

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 our customers.

❖ *Results of outcomes*

See specific division reports for outcomes.

❖ *Strategic plan changes*

Department goals for 2000:

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 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.

Support operational functions, maintain a skilled workforce committed to quality performance and maximize the use of technology.

General information

Frank S. Galeotos, 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	\$214,025
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Employment Resources Division

General information

Beth Nelson, Employment Services Administrator

Agency contact

Beth Nelson
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Casper, WY 82602-2760
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Other locations

Casper, Cheyenne, Cody, Evanston, Gillette, Jackson, Laramie, Rawlins, Riverton, Rock Springs, Sheridan, Torrington and Worland. Planning was implemented to open Employment Resources Centers in Afton, Kemmerer, Douglas, Lander, Newcastle and Wheatland

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

263 full-time, 49 part-time

Organizational structure

Unemployment Insurance Benefits, Unemployment Insurance Employer Accounts, Appeals, Job Placement and Training, Field Administration, Administrative Services and Operations, 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	\$18,935,437
Fund 501	887,511
Total	\$19,822,948

❖ 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 FY99, the division registered 65,713 job applicants, placed 13,769 individual job applicants, referred 39,414 individuals to employers, received 32,435 job openings and wrote 20,570 job orders for employers. There were 15,036 job openings that paid \$1 or more per hour over the minimum wage. The average hourly wage of all job orders was \$7.57, ranging from \$5.80 in the retail trade industry to \$11.27 in the mining industry. Of 62,635 job ready customers, 14,771 (23.58 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 3,409,933 accesses on the system. Of that total, 646,565 were by WJB users through the 159 IP address. These WJB user accesses consist of accesses made by Employment Resources Center (ERC) staff and community accesses at ERC Resource Rooms and kiosks located throughout the state. There were 2,763,368 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 FY99 the Employment Resources Division continued to provide career resource rooms in each Employment Resources 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.

Self-referral to job openings was available in Employment Resources Centers around the state. Employers listed 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 112 dislocated workers completed the program, with 101 participants employed at least 20 hours per week during the week they completed the program — an entered employment rate of 90.18 percent. During this period 88 JTPA youth participants completed the program, with 53 participants employed at least 20 hours per week during the week they completed the program — a 60.23 percent entered employment rate. Additionally, 60 youth received a positive employability enhancement, which is a positive enhancement rate of 68.18 percent. Of the 267 adults enrolled in the JTPA, Title IIA, program during this period, 214 completed follow-up reports, with 134 employed at follow-up for at least 20 hours per week. This resulted in a 62.62 percent entered employment rate with average weekly earnings of \$332.85. Of the 22 welfare participants that completed follow-up reports, 13 were employed at follow-up (20 hours or more per week), with average weekly earnings of \$292.66, resulting in a 59.09 percent entered employment rate.

The national Welfare-to-Work Tax Credit (W2WTC) program, which was successfully implemented in FY98, continued to allow Wyoming employers to claim tax credits for hiring welfare recipients. The division operates a centralized program that saves time and funds and is user friendly for employers.

Funds to process immigration requests for employers and alien workers were again cut in FY99. There was a large increase in the number of temporary alien worker requests due to a shortage of local workers in the Jackson area. In FY99, requests for 554 temporary alien workers were processed for employers.

To increase the customer satisfaction levels of individuals and employers receiving services from the department, the Employment Resources Division strived to assure a system of prompt, comprehensive, effective and efficient services for applicants and employers. During the first three quarters of FY99, 1,200 customer satisfaction surveys were sent to job seekers, and 182 were returned. Of these, 154 (84.6 percent) indicated a response of acceptable or better. During the same period, 1,200 customer satisfaction surveys were sent to employers with 348 returned. Of these, 303 (87.1 percent) indicated a response of acceptable or better.

To provide qualified staff with specialized skills to meet the needs of customers, 272 staff participated in 78 externally delivered training activities. This training ranged from computer software and hardware to human relations to specific business skills. Many state and local office staff attended a statewide conference on implementing One-Stops and the Workforce Investment Act. Driver's safety training was provided for all staff who drive on agency business. Ethics training was received by all state and local office employees. Extensive internal training was conducted, such as file search and autodialer training on the new Employment Services system for 138 local office employees, performance appraisal

training for 25 managers and supervisors, and GroupWise email training for various state and local staff. Twelve local office managers, the Employment Resources field administrator and the Employment and Training administrator attended national training on "Developing a Workforce Investment Act Implementation Strategy for your State Workforce Development Agency" in Salt Lake City, Utah.

To educate the customer about the department's service delivery system, a total of 20,400 pieces of educational material were distributed to job seekers/claimants and employers through the local ERCs and the Field Administration Unit. Approximately 1,200 employer relations folders and 2,441 state regulatory posters were distributed.

To provide labor market information to business, education, labor and governmental entities, around 20 publications were made available through the Internet and in hard copy. Approximately 1,300 hard copies of the monthly publication *Wyoming Labor Force Trends* are distributed each month.

