

# Department of Employment

## Mission and philosophy

The mission of the Department of Employment (DOE) is to provide information and quality services that promote economic security, employment, and a safe work environment for our customers.

## Results of outcomes

See specific division reports for outcomes.

## Strategic plan changes

Department goals for 2003 are to: ensure the prompt and accurate payment of benefits; maintain solvent unemployment insurance (UI) and workers' compensation (WC) trust funds; promote safety, health and fair employment practices in the workplace; and provide quality services to customers.

### **General information**

Beth Nelson, director

### **Agency contact**

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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

### **Clients served**

Wyoming employers, labor force

### **Budget information**

General fund	\$255,466
<b>Total</b>	<b>\$255,466</b>

## **Employment Resources**

### **Division**

#### ***General information***

Pam Miller, administrator

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 Pam Miller, administrator  
 P. O. Box 2760  
 Casper, WY 82602-2760  
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307/235-3204

#### ***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 W. S. 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; 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.

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

184 full-time, 34 part-time

#### ***Organizational structure***

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

#### ***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***

Federal fund	\$18,212,872
General funds	\$1,768,179
Fund 034: Other funds	\$862,522
Fund 528: Other funds	\$171,365
<b>Total</b>	<b>\$21,014,938</b>

## **Mission and philosophy**

To support a statewide system that enables individuals to prepare themselves to obtain and retain employment.

## **Results of outcomes**

During FY 02 the Employment Resources Division (ERD) operated a statewide labor exchange system. Of the 64,779 job seekers registered (61,295 of whom were considered job ready), 18,318 self-registered through the Wyoming Job Network (WJN). There were 27,256 individuals referred to employers and a total of 11,115 placed. This is an 8.59 percent increase in registered job seekers entering employment over last year. There were 1,804 veterans entering employment.

There were 33,009 job openings received from 24,586 job orders. There were 17,581 job openings that paid \$1.00 or more per hour over the minimum wage. The average hourly wage of all job orders was \$8.45, ranging from \$6.56 in the retail trade industry to \$12.44 in the mining industry. Increases ranged from \$0.22 in the wholesale trade industry to \$0.75 in the mining industry, while average wages dropped in FIRE (Finance, Insurance, Real Estate), Services, Public Administration, and Nonclassified Establishments.

The division assessed job seekers for barriers and/or specific needs and provided necessary services. Special services were provided to 3,484 individuals, 177 unemployment insurance claimants were referred for special profiling services, and 15,140 UI claimants were referred for eligibility reviews. There were 536 individuals with disabilities who entered employment.

The division operated a successful youth program, providing academic and employment services to eligible youth. Employment is an intended Workforce Investment Act (WIA) outcome for older youth (ages 19-21), and a total of 61 of 73 youth who exited the program attained employment timely. This is an 84 percent achievement rate and exceeded the anticipated outcome for the program. An intended outcome for older youth and younger youth (ages 14-18) is to obtain basic skills that will enable them to succeed in employment. During FY 02 youth attained 113 of 202 basic skills goals. In addition, 64 percent of younger participants attained basic, work readiness, and/or occupational skills/goals were established. While the skill attainment results did not meet the desired outcome of at least 68 percent, they still represent a good accomplishment.

Adults and dislocated workers, served through WIA, are seeking employment. They register

for work at their respective state employment centers and an effort is made to help them obtain employment before they register for WIA. During FY 02, 85 percent of adults and 90 percent of dislocated workers became employed by the end of the first quarter after exiting from WIA. This exceeds the anticipated outcomes for each program. During FY 02, these were the only job seekers who were surveyed for customer satisfaction because the survey system for the state labor exchange, which would have enabled the division to receive feedback from a larger sampling of job seekers, was not completed by the end of FY 02. A total of 237 WIA-registered job seekers out of a possible 382 responded to a satisfaction survey. This showed a customer satisfaction rate of 78 percent, which is somewhat less than the anticipated outcome of 80 percent. The customer satisfaction rate is based on preliminary data with final results expected in October 2002. During FY 03, the labor exchange surveys will be conducted in addition to the WIA surveys.

To identify and help solve the workforce needs of Wyoming employers, the ERD maintained a skills-based database of 64,779 job seekers who were active at some time during the year, allowing qualified applicants to be matched with job orders. Using automated matching in the WJN system along with manual matches performed by the Employment Centers' staff, applicants were sent to 90.65 percent of job orders within two days of receipt of the orders.

Through employer outreach, the number of approved employers using the WJN was increased in FY 02. As part of an employer self-directed service, 115 employers were approved to self-enter their own job orders. This was a 32 percent increase over the previous year. Of the employers approved to self-enter job openings, 45 did so during FY 02, compared to 33 the previous year, a 36 percent increase. There were 38 employers approved for self-entry who did not place an order in the prior twelve months; and 9,840 of the 15,120 individual employers listed in the WJN did not place an order in the prior twelve months.

