works to serve anyone interested in women's issues and to focus attention on the status of Wyoming with emphasis on employment practices, educational opportunities, home and community and legal rights and responsibilities. The council continues to co-sponsor the Wyoming Women's Conference.

The council continues partnership with the Wyoming Contractors Association to encourage

women entering into nontraditional fields and to sponsor introductory training sessions for the "Construction to Careers" program in Lusk, Gillette, Ethete and Casper. As of June 30, 2000, 50 individuals were accepted into the apprenticeship program, of which, 18 are female. Since its inception (1998-2000), a total of 167 people have been accepted in the program, of which 67 are female.

Employment Resources Division

General information

Pam Miller, Acting Administrator

Agency contact

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Other locations

Employment Centers are located in Casper, Cheyenne, Cody, Evanston, Gillette, Jackson, Laramie, Rawlins, Riverton, Rock Springs, Sheridan and Torrington. Satellite offices are located in Afton, Douglas, Kemmerer, Lander, Newcastle, Wheatland and Worland.

Year established and reorganized

Established 1937, reorganized in 1990 and 1993

Statutory references

W.S. 27-3-101 through W. S. 27-3-705; Internal Revenue Code Provisions, Ch. 23 - Federal Unemployment Tax Act; Social Security Act, as amended, 42 U.S.C. §301 et seq.; Wagner-Peyser Act of 1933, as amended (29, U.S.C. 49); 20 CFR 652 and 20 CFR 653; Job Training Partnership Act, as amended, (P.L. 97-300); The Workforce Investment Act of 1998 (P.L. 105-220); Veterans Employment and Training (38 U.S.C., Ch. 41 & 42); Trade Act of 1974 (P.L. 93-618, as amended); NAFTA Implementation Act (P.L. 103-182); Civil Rights Act 1964; Migrant and Seasonal Agricultural Worker Protection Act (29 USC § 1801 et seq.); W.S. 27-2-111; Worker Adjustment and Retraining Notification Act (P.L. 100-379); Economic Dislocation and Worker Adjustment Assistance Act (P.L. 100-418); W.S. 27-13-101 through W.S. 27-13-103; W.S. 27-2-105; Governor's Executive Order 1990-3, P.L. 98-524; Carl D. Perkins Vocational and Applied Technology Education Act

Number of authorized personnel

270 full-time, 50 part-time

Organizational structure

Unemployment Insurance Benefits, Unemployment Insurance Employer Services, Appeals, Job Placement and Training, Field Administration, Administrative Services and Operations, Information Technology, Research and Planning, Legal

Clients served

General public, employers, unemployed workers, economically disadvantaged adults and youth, dislocated workers, at-risk youth, veterans, educators, job seekers, state agencies, counties, towns, economic development organizations, Federal Reserve, Congress, federal executive branch agencies, firms interested in relocating.

Budget information

Fund 001	\$24,971,923
Fund 034	869,118
Fund 501	677,038
Fund 505	5,213
Fund 506	56,982
Fund 528	326,176
Total	\$26,906,450

❖ Results of outcomes

To increase the number of customers securing employment after receipt of information and/or other services, the Employment Resources Division operated a statewide labor exchange program. During FY00, the division registered 57,167 job applicants, placed 12,567 individual job applicants, referred 33,706 individuals to employers, received 31,400 job openings and wrote 21,083 job orders for employers. There were 16,933 job openings that paid \$1 or more per hour over the minimum wage. The average hourly wage of all job orders was \$7.85, ranging from \$5.93 in the retail trade industry to \$11.11 in the mining industry. Of 53,792 job ready customers, 13,750 (25.56 percent) obtained employment.

The Wyoming Job Bank (WJB) is accessible on the Internet at <http://wyjobs.state.wy.us>. During the fiscal year, there were 4,623,722 accesses on the system. Of that total, 454,060 were by WJB users through the 159 IP address. These WJB user accesses consist of accesses made by Employment Center (EC) staff and community accesses at EC Resource Rooms and kiosks located throughout the state. There were 4,169,662 accesses made by outside users, which include accesses from other agencies and community access by home computers or by individuals using other methods of accessing the Web.

