

# Department of Employment

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## Mission and philosophy

The mission of the Wyoming Department of Employment (WDOE) 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 2002 are to:

- support an employment and training system that identifies and meets the workforce needs of Wyoming employers and workers;
- ensure the prompt and accurate payment of benefits and maintain solvent unemployment insurance (UI) and workers' compensation (WC) trust funds;
- promote safe and healthy workplaces; and
- provide quality services to customers through technology and skilled staff.

### ***General information***

Beth Nelson, director

### ***Agency contact***

Patti Merchant  
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Herschler Building, Two East  
Cheyenne, WY 82002  
307/777-7672  
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### ***Other locations***

Statewide - see division reports

### ***Year established***

1990

### ***Statutory references***

W.S. 9-2-2002, and 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***

<b><i>General fund</i></b>	<b><i>\$228,394</i></b>
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# Employment Resources Division

## **General information**

Pam Miller, administrator

## **Agency contact**

Pam Miller, administrator

P. O. Box 2760

Casper, WY 82602-2760

307/235-3204

[pmille@state.wy.us](mailto:pmille@state.wy.us)

## **Other locations**

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

## **Year established and reorganized**

Established 1937, reorganized in 1990, 1993, and 2000

## **Statutory references**

W.S. 27-3-101 through 27-3-705, 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, Workforce Investment Act of 1998 (P.L. 105-220), Veterans Employment and Training (38 U.S.C., Ch. 41 and 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) and W.S. 27-13-101 through 27-13-103.

## **Number of authorized personnel**

185 full-time, 34 part-time

## **Organizational structure**

Training, Field Operations, Administrative Services and Operations and Information Technology

## **Clients served**

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 executive branch agencies and firms interested in relocating.

## **Budget information**

Fund 001: Federal funds	\$19,593,977
Other funds	\$1,017,694
General funds	\$122,696
Fund 034: Other funds	\$851,907
Fund 501: Other funds	\$221,634
Fund 528: Other funds	\$508,189
<b>Total</b>	<b>\$22,316,097</b>

## Results of outcomes

To increase employment, earnings and assistance for customers, the employment resources division operated a statewide labor exchange program. During FY01, the division registered 60,584 job applicants, referred 30,064 individuals to employers, placed 10,562 individual job applicants, received 27,218 job openings and wrote 19,361 job orders for employers.

There were 17,463 job openings that paid \$1 or more an hour over the minimum wage. The average hourly wage of all job orders was \$8.24, ranging from \$6.23 in the retail trade industry to \$11.90 in the mining industry. Of 6,126 veterans assisted, 3,550 were referred to employers and 1,634 obtained employment. Of 57,385 job-ready customers, 11,439 (19.9 percent) obtained employment.

## **New Internet information**

A new Internet-based management information system, the Wyoming Job Network (WJN), at [http://onestop.state.wy.us/appview/wjn\\_home.asp](http://onestop.state.wy.us/appview/wjn_home.asp), was implemented in September 2000.

The system allows Internet connected job seekers and employers 24-hour access to the Employment Resources Labor Exchange System. Job seekers can self-register for work and search for jobs throughout the state using a variety of methods. Employers can self-enter job orders and match job seekers with openings, as well as connect with information on programs such as the Wyoming Workforce Development Training Fund, the Work Opportunity Tax Credit Program, Unemployment Insurance and Labor Market Information.

During FY01, there were 227,601 visitors to the WJN Website from September 2000, when WJN was implemented, through June 2001, with 69,002 visits by the public and 158,599 visits by internal staff service providers.

Prior to WJN implementation, visitor count to the former Wyoming Job Bank was 41,701 for July and August 2000. These counts vary significantly from prior years because the Wyoming Job Network

tracks visitors by user session identification numbers are more accurate than the former Wyoming Job Bank visitor statistical evaluations.

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 to streamline services for customers through collocation with WIA partners, elimination of duplication of services and coordination of service delivery, continue.

### ***Training fund assists***

The Workforce Development Training Fund assists Wyoming employers who are creating new jobs or who have experienced changes in their business operations who require additional training of current employees. During FY01, 59 contracts were written awarding \$1,272,332 to train 1,262 employees. The fund experienced a substantial increase in the number of applications received in contrast to FY00 when 17 grants were awarded totaling \$329,191 to train 184 employees. Employers who have benefited from the fund represent diverse occupations including a manufacturer of fire fighting equipment, a business concentrating on the production of western furniture, an accounting firm, a hospital and many others.