To assist employers with filing for tax credit programs, Casper administrative personnel continued to manage the national Work Opportunity Tax Credit (WOTC) and Welfare-to-Work Tax Credit (W-t-W) programs. These programs provide federal tax credits to Wyoming employers for hiring individuals with barriers to employment, including Temporary Assistance to Needy Families (TANF) and long-term TANF recipients, food stamp recipients, ex-felons, vocational rehabilitation recipients, low-income veterans, and Supplementary Security Income (SSI) recipients. There were 1,675 applicants for these programs for FY 02 and 44 pending from the previous fiscal year. Of these applicants, 476 were certified for the WOTC program and 12 were certified for the W-t-W program (18 applicants received dual certification). The remaining applicants were either denied certification or were pending. Applicants are individuals employed for twenty-one days or less, who have indicated eligibility in one or more of the

target groups.

Funding for the FY 02 alien worker program remained flat at \$41,400, while the number of temporary alien-worker requests, particularly in the Jackson Hole and northwest Wyoming area, increased significantly. In FY 02, requests were received for 1,804 temporary non-agricultural workers and 1,640 were certified. Requests were processed for 40 permanent non-agricultural workers with seven receiving certification. The remaining requests are pending. During FY 02, requests were processed for 390 agricultural workers with 179 certifications issued. There were 39 ranch visitations resulting in 171 housing unit inspections. Since FY 00, the division has received a \$13,800 reduction in funds to support the alien worker program activities. In comparison, the number of agricultural ranch housing inspections increased 30 percent and the number of temporary alien non-agricultural workers increased 86 percent since FY 00.

The Workforce Development Training Fund assists Wyoming employers who are creating new jobs or who have experienced changes in their business operations that require additional training of current employees. During FY 02, 192 contracts were written awarding \$960,888 to train 1,081 employees. The fund experienced a substantial increase in the number of applications received in contrast to FY 01 when 59 grants totaling \$1,272,332 were awarded to train 1,262 employees. In addition, the 2001 legislature appropriated \$3 million in general funds for the fund and 15 awards totaling \$2,340,038.81 were granted to training entities for training in demand or growth occupations. It is anticipated that 3,937 individuals will receive training through these grants.

To build and maintain relationships with employers, Employment Center staff, through the WIA program, established work-based employment opportunities with employers. During FY 02, 147 on-the-job training opportunities, involving youth, adults, and dislocated workers, were established with Wyoming employers. Also, to promote work-based learning opportunities, 460 work-based learning experience components were established, in which WIA participants had the opportunity to become acquainted with potential careers while doing needed work for an employer. These work-based employment opportunities were established with 381 different employers throughout the state. Initial feedback from employers showed a satisfaction level of 83 percent, with a total of 215 out of 249 employers responding. Final survey results are not expected until October 2002.

To provide training and skills upgrading to the department's employees, the division provided job-related training to 176 staff members who participated in 41 different training events during FY 02. This is a 262 percent increase from the 67 staff members participating in job-related training during FY 01. The following program specific training was provided: New Case Manager training to seven new

employees, Career Development Facilitation training to 140 employees; and Performance Standards and Goal Setting training to 65 employees. In addition, Equal Opportunity training was provided to 174 department employees.

Information technology staff provided a stable electronic infrastructure platform for service delivery by the department to its customers by supplying ongoing interface maintenance and support for the UID Benefits System, the Employment Tax Division Contributions System, the FARS Financial Accounting and Reporting System, and the WOLFS System for Wyoming Auditors. During FY 02, site downtime on DOE web sites has been minimal. Due to the efforts of Casper IT staff, Wyoming Job Network has been available to the public 98.8 percent of the time. The UI internet claims site has been operational 99.2 percent of this time, and the Research and Planning sites have been available 98.9 percent of the time.

An in-house continuing education plan is currently being developed for information technology staff. This year, one individual completed a Microsoft Certification and another completed a Management Computer Information Systems bachelor's degree. IT staff are maintaining and continuing their ongoing certification training in their respective areas of expertise. Numerous individuals currently hold existing certifications and others are working toward obtaining their prescribed certifications.