The Research and Planning Section conducted three Labor Market Information (LMI) workshops — introductory and intermediate workshops with 50 total participants and a career-planning workshop with 24 participants. There were also six on-site (43 participants) and 13 teleconference (80 participants) State and Area Research and Analysis System (SARAS) workshops. SARAS is a map-driven, user-friendly database of economic and demographic information useful to job seekers, policy makers, economic developers, employers, etc.

The Research and Planning Section met 100 percent of the U.S. Bureau of Labor Statistics (BLS) deliverables (approximately 300) on time. The section answered 100 percent of the requests for information that it received.

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, 95.1 percent of intrastate first payments and 83.1 percent of interstate first payments were made within 14 days of the first compensable week ending date. Due to a change in the federal reports, percentages can only be obtained for the period from Oct. 1, 1998 through June 30, 1999. Both of these outputs were considerably higher than the federal standards listed in Outcomes 1 and 2, which is due, in part, to a concerted effort between the claims takers and adjudicators determining claim issues. During FY99, 12,344 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 FY99, 360 quality control benefit audits were selected, which gives a 95 percent confidence interval. The percent of sample dollars overpaid during this period was 8.1 percent.

To meet the federal standards on timely and appropriate benefit payments, the Employment Resources Division operated an unemployment insurance appeals program. During FY99, 1,600 decisions involving the Unemployment Insurance Program were issued. Of those, 1,244 involved benefit eligibility, 1,138 (91.5 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 Trust Fund balance as of June 30, 1999, was \$164.5 million, and the State UI Trust Fund balance was \$9.9 million, for a total of \$174.4 million. According to the UI Data Summary, prepared by the U.S. Department of Labor, the Wyoming UI Trust Fund has been over 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 389 liens and the approval of 45 installment payment agreements.

Through the consolidated unemployment insurance/workers' compensation audit program, five auditors performed 671 audits and collected \$12,462 for UI. All audits were based on UI accounts, but covered both UI and WC requirements.

To aid in maintaining the solvency of the unemployment trust fund, telephone access to tax information was provided to employers. During FY99, 2,403 employers used the division's voice response system to garner tax information.

At June 30, 1999, the amount of employer taxes due was \$2,193,078, which included computer generated jeopardy assessments of \$1,550,547. At June 30, 1998, the amount of employer taxes due was \$2,101,211, which included computer generated jeopardy assessments of \$1,452,185. Removing jeopardy assessments from the formula, the actual accounts receivable declined by 0.3 percent during FY99.

Fiscal/Personnel

General information

Jerry Ciz, Accounting Supervisor

Agency contact

Jerry A. Ciz
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jciz@missc.state.wy.us

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 and claimants

Budget information

General fund \$314,986

❖ 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

General information

Charles A. Rando, Acting Administrator

Agency contact

Charles A. Rando
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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	\$443,085
Federal funds	71,585
Total	\$514,670

❖ **Results of outcomes**

To increase the customer satisfaction factor levels of individuals and employers receiving services from the division, including fair and equitable enforcement of regulations, 1,101 client surveys were mailed. Of the 1,101 client surveys, 325 were returned, and 240 reflected satisfied customers.

To provide educational and consultive services to employers and employees regarding workplace regulations, the division conducted 20 seminars providing educational services to 453 employers/employees and 14,059 consultations to the public by means of personal visits to the division office locations throughout the state. The division also provided information in response to telephone inquiries, and 1,975 publications were distributed.

To operate a fair and unbiased complaint process, the number of wage claims and fair employment charges investigated was 1,096. Determinations issued totaled 240; hearings held, 90; cases referred, 105; and a total of \$246,755.40 in valid wages was collected.

To operate an alternative dispute resolution process, the number of claims and complaints referred for alternative resolution was 86, of which 67 were settled resulting in \$319,911 paid to charging parties. A total of 746 claims and complaints were mutually settled between employers and employees.

To utilize a common sense application concerning administration of workplace regulations, the division received only one documented complaint for FY99.

To train and educate staff to enforce rules and regulations in a fair and equitable manner, 11 staff members attended three training sessions.

To do case file reviews ensuring a standard application of rules and regulations, a total of 362 case files were reviewed.

Wyoming Mining Council

General information

Donald G. Stauffenberg, State Mine Inspector

Agency contact

Donald G. Stauffenberg
307/362-5222
P.O. Box 1094
Rock Springs, WY 82902
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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	\$18,370
Special revenue	10,000
Total	\$28,370

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 certified 125 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 six 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); and

- The Mining Council updated three of five study guides during the year.

Mine Inspector

General information

Donald G. Stauffenberg, State Mine Inspector

Agency contact

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P.O. Box 1094
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Other locations

Douglas and 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 \$350,044

❖ *Results of outcomes*

Outcome: Inspect 100 percent of all the 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, mine site contractors and mine reclamation sites during the year ending June 30, 1999.

The division inspected 233 mines and mine site contractors during the year.

The division performed 517 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 of the requests for compliance assistance were addressed.