In accordance with the Workforce Investment Act (WIA), the Wyoming Workforce Development Council designated the Employment Resources Division's Employment Centers as the One-Stop Centers in Wyoming. Efforts are in progress to streamline services for customers through collocation with WIA partners, elimination of duplication of services and coordination of service delivery.

The six satellite offices were opened in FY00 with the financial support of the Employment Support Fund.

The Workforce Development Training Fund assists Wyoming employers who are creating new jobs or who have experienced substantial changes in their business operations that necessitate additional training of current employees. During FY00, 17 contracts were written awarding a total of \$329,191 to train 184 employees. Employers benefiting from the fund included a bank, a trucking firm, an airline and a sawmill. Training occupations included course instructors at a technical institute, supervisors at a welding and machine shop and a real estate underwriter.

In FY00 the Employment Resources Division continued to provide career resource rooms in each Employment Center. The resource rooms provide written information, software programs, computers and video training tapes to help division clients find employment. Using career resource rooms, clients were able to improve their job finding skills, access labor market information, seek employment through America's and Wyoming's Job Banks, create resumes and make future career decisions. Local office staff provide assistance and training in the use of the resource materials and equipment to job seekers.

A new Internet-based management information system, the Wyoming Job Network, will be implemented in the fall of 2000. This system will allow Internet connected job seekers and employers 24-hour access to the Employment Resources labor exchange system. Job seekers can self-register for work and employers can self-enter job orders. Each can do their own cross-matching with job openings and job seekers.

Self-referral to job openings was available in Employment Centers around the state. Employers could list job openings for self-referral, or they could list job openings that required referral screening by division staff. Self-referral provides increased customer choices for both employers and job seekers.

The Employment Resources Division operated the Wyoming Job Training Program (WJTP) to provide comprehensive assessment and case management services to individuals with significant barriers to employment. During the fiscal year, 133 dislocated workers completed the program with 115 participants employed at least 20 hours per week during the week they completed the program — an entered employment rate of 86.47 percent. During this period, 546 Job Training Partnership Act (JTPA) youth participants completed the program with 196 participants employed at least 20 hours per week during the week they completed the program — a 35.90 percent entered employment rate. Additionally, 404 youth received a positive employability enhancement, which is a positive enhancement rate of 73.99 percent. Of the 259 adults with employability barriers enrolled in the JTPA Title IIA program during this period, 179 completed follow-up reports, with 129 employed at follow-up for at least 20 hours per week. This resulted in a 72.07 percent entered employment rate, with average weekly earnings of

\$366.30. Of the 23 welfare participants that completed follow-up reports, 18 were employed at follow-up (20 hours or more per week), with average weekly earnings of \$351.77, resulting in a 78.26 percent entered employment rate.

Funds to process immigration requests for employers and alien workers received a small increase in FY00. Once again there has been a large increase in the number of temporary alien worker requests. Many of these workers have gone to the Jackson area, but Yellowstone and other areas in northwestern Wyoming have also started to request alien employees. In FY00, requests for 972 temporary alien workers were processed for employers, which is an increase of 418 workers over the previous year. Requests were also processed for 19 aliens in the permanent category.

The national Work Opportunity Tax Credit (WOTC) and Welfare-to-Work Tax Credit (W-t-W) programs were reauthorized in the Ticket to Work and Work Incentives Improvement Act of 1999. These programs will allow Wyoming employers to claim tax credits for hiring AFDC/TANF (Aid to Families with Dependent Children/Temporary Assistance to Needy Families), Food Stamp, and Supplementary Security Income (SSI) recipients. Low-income veterans and ex-felons are also included in these programs. The division operates a centralized program that saves time and funds and is user-friendly for employers. Information and forms are also available through the Wyoming Department of Employment homepage and in the local Employment Centers.

To provide labor market information to individuals, business, education, labor and governmental entities, about 36 publications were made available through the Internet and in hard copy. Approximately 1,400 hard copies of the monthly publication, *Wyoming Labor Force Trends*, are distributed each month. In May of 1999, Research and Planning had 1,988 visitors to its Web site and 1,213 requests per day. During May of 2000, 7,342 labor, business, educational and other visitors made 2,018 information requests per day at <http://lmi.state.wy.us>. The number of Internet users increased by 4,000 over the year.