In FY01, the division continued to provide career resource rooms in each employment center. The resource rooms offer written information, software programs, computers and video training tapes to help division customers find employment. Using career resource rooms, customers were able to improve 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 of the resource materials and equipment to job seekers. In addition, job seekers may self-register for work, and employers may enter job orders in the resource rooms.

### ***Enhancing opportunities***

The division operated the Wyoming Training Program (WTP) to enhance opportunities for individuals to prepare themselves in obtaining and retaining employment while the program responds to the workforce needs of Wyoming's employers. Through this program, qualified registrants receive comprehensive assessment, case management services, training and re-training services that will help them to obtain or retain self-sustaining employment.

Of the 89 dislocated workers who completed the program, 44 became employed by the end of the first quarter following completion of the program, resulting in a 49.4 percent entered employment rate for FY01. During the fiscal year, 169 adult "terminees" (an individual who has participated in a WIA training program, have exited the program and is no

longer a participant) completed the program; with 88 entering employment by the end of the first quarter after program exit. This resulted in a 52.1 percent entered employment rate for adult terminees. Employment percentages for the programs are based on available records and do not include all data for the final quarter of FY01. The lack of data is due to a quarter delay in the reporting of unemployment insurance division wages to the Wyoming Department of Employment. It is expected these percentages will change when all data is available.

Funds to process immigration requests for employers and alien workers received a sizeable decrease in FY01 (\$41,400 vs. \$55,200 for FY00). The number of temporary alien-worker requests, particularly in the Jackson Hole and Northwest Wyoming areas, continues to increase significantly. An increase is also seen in the number of requests by agricultural employers seeking to make previously undocumented workers legal employees. Sixty-seven applications were received for a special program instituted by the Wyoming Department of Labor this year, which allows alien workers to apply for permanent status under the amnesty program 245I.

In FY01, requests for 1,387 temporary alien non-agricultural workers were processed at an increase of 415 workers from FY00. Requests were also processed for 33 non-agricultural alien workers in the permanent category, an increase of 14 workers from FY00. During FY01, 392 requests were processed for alien agricultural workers. The program also includes an average of 30 housing inspections of permanent and mobile agricultural housing units each year.

### ***Work opportunity***

The national Work Opportunity Tax Credit (WOTC) and Welfare-to-Work Tax Credit (W-t-W) programs continue to provide federal tax credits to Wyoming employers for hiring individuals with barriers to employment, including long-term recipients of Aid to Families with Dependent Children/Temporary Assistance to Needy Families (AFDC/TANF), recipients of food stamps, and Supplementary Security Income (SSI). Vocational rehabilitation clients, low-income veterans and ex-felons are also included.

The programs are managed by Casper administrative personnel for economic and staffing efficiencies and are user friendly for the employer. Verification of information needed to provide certification is available through agreements with various organizations. Employers may obtain information and forms through the Wyoming Department of Employment's Internet homepage and local employment centers. Information is also provided through employer tax mailings once each year.

To assist youth in making the transition to work, the division operated a statewide Workforce Investment Act (WIA) youth program by providing

academic and employment services to eligible youth. Youth registrants not only received assistance in obtaining or retaining employment (ages 19-21), they also received services that help obtain basic work readiness and/or occupational skills (ages 14-18).

### ***Completing the program***

During FY01, a total of 232 WIA youth registrants completed the program. Of 51 older youth (19-21) exiting the program, 24 became employed, resulting in a 47.1 percent entered employment rate. Additionally, 349 out of 439 basic skills goals, occupational skills goals and/or work readiness goals were attained by younger youth (14-18), resulting in a positive skills attainment rate of 75.5 percent. Of the 349 goals attained, 60 were classified as basic skills goals. Employment percentages for these programs are based on available records and do not include all data for the final quarter of FY01. This lack of data is due to a quarter delay in the reporting of unemployment insurance division wages to the Wyoming Department of Employment. It is expected these percentages will change when all data is available.

To support the department's information technology infrastructure and ensure that services are provided timely and accurately to the public, the Wyoming Employment Resources Division's Information Technology Section maintained the department's servers, so the Wyoming Job Network system was operational 99.6 percent of the time. This does not account for Internet down time or miscellaneous application failures not been. Numbers are not available on the other incidents; however, if included, the downtime would still be one percent or lower.