Outcome: To provide customer surveys to individuals or entities being regulated and use returned eval-

uation forms to constructively critique inspectors and consultants to improve performance and services.

The division sent out 210 surveys, of which 117 were returned.

Each survey that is returned is reviewed by the division administrator. Follow-up phone calls are made to the companies, by the administrator, on surveys that have complaints.

The inspector who performed the inspection reviews the survey.

The administrator promptly discusses surveys that contain complaints with the inspector who performed the inspection.

Technology Division

General information

Terry Bottorff, Administrator

Agency contact

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Year established and reorganized

1998

Statutory reference

W.S. 9-2-2002

Number of authorized personnel

18 full-time, one contract

Organizational structure

Help desk, maintenance programmers, network services, legacy programming support

Clients served

Department of Employment staff

Budget information

General fund	\$67,777
Trust and agency funds	321,803
Federal funds	708,293
Total	\$1,097,893

❖ *Results of outcomes*

Year 2000 compliance

The division monitored 26 new and legacy programs for Y2K; 25 have been examined by an outside contractor (Titan) and met its certification criteria. The other program is in the process of a complete rewrite and will "go live" August 17, 1999.

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 and 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

84 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	\$1,555,287
Federal funds	8,465,021
Enterprise funds	96,210
Other	310,984
Total	\$10,427,502

❖ 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, 3,775;
- Eligible clients rehabilitated, 666; and
- Percent of customers with employability barriers who obtained employment, 53.6 percent.

Outcome: Provide a system of prompt, compre-

hensive, effective and efficient services including the use of customer satisfaction surveys for applicants and employers.

- Initial surveys sent, 1,222;
- Surveys returned and reviewed, 339; and
- Satisfied customers, 263.

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

- Staff participating in training, 87; and
- Training activities attended by staff, 52.

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

- Educational materials sent out, 4,836; and
- Seminars held, 53.

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

- Disability claims processed, 4,649;
- Processing times were well below national and regional averages at 59.5 days for Title II and 61.9 days for Title XVI; and
- Percent of decision accuracy measured by statistical reporting system, 94.5 percent accuracy.

Council for Women's Issues

General information

Amy McClure, Chairperson

Agency contact

Amy McClure, Chairperson
307/332-9402
560 Wind River Ave.
Lander, WY 82520
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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 \$11,793

❖ **Results of outcomes**

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.

To serve anyone interested in women's issues, to focus attention on the status of Wyoming with emphasis on the employment practices, educational opportunities, home and community and legal rights and responsibilities. To co-sponsor the Wyoming Women's Conference, to form a 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 Rawlins and Casper, (as of June 30, 1999 there were 116 inquiries, 37 from women with 10 serving apprenticeships).

Workers' Safety and Compensation

General information

R. Peter Simpson, Acting 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 including: 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)). The objectives and accomplishments of these units are provided in detail on the following pages.

Clients served

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

Budget information:

Administrative costs	\$9,639,898
Claims costs	73,428,540
Safety costs	1,061,860
Total expenditure	\$84,130,298

❖ **Results of outcomes:**

To increase the customer satisfaction level of individuals and employers receiving services from the division, a customer service satisfaction questionnaire reflected results related to service provided by the division. Of the 4,512 client surveys, 1,218 were returned and 1,083 reflected satisfied customers.

The current computer system is unable to track employer objections to injured workers. New system will verify employer objections.

Under the law, a request for hearing needs to be referred immediately. A process has been established for both the Medical Commission referrals and the Office of Administrative Hearings referrals. This procedure is available for review and reflects that appropriate action has been taken to support the objective.

To enhance training, educational and outreach services for high-risk employers in order to reduce the incidence and severity of injuries, six Management Safety Seminars, five three-day Collateral Duty-Health and Safety Programs, four Construction Safety Programs and one Vocational Education Training Seminar were held around the state. Of those attending, 1,202 were employees and 76 were employers. There were 201 technical assistance

responses as a result of these training seminars.

To provide incentives to encourage employers to reduce accidents and injuries, including the use of leverage penalty reductions, there were 64 employers who enrolled in the Consultation Exemption Programs; 12 opted for First Inspection/No Penalty Plan; 10 elected the 75/25 plan; 45 received penalty reductions for Rapid Abatement of Hazards Plan; and 1,050 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.

The percent of employer delinquency was increased from 4.57 percent to 6.42 percent in FY99.

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

Number of authorized personnel

One full-time, one part-time

Clients served

Employers and employees

Budget information

General fund	\$81,785
Federal funds	73,427
Total	\$155,212

❖ *Results of outcomes*

To establish an effective workforce development system that assures that all Wyoming's residents have an opportunity to enjoy Wyoming's unique lifestyle through participation in meaningful and rewarding work and to provide Wyoming's businesses with the confidence that a skilled workforce will be available to meet their needs.

To restructure Wyoming's employment and training efforts to ensure that Wyoming's residents have the skills and knowledge to compete in the global economy.

To pursue the coordination of workforce development activities and services by eliminating duplication and increasing efficiency among state agencies providing workforce development services.

Department of Employment organization chart