The Research and Planning Section provided teleconference training on the State and Area Research and Analysis System (SARAS) for approximately 109 One-Stop partners, community college institutional research staff, members of the Wyoming Economic Development Association and division staff persons. SARAS is a map-driven, user-friendly database of economic and demographic information useful to job seekers, policy makers, economic developers, employers, etc.

To meet the federal standards on providing timely and appropriate benefit payments to eligible workers who file unemployment insurance claims, the Employment Resources Division operated a quality system for the payment of unemployment benefits and adjudication of related issues. During the fiscal year, 94.2 percent of intrastate first payments and 76.2 percent of interstate first payments were made with-

in 14 days of the first compensable week ending date. Both of these outputs were considerably higher than the federal standards listed in Outcomes 1 and 2 of Goal II, Objective B, which is again due to a concerted effort between the claims takers and adjudicators determining claim issues. During FY00, 8,514 non-monetary determinations were resolved, which included both separation and non-separation issues.

To measure accuracy of unemployment payments, the Employment Resources Division operated a quality control program. During FY00, 367 quality control benefit audits were selected, and this number gives a 95 percent confidence interval. The net percent of sample dollars overpaid during this period was 9.6 percent.

To meet the federal standards on timely and appropriate benefit payments, the Employment Resources Division operated an unemployment insurance appeals program. During FY00, 1,381 decisions involving the Unemployment Insurance Program were issued. Of those, 1,046 involved benefit eligibility, 920 (88 percent) of which were issued within 30 days. This exceeds the federal timeliness standard of 60 percent.

To foster the solvency of the unemployment insurance fund, the Employment Resources Division maintained an actuarially based employer rate system. The Unemployment Insurance (UI) Trust Fund balance as of June 30, 2000, was \$175.2 million, and the State UI Trust Fund balance was \$15.7 million, for a total of \$190.9 million. According to the UI Data Summary prepared by the U.S. Department of Labor, the Wyoming UI Trust Fund has been more than 4 percent of total covered wages since the second quarter of 1993. Since the UI Trust Fund has been more than 4 percent of total covered wages, it has not been necessary to assess a fund balance adjustment factor since 1993, resulting in lower employer taxes.

To maintain the solvency of the unemployment trust fund, the Employment Resources Division actively pursued collection activities on delinquent accounts. Collection activities included the filing of 335 liens and the approval of 62 installment payment agreements.

Through the consolidated unemployment insurance/workers' compensation audit program, five auditors performed 599 audits and collected \$15,526 for UI. A referred audit program was implemented in January to address problem areas and respond to anonymous tips.

To aid in maintaining the solvency of the unemployment trust fund, telephone access to tax information was provided to employers. During FY00, 2,281 employer calls were recorded by the system. In addition, in inquiry calls, employers requested 34 letters of good standing, provided 228 missing social security numbers and filed 944 no worker reports.

At June 30, 2000, the amount of employer taxes due was \$2,115,745, which included computer-generated jeopardy assessments of \$1,353,984. At June 30, 1999, the amount of employer taxes due was \$2,193,078, which included computer-generated jeopardy assessments of \$1,550,547. Removing jeopardy assessments

from the formula, the actual accounts receivable increased by 19 percent during FY00. Staff processes and activities are under review to reduce accounts receivables for FY01.

To increase the customer satisfaction levels of individuals and employers receiving services from the department, the Employment Resources Division strove to assure a system of prompt, comprehensive, effective and efficient services for applicants and employers. During the first two quarters of FY00, 800 customer satisfaction surveys were sent to job seekers, and 124 were returned. Of these, 110 (88.7 percent) indicated a response of acceptable or better, compared to 86.5 percent for the same quarters during the previous fiscal year. During the same period, 800 customer satisfaction surveys were sent to employers, with 215 returned. Of these, 206 (95.8 percent) indicated a response of acceptable or better, compared with 93.1 percent for the same quarters during the previous fiscal year.