### ***Staff training***

Training was provided to eight IT staff to allow them to utilize current software tools and techniques, and to support systems; and a total of 15 courses were completed.

In FY01, the division implemented the WJN to improve electronic services to the public.

In a continuing effort to increase the customer satisfaction levels of job seekers and employers receiving services from the department, the division strove to assure a system of prompt, comprehensive, effective and efficient services for job seekers and employers. During the first quarter of FY01, the division used the same customer satisfaction surveys used in previous years to obtain customer feedback from employers and job seekers; 400 surveys were mailed to Wyoming employers and 112 were returned. Of those returned, 97 (86.6 percent) indicated the division's services were acceptable or better. While this is not as high as the customer satisfaction level for the first quarter of FY00 (88.7 percent), it indicates the majority of employers who responded are satisfied with the division's services. During the same period, 400 customer satisfaction surveys were sent to job seekers and 46 returned. Of

these, 42 (91.3 percent) indicated a response of acceptable or better compared with 85.5 percent for the first quarter of FY00. Also, 89 percent of the job-seeker respondents indicated they would recommend the division's services to a friend. ***(Note: Traditional surveys were sent for the first quarter of FY01 only because of the transition to the required Workforce Investment Act customer satisfaction survey process. The delay of required technology resulted in the lack of surveys for the succeeding quarters.)***

With the implementation of the Workforce Investment Act in July 2000, a new type of customer satisfaction survey was introduced in Wyoming. The survey, which is based on the American Customer Satisfaction Index (ACSI), is used by many American businesses and government agencies, including the U.S. Department of Labor. The Department of Labor, Employment and Training Administration, is also scheduled to adopt the same basic survey to determine customer satisfaction with Wagner-Peyser labor exchange programs.

As a result, the division will use a single survey in all of its programs to assess customer satisfaction. The division is currently undertaking the necessary technological development to facilitate administration of the survey and compilation of the results.

### ***Specialized training***

To provide qualified staff with specialized skills to meet the needs of customers, 67 staff members participated in 65 different training activities. Classes included both hard and soft skills to assist employees in performing their jobs. "Anti-Discrimination Training 2001" was provided to 141 non-supervisory employees and personnel training was provided to 34 supervisors.

To enhance employee skills in providing employment and training services in a "one-stop environment," Career Development Training, began in FY01 and will continue into FY02.

During FY01, 135 employment center staff members completed three modules — "Developing the Helping Relationship," "The Role of Assessment in Career Planning," and "The Role of Labor Market Information in Career Planning."

Training was also provided to local staff for the new management information system (WJN) used for employment and training programs operated by the division. Additional training was also provided at each local office on the Workforce Investment Act programs and on how to use the Wyoming Job Network to assist in delivering the programs.

To educate the customer about the department's service delivery system, 20,880 pieces of educational material were distributed to job seekers and employers through the division's 19 employment centers and the field administration unit.

Federal and state regulatory posters were distributed to 1,733 employers in the state.

## Employment Tax Division

### **General information**

Wendy Tyson, administrator

### **Agency contact**

Wendy Tyson  
P. O. Box 2760  
Casper, WY 82602-2760  
307/235-3201  
[wtyson@state.wy.us](mailto:wtyson@state.wy.us)

### **Other locations**

Cheyenne, Cody, Evanston, Gillette, Jackson,  
Riverton and Rock Springs

### **Year established and reorganized**

Workers' Compensation established 1913,  
Unemployment Insurance established 1937,  
reorganized 2000.

### **Statutory references**

Wyoming Constitution, Article 10, Section 4  
Workers' Compensation, W.S. 27-14-101 through  
27-14-805; Unemployment Insurance 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.

### **Number of authorized personnel**

61 full-time, three part-time

### **Organizational structure**

Unemployment Insurance Employer Services,  
Workers' Compensation Employer Services,  
Field Compliance and Auditing and Research  
and Planning.

### **Clients served**

Employers, public, state agencies, counties,  
towns, economic development organizations,  
Federal Reserve, Congress and federal execu-  
tive branch agencies.

### **Budget information**

Fund 001	
Federal funds	\$2,396,719
Other funds	\$2,396,719
Other funds	\$1,326,628
<b>Total</b>	<b>\$3,723,347</b>

## Results of outcomes

Workers' compensation premium rates were established based on actuarial analysis. The annual premium collected is predicted to meet the division's statutory requirement of solvency for the workers' compensation program by 2008. The Industrial Accident Fund balance as of June 30, 2001, was \$355,706,706.