In FY00, customer satisfaction surveys were sent to Wyoming recipients of Trade Adjustment Assistance and NAFTA (North American Free Trade Agreement) Transitional Adjustment Assistance who had exited the programs. Approximately 50 percent of the recipients completed the survey. Of those who responded, 90 percent said they were employed and 58.6 percent said the program helped them obtain a good job. Those employed showed an hourly wage equal to 85 percent of their wage prior to becoming unemployed and entering the program. Ninety percent of the participants indicated that they would recommend the program to a friend.

To provide qualified staff with specialized skills to meet the needs of customers, 281 staff participated in 93 different conferences or seminars. Classes included both hard and soft skills. A seminar on "Creating Powerful Partnerships" and "Expanding Business Partnerships at the Local Level" was attended by 72 division employees. Internal training included the proper and prudent uses of e-mail. All local office personnel attended regional training on "Coping with Change." The driver's safety training video was shown to all staff who drive on agency business.

To educate the customer about the department's service delivery system, a total of 88,780 pieces of educational material were distributed to job seekers/claimants and employers through the local Employment Centers and the Field Administration Unit. Marketing and educational materials were supplied to the six new Employment Centers in Afton, Douglas, Kemmerer, Lander, Newcastle and Wheatland for their open houses and employer contacts. This number also reflects an internal marketing effort to promote the new Wyoming Job Network throughout the state in all 19 Employment Centers. Federal and state regulatory posters were distributed to 2,609 employers in the state.

Fiscal/Personnel Unit

General information

Jerry Ciz, Supervisor/Manager II

Agency contact

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Year established

1990

Statutory reference

W.S. 9-2-2002
W.S. 27-2-104 through W.S. 27-2-113

Number of authorized personnel

Nine full-time

Organizational structure:

Fiscal/Personnel

Clients served:

Department employees, vendors, claimants

Budget information

General fund \$432,706

❖ Results of outcomes

The Fiscal/Personnel Unit, through its activities, supports all the department's goals and objectives along with coordinating the measurements of the agency's strategic plan

Labor Standards Division

General information

Charles A. Rando, Acting Administrator

Agency contact

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Other locations

Casper, Sheridan, Rock Springs and Worland

Year established and reorganized

Established 1917, reorganized 1990

Statutory references

W.S. 27-4-101 through W.S. 27-4-508
 W.S. 27-5-101 through W.S. 27-5-110
 W.S. 27-6-101 through W.S. 27-6-116
 W.S. 27-7-101 through W.S. 27-7-115
 W.S. 27-8-101 through W.S. 27-8-111
 W.S. 27-9-101 through W.S. 27-9-108
 W.S. 16-6-101 through W.S. 16-6-206

Number of authorized personnel

12 full-time

Organizational structure

Wage and Hour, Fair Employment

Clients served

Employees and employers

Budget information

General fund	\$496,421
Federal funds	62,755
Total	\$559,176

❖ **Results of outcomes**

To increase the customer satisfaction factor levels of individuals and employers receiving services from the Labor Standards Division, including fair and equitable enforcement of regulations, 878 client surveys were mailed. Of the 878 client surveys, 276 were returned, and 227 reflected satisfied customers.

To provide educational and consultative services to employers and employees regarding workplace regulations, the division conducted eight seminars providing educational services to 92 employers/employees and 12,590 consultations to the public by means of personal visits and telephone calls to the division office locations throughout the state. The division also provided information in response to inquiries from the public, distributing 1,514 publications and other documents in response to these inquiries.

To operate a fair and unbiased complaint process, the number of wage claims and fair employment charges investigated was 1,104. Determinations issued totaled 179; hearings held, 123; cases referred, 95; and a total of \$254,465.55 in valid wages was collected. To operate an alternative dispute resolution process, the number of claims and complaints referred for alternative resolution was 69, of which 61 were settled resulting in \$617,323 paid to charging parties. A total of 765 claims and complaints were mutually settled between employers and employees.

To utilize a common sense application concerning administration of workplace regulations, the division received four documented complaints for FY00.

To train and educate staff to enforce rules and regulations in a fair and equitable manner, two staff members attended three training sessions.