Because of continuing programming complications following the conversion to a new computer system in August 1999, the division was unable to determine the percentage of employer delinquencies. The division is actively working on remedies to this problem.

To foster the solvency of the unemployment insurance fund, the division maintained an actuarially-based employer rate system. The Unemployment Insurance Trust Fund (UITF) balance as of June 30, 2001, was \$184,421,181, and the state's UITF balance was \$21,534,756, a total of \$205,955,937. According to the UITF Data Summary prepared by the U.S. Department of Labor, the Wyoming UITF has resulted in more than four percent of total covered wages since the second quarter of 1993. Since the UITF 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.

### **Maintaining the solvency**

To maintain the solvency of the UITRF the employment tax division pursued collection activities on delinquent accounts. Collection activities included the filing of 122 liens, and the approval of 56 installment payment agreements.

Through the joint Unemployment Insurance/Workers' Compensation Audit program, five auditors performed 420 audits and collected \$21,275 for UI. A referred audit program was implemented in January 2000, to address problem areas and respond to anonymous tips.

To aid in maintaining the solvency of the UITF telephone access to tax information was provided to employers.

During FY01, employers:

- requested 39 letters of good standing,
- requested seven registration forms,
- provided 262 missing Social Security numbers,
- filed 606 no-worker reports,
- provided three federal employer identification numbers., and
- submitted one 'number of workers' report by using the telephone system.

As of June 30, 2001, the amount of unemployment insurance employer taxes due was \$2,365,067, which included computer-generated jeopardy assessments of \$1,396,029. At June 30, 1999, the amount of unemployment insurance employer taxes due was \$2,115,745, which included computer-generated

jeopardy assessments of \$1,353,984. Removing jeopardy assessments from the formula, the actual accounts receivable increased by 27 percent during FY01.

There were several staffing changes during FY01 that had a direct effect on the increase in total receivables, including three changes in field supervisors, extended vacancies in three positions, new staff training issues and field reorganization. As of June 30, 2001, only one of the division's seven collectors had more than two years experience in tax collections.

To provide labor market information to individuals, businesses, education, labor and governmental entities, some 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, as well as 100 copies of the monthly **News Release**.

The publications available and distributed included

- 1,000 copies of **Wyoming Benefit Survey**;
- 1,500 copies of the LMI Brochure;
- 1,500 copies of **Outlook 2000: Detailed Occupational Projections and Labor Supply**;
- 600 copies of **Where Are The Jobs? What Do They Pay?**;
- **1999 Annual Covered Employment and Wages**; and
- 1,500 copies of **Wyoming Wage Survey 1999**.

In addition, staff from research and planning provided Labor Market Information Training to 137 employment center employees between March and June 2001, providing training handouts to each participant.

## Fiscal/Personnel Unit

### General information

Kathryn E. Cotton, administrator

### Agency contacts

#### Fiscal

Jerry Ciz, supervisor/manager II  
122 W. 25th St.

Herschler Building, Two East  
Cheyenne, WY 82002

307/777-7761

**jciz@state.wy.us**

#### Personnel

Charles Rando, personnel manager  
122 W. 25th St.

Herschler Building, Two East  
Cheyenne, WY 82002

307/777-6370

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### Year established

1990

### Statutory reference

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

### Number of authorized personnel

11 full-time

### Organizational structure

Fiscal/personnel

### Clients served

Department employees, vendors, claimants

### Budget information

General fund	\$427,978
Other fund	\$128,360
<b>Total</b>	<b>\$556,338</b>

## 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

Kathryn E. Cotton, administrator

### Agency contact

Cherie Doak

6101 Yellowstone, Room 259C

Cheyenne, WY 82002

307/777-7261

**cdoak@state.wy.us**

### Other locations

Casper

### Year established and reorganized

Established 1917, reorganized 1990

### Statutory references

W.S. 27-4-101 through 27-4-508, 27-5-101 through 27-5-110, 27-6-101 through 27-6-116, 27-7-101 through 27-7-115, 27-8-101 through 27-8-111, 27-9-101 through 27-9-108, and 16-6-101 through 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	\$526,796
Federal funds	\$74,736
<b>Total</b>	<b>\$601,532</b>

**Results of outcomes**

To increase the customer satisfaction levels of individuals and employers receiving services from labor standards, including fair and equitable enforcement of regulations, 967 client surveys were mailed. Of the 967 client surveys, 299 were returned, and 244 reflected satisfied customers.

To provide educational and consultative services to employers and employees regarding workplace regulations, the division conducted four seminars providing educational services to 117 employers/employees and 17,619 consultations to the public by 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 438 publications and other documents in response to inquiries.

**Fair and unbiased**

To operate a fair and unbiased complaint process, the number of wage claims and fair employment charges investigated was 1,131. Determinations issued totaled 247; hearings held, 168; cases referred, 89; and \$280,439.98 in valid wages were collected. To operate an alternative dispute resolution process, the number of claims and complaints referred for alternative resolution was 89, of which 85 were settled, resulting in \$390,475 paid to charging parties. A total of 768 claims and complaints were mutually settled between employers and employees.

To utilize a common-sense application concerning administration of workplace regulations, the division received seven documented complaints for FY01. To train and educate staff to enforce rules and regulations in a fair and equitable manner, seven staff members attended eight training sessions. To complete case file reviews ensuring a standard application of rules and regulations 277 case files were reviewed.

**Mine Inspector****General information**

Donald G. Stauffenberg, state mine inspector

**Agency contact**

Donald G. Stauffenberg  
P.O. Box 1094  
Rock Springs, WY 82902  
307/362-5222  
[dstauf@state.wy.us](mailto:dstauf@state.wy.us)

**Other locations**

Gillette and Worland

**Year established and reorganized**

Established 1891, reorganized 1990

**Statutory references**

Wyoming Constitution, Article 9, Section 1, W.S. 30-2-101 through 30-2-607, and W.S. 30-3-101 through 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** **\$399,739**

**Results of outcomes**

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

The division inspected 100 percent of the mines and mine reclamation sites it knew to be active during the year ending June 30, 2001. The division inspected 265 mines and mine site contractors during the year. The division performed 593 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 232 surveys of which 105 were returned.

The division administrator reviews each survey, which is returned and then makes follow-up phone calls to the companies that have complaints. 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 people who returned the surveys expressed dissatisfaction with the agency's services.

**Outcome:** The number of injuries was reduced by 5.7 percent. The severity of injuries was reduced by 13.3 percent.

## Wyoming Mining Council

### **General information**

Donald G. Stauffenberg, state mine inspector

### **Agency contact**

Donald G. Stauffenberg

P.O. Box 1094

Rock Springs, WY 82902

307/362-5222

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### **Year established and reorganized**

Established 1925, reorganized 1990

### **Statutory references**

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

### **Number of authorized personnel**

None

### **Clients served**

All mining operations and mine site contractors in Wyoming

### **Budget information**

Expendable trust	\$19,612
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Special revenue	\$13,900
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<b>Total</b>	<b>\$33,512</b>
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### **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 30-2-309(e), the mining council tested 115 successful applicants during the year.

## Annually update

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 two of five study guides during the year.

## Office of Workforce Development

### **General information**

Alfrieda Gonzales, administrator

### **Agency contact**

Alfrieda Gonzales

3120 Old Faithful Road, Suite 300

Cheyenne, WY 82002

307/777-3465

**Agonza@state.wy.us**

### **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 staff support to the Wyoming Workforce Development Council including 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:

- Sept.13, 2000;
- Dec.13, 2000;
- March 27, 2001; and
- June 20, 2001.

Critical updates included information on the Work-first Steering Committee report, consumer reports on Casper College, the departments of employment and family services Temporary Assistance for Needy Families Plan, Adult Education Program update, a presentation on the new department of workforce services, and proposals for the governor's 2001 statewide 15 percent set-aside funds.

**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-five local partnerships were funded in Wyoming, representing 94 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 SD 25, Riverton);
- Hot Springs County;
- Kemmerer/Diamondville;
- Laramie County;
- Lincoln County SD 2;
- Mid-Eastern Partnership (Goshen and Niobrara Counties);
- Mountain View;
- Platte County;
- Sweetwater School District 1;
- Sweetwater School District 2;
- Teton County;
- Uinta School District 1 (Evanston);
- Uinta SD 6 (Lyman);
- Washakie County; and
- Wind River Work Initiative Partnership.

#### **Number of students receiving school to career services:**

Eighteen local partnerships responding to the mathematical survey reported the number of schools and students, and schools in their partnerships. According to the partnerships responding to the Progress Measure Survey by school level, the total number of students served and schools partici-

pating were: elementary, 160 schools and 34,846 elementary students; middle school/junior high, 49 participating schools and 16,226 students; and secondary, 48 schools and 19,700 high school students.