To do case file reviews ensuring a standard application of rules and regulations, a total of 211 case files were reviewed.

Mine Inspector

General information

Donald G. Stauffenberg, State Mine Inspector

Agency contact

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 307/362-5222
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 Rock Springs, WY 82902
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Other locations

Douglas, Gillette, Worland

Year established and reorganized

Established 1891, reorganized 1990

Statutory references

Wyoming Constitution, Article 9, Section 1, W.S. 30-2-101 through W.S. 30-2-607 and W.S. 30-3-101 through W.S. 30-3-509.

Number of authorized personnel

Six full-time

Clients served

All mining operations and mine site contractors in Wyoming

Budget information

Expendable trust \$396,325

❖ **Results of outcomes**

Outcome: Inspect all active mines and mine reclamation sites at least twice per year as mandated by W.S. 30-2-308.

The division inspected 100 percent of the mines and mine reclamation sites that it knew to be active during the year ending June 30, 2000.

The division inspected 298 mines and mine site contractors during the year.

The division performed 596 unannounced inspections during the year.

Outcome: To train and educate inspectors to enforce rules and regulations in a fair and equitable manner and offer compliance assistance advice upon request.

The division held two training sessions during the year.

All requests for compliance assistance were addressed.

Outcome: To provide customer surveys to regulated individuals or entities and use returned evaluation forms to constructively critique inspectors and consultants to improve performance and services.

The division sent out 254 surveys.

Of these 254 surveys, 115 were returned.

The division administrator reviews each survey that is returned. The administrator makes follow-up phone calls to the companies who have complaints on the returned surveys.

The inspector who performed the inspection reviews the survey.

The administrator promptly discusses any survey that contains complaints with the inspector who performed the inspection.

None of the persons who returned the surveys expressed dissatisfaction with the agency's services.

Wyoming Mining Council

General information

Donald G. Stauffenberg, State Mine Inspector

Agency contact

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Year established and reorganized

Established 1925, reorganized 1990

Statutory references

W.S. 30-2-301 through W.S. 30-2-312

Number of authorized personnel

None

Clients served

All mining operations and mine site contractors in Wyoming

Budget information

Expendable trust	\$12,698
Special revenue	10,000
Total	\$22,698

Agency to which group reports

Department of Employment

Number of members

10

Meeting frequency

Quarterly

❖ Results of outcomes

To test all the applicants that meet the qualifications set forth in W.S. 30-2-301 through W.S. 30-2-309(e), the Mining Council tested 119 successful applicants during the year.

The Wyoming Mining Council will annually update all examinations as required by W.S. 30-2-309(e); the Mining Council updated four examinations during the year.

The Wyoming Mining Council will update at least 20 percent of its existing study guides annually as mandated by W.S. 30-2-309(e); the Mining Council updated three of five study guides during the year.

Office of Workforce Development

General information

Alfrieda Gonzales, Administrator

Agency contact

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Year established and reorganized

Created by Governor's Executive Order in November 1995 and reorganized under Workforce Investment Act of 1998

Statutory references

Workforce Investment Act of 1998 (P.L.105-220); W.S. 27-3-210

Number of authorized personnel

Two full-time, one part-time

Clients served

Employers and employees

Budget information

Please refer to the Employment Resources Division for budget information

❖ *Results of outcomes*

Outcome: Provide funding to community partnerships to assist in the development of local school to careers initiatives that link high academic standards with hands-on business experience.

Number of community partnerships funded

Twenty-six local partnerships were funded in Wyoming representing 96 percent of the K-16 student population. Partnerships include the following communities:

- Albany County;
- North Big Horn Basin;
- Campbell County;
- Carbon County;
- Casper, Midwest and Glenrock;
- Cloud Peak (Sheridan and Johnson counties);
- Cody;
- Crook County;
- Douglas;
- Fremont County School District #1- Lander;
- Fremont County School District #25 - Riverton;
- Hot Springs County;
- Kemmerer/Diamondville;
- Laramie County;
- Lincoln County School District #2;
- Mid-Eastern Partnership (Goshen and Niobrara counties);
- Mountain View;
- Platte County;
- Powell;
- Sweetwater School District #1;
- Sweetwater School District #2;
- Teton County;
- Uinta School District #1- Evanston;
- Uinta School District #6 - Lyman;
- Washakie County; and
- Wind River Work Initiative Partnership.