## Unemployment Insurance Division

### **General Information**

Ellen Schreiner, administrator

### **Agency contact**

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### **Other locations**

Adjudicators and investigative staff are in Cheyenne, Cody, Gillette, Riverton, Rock Springs and Torrington

### **Year established and reorganized**

Established 1937, reorganized in 1990, 1993 and 2000

### **Statutory references**

W.S. 27-3-101 through 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.; Trade Act of 1974 (P.L. 93-618, as amended); NAFTA Implementation Act (P.L. 103-182); Stafford Disaster Relief and Emergency Act (P.L. 100-707)

### **Number of authorized personnel**

53 full-time, four part time

### **Organizational structure**

Unemployment Insurance Benefits, Appeals and Legal

### **Clients served**

Public, employers, unemployed workers, state agencies and federal executive branch agencies

### **Budget information**

Fund 001	\$3,377,744
<b>Total</b>	<b>\$3,377,744</b>

## Results of outcomes

Wyoming claimants can file for initial unemployment benefits in person or by the Internet; interstate claimants can file by telephone or by the Internet.

The number of Internet claims continues to grow each month since June 2000. For June 2001, 35.5 percent of the total initial claims filed were by through the Internet. Weekly claims can be filed by telephone or by mail, and approximately 70 percent of these claims are filed by telephone. The division is in the process of opening a Remote Claims Center to allow all claimants to file by telephone.

### ***Meeting federal standards***

To meet the federal standards on providing timely and appropriate benefit payments to eligible workers who file unemployment insurance claims, the division operated a quality system for the payment of unemployment benefits and adjudication of related issues. During the fiscal year, 93.0 percent of intrastate first payments and 80.9 percent of interstate first payments were made within 14 days of the first compensable week ending date. Both of these outcomes were considerably higher than the targets of 87 percent and 70 percent.

The total percentage of first payments paid on time was 91.9 percent. During the fiscal year, 10,489 non-monetary determinations were resolved, which included both separation and non-separation issues within the federal guidelines.

To measure accuracy of unemployment payments, the division operated a quality control program. During FY01, 354 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 13.0 percent.

To meet the federal standards on timely and appropriate benefit payments, the division operated an unemployment insurance appeals program. During FY01, 1,379 decisions involving the Unemployment Insurance Program were issued. Of those, 1,166 involved benefit eligibility, 1079 (93 percent) of which were issued within 30 days. This exceeds the federal timeliness standard of 60 percent.

### ***Survey goal***

The employment resources division established the customer service survey goal. With the formation of the new unemployment insurance division, new customer service surveys were developed to measure unemployment insurance and appeals services. The division began compiling quarterly results in September 2001. These surveys were designed for both claimants and employers to measure claims, employer charging and appeals services.

Continuous training of staff continues to be an important goal for the division.

During the fiscal year, all employees received out-

side training and 30 staff members received additional specialized training.

The division participated in two customer service seminars this year; one for appeals and one for employers.

To foster the solvency of the unemployment insurance fund, the employment resources division maintained an actuarially-based employer rate system. The Unemployment Insurance Trust Fund (UITF) balance as of June 30, 2000, was \$184.4 million, and the state UITF balance was \$21.5 million for a total of \$205.9 million.

## Vocational Rehabilitation

### ***General information***

Gary W. Child, administrator

### ***Agency contact***

Gary W. Child  
122 W. 25th St.  
Herschler Building, One East  
Cheyenne, WY 82002  
307/777-7386  
[gchild@state.wy.us](mailto:gchild@state.wy.us)

### ***Other locations***

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

### ***Year established and reorganized***

Established 1921, reorganized 1990

### ***Statutory references***

W.S. 9-2-109 through 9-2-115, 16-9-201 through 16-9-210, and 26-14-408; Federal Statutes Title 3.66 IV of the Workforce Investment Act of 1998 (P.L. 105-220); Title IV of the Americans with Disabilities Act of 1990; and Titles II and XVI of the Social Security Act

### ***Number of authorized personnel***

88 full-time, one part-time

### ***Organizational structure***

Resource Development, Field Services and Disability Determination Services

### ***Clients served***

Wyoming residents with disabilities

### ***Budget information***

General funds

\$1,891,417

Federal funds	\$9,922,646
Enterprise funds	\$91,996
Other	\$388,004
<b>Total</b>	<b>\$12,294,063</b>

## 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, 3,968;
- eligible clients rehabilitated, 731; and
- percent of customers with employability barriers who obtained employment, 53.4 percent.

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

- initial surveys sent, 1,383;
- surveys returned and reviewed, 380; and
- satisfied customers, 318.

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

- staff participating in training, 88; and
- training activities attended by staff, 79.

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

- educational materials sent out, 5,469; and
- seminars held, 43.

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

- disability claims processed, 4,509; processing times were well below national and regional averages at 55.4 days for Title II and 59.4 days for Title XVI; and
- percent of decision accuracy measured by statistical reporting system, 96.5 percent net accuracy and 94.4 percent initial accuracy.

## Workers' Safety and Compensation Division

### General information

Kathleen L. McKinna, administrator

### Agency contact

Kathleen McKinna  
122 W. 25th St.  
Herschler Building, Two East

Cheyenne, WY 82002

307/777-7159

**kmckin1@state.wy.us**

### Other locations

Casper, Cheyenne, Cody, Gillette, Lander, Laramie, Rock Springs and Sheridan

### 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

115

### Organizational structure

In addition to administration, the Workers' Safety and Compensation Division (WSCD) is composed of eight operating units: Claims Processing, Information Technology, Internal Audit and Compliance, Occupational Safety and Health (OSHA), Provider Services, Records and Intake, Special Investigations and Training. 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 workers injured in the course of their employment with covered employers, required coverage employers, those employers who elect coverage for their non-extra hazardous employees, and employers that fall under Occupational Health and Safety Regulations programs.

### Budget information

Administrative costs	\$11,280,033
Claims costs	\$90,310,968
Safety costs	\$1,292,263
<b>Total</b>	<b>\$102,883,364</b>

## Results of outcomes

The mission statement for the Wyoming Department of Employment emphasizes the delivery of quality services to agency customers — a philosophy practiced by the division. In order to evaluate the level of customer satisfaction experienced by injured workers who received workers' compensation benefits from the division during this fiscal year, during the period July 1, 2000, through June 30, 2001, the claims processing unit mailed 3,619 customer service questionnaires to injured workers; 977 claimants responded. Of those responding, 89 percent reported they were satisfied with Workers' Safety and Compensation Division (WSCD) service.

### *Time periods*

The Wyoming Worker's Compensation Act requires determinations regarding the compensability of reported injuries to be made within 15 days of filing. If a final determination cannot be made based upon available information, the division may issue a request for additional information. Following issuance of a request for additional information, a final determination must be issued within 45 days. During FY 2000-2001, 82 percent of the final determinations issued were issued within the time periods prescribed by the act.

The Worker's Compensation Act requires requests for hearing to be referred to the appropriate hearing body immediately; the Wyoming Worker's Compensation Rules, Regulations and Fee Schedules specifies any request for hearing must be referred within 30 days after receipt of the request. Issues of compensability and denial or modification of compensation benefits are heard by the Wyoming Office of Administrative Hearings (WOAH). Issues pertaining to medical claims and/or treatment, and physical impairment are heard by the Wyoming Medical Commission. In FY 2000-2001, 864 cases were referred to the WOAH, of which 80 percent were referred within 30 days of receipt of request for hearing. During the same fiscal period, 123 cases were referred to the medical commission, of which 81 percent were referred timely.

### *Enhanced training*

To enhance training, educational and outreach services for high-risk employers to reduce the incidence and severity of injuries, OSHA staff conducted six Management Safety Seminars, six three-day Collateral Duty-Health and Safety Programs, 31 Construction Safety Programs, seven Ergonomic Programs, four Behavior-based Programs and two Logging Seminars at various locations in the state. Participants attending these courses totaled 773. For all training classes and seminars conducted during this fiscal period, attendance consisted of 187 employers and 3,007 employees.

Employers were provided with incentives, including the use of penalty reductions, to encourage the reduction of accidents and injuries. In the three Consultation Exemption Programs, 77 employers enrolled; three in the Voluntary Protection Program, 27 in the Safety and Health Achievement Program, and 47 in the Employer Technical Assistance Program. Thirty-two employers opted for the 75/25 Plan, five elected the First Inspection/No Penalty Plan in combination with the 75/25 Plan, 79 received penalty reductions for rapid abatement of hazards, and 1,086 were in the Safety Discount Program.

# Department of Employment organization chart