Number of Students Receiving School to Careers Services

Baseline data has for year one activities self-reported by local partnerships and compiled by the School to Careers Office. Highlights from the data include the following:

- 2,229 students statewide were involved in intensive School to Careers activities,
- 1,784 students participated in job shadowing activities,
- 1,083 students participated in work experience programs or internships,
- 664 were involved in mentoring activities,
- 3,049 students were involved in community service activities related to School to Careers,
- 1,327 students participated in school-based enterprises,
- 712 students participating in cooperative learning,
- 1,996 students received training through the redeemable Employer Vouchers,
- 679 attended postsecondary classes, and

■ 86 percent of students involved in School to Careers activities at the high school level have GPAs of 2.0 or better; of the high schools reporting, only 76 percent of the total student population has a 2.0 or better.

Employer engagement through School to Careers (STC) is strong throughout the state:

- 241 employers attended local STC meetings,
- 248 contributed funds or in-kind services,
- 435 provided mentoring or shadowing activities,
- 318 provided some other type of work experience, and
- 1340 attended career fair, expos, etc.

Outcome: Provide staff support to the Wyoming Workforce Development Council including providing updates on critical workforce development issues to council members.

The Wyoming Workforce Development Council was provided with updates on critical workforce development issues during the following council meetings: Oct. 13, 1999; Dec. 13-14, 1999; Jan. 12, 2000; Feb. 1, 2000; March 13, 2000; April 13, 2000; May 22, 2000 and June 5-6, 2000. Critical updates included information on the Workforce Investment Act, Wyoming's five year strategic unified plan, Incumbent Work Demonstration Grant, common intake system, unified policy issues on the youth delivery system, adult priority services, statewide 15 percent set-aside funds and designated training providers.

Vocational Rehabilitation

General information

Gary W. Child, Administrator

Agency contact

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Other locations

Cheyenne, Casper, Sheridan, Rock Springs, Laramie, Rawlins, Torrington, Riverton, Lander, Cody, Douglas, Gillette, Evanston, Worland, Jackson

Year established and reorganized

Established 1921, reorganized 1990

Statutory references

State Statutes: 9-2-109 through 9-2-115, 16-9-201 through 16-9-210, and 26-14-408. Federal Statutes: Title

IV of the Workforce Investment Act of 1998 (P.L. 105-220). Title IV of the Americans with Disabilities Act of 1990. Titles II and XVI of the Social Security Act.

Number of authorized personnel

90 full-time, one part-time

Organizational structure

Resource Development, Field Services, Disability Determination Services

Clients served

Wyoming residents with disabilities

Budget information

General funds	\$1,705,988
Federal funds	8,896,818
Enterprise funds	136,213
Other	301,165
Total	\$11,040,183

❖ **Results of outcomes**

Outcome: To rehabilitate and place people with disabilities in competitive employment or other appropriate settings consistent with consumer choice and abilities.

- Eligible clients receiving vocational rehabilitation services, 3,861;
- Eligible clients rehabilitated, 688; and
- Percent of customers with employability barriers who obtained employment, 53.3 percent.

Outcome: Provide a system of prompt, comprehensive, effective services including the use of customer satisfaction surveys for applicants and employers:

- Initial surveys sent, 1,278;
- Surveys returned and reviewed, 343; and
- Satisfied customers, 288.

Outcome: Provide qualified staff with specialized skills to meet the needs of the division's customers:

- Staff participating in training, 83; and
- Training activities attended by staff, 47.

Outcome: To educate the customer about the department's service delivery system:

- Educational materials sent out, 4,425; and
- Seminars held, 49.

Outcome: To operate a disability determination system under the concept of continuous improvement:

- Disability claims processed, 3,951;
- Processing times were well below national and regional averages at 53.2 days for Title II and 57.8 days for Title XVI; and
- Percent of decision accuracy measured by statistical reporting system, 96.7 percent net accuracy and 95 percent initial accuracy.

Workers' Safety and Compensation Division

General information

Kathleen L. McKinna, Administrator

Agency contact

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Other locations

Cheyenne, Gillette, Sheridan, Cody, Lander, Rock Springs, Jackson, Casper, Laramie, Evanston

Year established and reorganized

Workers' Compensation established 1913, reorganized 1990. Workers' Safety established 1970, reorganized 1990

Statutory references:

Wyoming Constitution, Article 10, Section 4
 Workers' Compensation, W.S. 27-14-101 through 27-14-805
 Workers' Safety, W.S. 27-11-101 through 27-11-114

Number of authorized personnel

132 full-time, one part-time

Organizational structure

The Workers' Safety and Compensation Division (WSCD) is composed of 10 units: Administrative Support, Claims Processing Unit, Provider Services Unit, Special Investigations Unit, Underwriting/Contributions Unit, Compliance/Auditing Unit, Records/Intake Unit, MIS Unit, State Occupational Health and Safety (OSHA) and Quality Services Unit. The Office of the Medical Commission is considered an independent entity although it is funded by the division and is organizationally located under the division. Additional legal support is provided to the Workers' Compensation Division through the Attorney General's Office, W.S. 27-14-602(c), and the Office of Administrative Hearings, W.S. 27-14-602(a).

Clients served

Workers' Safety and Compensation clients include required coverage employers, those employers who elect coverage for their non-extrahazardous employees, workers injured in the course of their employment with covered employers and employers that fall under the Occupational Health and Safety Regulations.

Budget information:

Administrative costs	\$15,686,689
Claims costs	\$76,074,238
Safety costs	\$1,167,965
Total expenditures:	\$92,928,892

Due to incomplete programming following the conversion to a new computer system in August 1999, the division was unable to determine the percentage of employer delinquency. This will be remedied during the 2000/2001 fiscal period.

❖ Results of outcomes:

To evaluate the level of customer satisfaction of individuals receiving workers' compensation benefits from the division, during FY00 the Claims Processing Unit mailed 3,000 Service Questionnaires to injured workers; 810 claimants responded, 86 percent reported they were satisfied, with Workers' Safety and Compensation Division (WSCD) service.

Due to incomplete programming following the conversion to a new computer system in August 1999, the division was unable to track employer objections to injured workers during this fiscal period. This will be remedied during the 2000/2001 fiscal period.

Pursuant to the Wyoming Workers' Compensation Act, any request for hearing must be referred immediately to the appropriate hearing body, contingent upon the issue under dispute. Issues regarding timeliness of submissions of reports and information are referred to the Internal Hearing Unit (IHU). Issues of compensability and denial or modification of compensation benefits are heard by the Office of Administrative Hearings (OAH). Issues pertaining to medical claims and/or treatment, and physical impairment are heard by the Medical Commission. During the period July 1, 1999, through June 30, 2000, 29 cases were referred to the IHU, approximately 850 cases to the OAH and 88 cases to the Medical Commission.

To enhance training, educational and outreach services for high-risk employers to reduce the incidence and severity of injuries, OSHA staff conducted eight Management Safety Seminars, 10 three-day Collateral Duty-Health and Safety Programs, 25 Construction Safety Programs and 11 Vocational Education Training Seminars at various locations around the state. Participants attending these courses totaled 738. For all training classes and seminars conducted during this fiscal period, attendance was consisted of 90 employers and 2,233 employees.

Incentives to encourage employers to reduce accidents and injuries, including the use of leveraging penalty reductions, were provided to employers. Sixty-seven employers enrolled in the Consultation Exemption Programs, two in the Voluntary Protection Program, 20 in the Safety and Health Achievement Program and 45 in the Employer Voluntary Technical Assistance Program. Eight employers opted for First Inspection/No Penalty Plan, 10 elected the 75/25 plan, 65 received penalty reductions for Rapid Abatement of Hazards Plan and 1,059 were in the Premium Discount Program.

Premium rates are being established based on actuary numbers; therefore, the annual premium collected will result in the division meeting the statutory requirement of solvency by 2008.

Department of Employment organization chart