## **Employment Tax Division**

### ***General information***

Wendy Tyson, administrator

### ***Agency contact***

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or

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307/ 235-3201

### ***Other locations***

Cheyenne, Cody, Evanston, Gillette, Jackson, Lander, 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, Research and Planning

### ***Clients served***

Employers, general public, state agencies, counties, towns, economic development organizations, Federal Reserve, Congress, federal executive branch agencies

### ***Budget information***

Expenditures: Fund 001 Federal Funds	\$3,043,596
Other Funds	\$2,123,800
<b>Total</b>	<b>\$5,167,396</b>

## **Results of outcomes**

Workers compensation premium rates were established based on actuarial analysis. The annual premium collected is predicted to result in the division meeting the statutory requirement of solvency for the workers' compensation (WC) program by 2008. The Industrial Accident Fund balance as of June 30, 2002, was \$396,659,537.

Due to 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, and will be able to provide this information by the end of FY 03.

To foster the solvency of the unemployment insurance fund, the Employment Tax Division (ETD) maintained an actuarially based employer rate system. The Unemployment Insurance (UI) Trust Fund balance as of June 30, 2002, was \$197,287,389, and the State UI Trust Fund balance was \$26,732,158, for a total of \$224,019,547. 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 UI Trust Fund, the ETD actively pursued collection activities on delinquent accounts. Collection activities included the filing of 510 liens and the approval of 40 installment payment agreements.

Through the joint unemployment insurance/workers' compensation audit program, five auditors performed 574 audits and collected \$6,607 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 UI Trust Fund, telephone access to tax information was provided to employers. During FY 01, employers requested 38 letters of good standing, requested four registration forms, provided 389 missing social security numbers, filed 899 no worker reports, provided four federal employer identification numbers and submitted one number of workers report, by using the telephone system.

Employers were also provided the ability to use the internet to provide tax information and request letters of good standing. During FY 02, employers requested 2,617 letters of good standing, seven workers' compensation extraterritorial coverage notices, and 57 extra Employee Wage Listing forms.

At June 30, 2002, the amount of delinquent unemployment insurance employer taxes due was \$2,676,667, which included computer-generated jeopardy assessments of \$1,128,262. At June 30, 2001, the amount of unemployment insurance employer taxes due was \$2,365,067, which included computer-generated jeopardy assessments of \$1,369,029. Removing jeopardy assessments from the formula, the actual accounts receivable increased by 55 percent during FY 02. There were staffing changes during FY 02 that had a direct effect on the increase in total receivables and collection efforts were directed to cleaning up data related to workers' compensation delinquencies, so delinquency notices could be mailed to employers owing monies to workers' compensation.

To provide labor market information to individuals, businesses, education, labor and governmental entities, about 36 publications were made available through the Internet and in hard copy. Approximately 1,500 hard copies of the monthly publication, **Wyoming Labor Force Trends**, are distributed each month, as well as 100 copies of the monthly news release. Among the publications available and distributed were 1,000 copies of **Wyoming Wage Survey 1999**. In addition, staff from Research & Planning (R&P) provided Labor Market Information (LMI) training to 42 Department of Employment employees. A presentation at a Schools-to-Careers seminar, which included training in WYWINS, Labor Market Information, and a review of the 2000 Career Explorer was attended by 20 customers.

R&P has also responded to requests and needs of the Wyoming Workforce Development Council (WDC) and other LMI consumers. A number of studies have been conducted to answer or address WDC information needs, including two studies addressing commuting patterns into and out of Wyoming's Campbell County; a study of employment by wage and industry to assist in determining household income for purposes of establishing appropriate subsidy supports and setting subsidy supported housing prices in Teton County; a nurses study to answer questions from the State Board of Nursing regarding the supply, demand, pay, and turnover of nurses in Wyoming; a study of Correctional Staff to evaluate the outcome of a salary policy change on the turnover of prison guards; and a study of Wyoming teacher supply specifically addressing the issues of turnover and salary.

The LMI institute requested Wyoming's participation in the training of state staff in the use of administrative records. In response, Wyoming and Minnesota LMI offices co-produced the Symposium on LMI Applications of Wage Records for Workforce Investment. The symposium covered a number of theoretical, methodological, and political issues surrounding the use of wage records. Four papers from Wyoming were presented at the meetings: Tom Gallagher, "The Use of Wage Records in Wyoming, 1992 to 2002"; Tom Gallagher, "Development of Common Measures of Turnover in Four States"; Tony Glover, "Nursing: Supply Shortage or Retention Issue?"; and Mark Harris, "Determining the Effect of Training on Retention and Wages."

## **Fiscal / Personnel Unit**

### ***General information***

Robert B. Curtis, assistant administrator

### ***Agency contacts***

#### ***Fiscal***

Robert B. Curtis, assistant administrator  
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#### ***Personnel***

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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	\$461,559
Other fund	\$107,826
<b>Total</b>	<b>\$569,385</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**

**General information**

Agency contact

Cherie Doak

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307/777-7261

**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	\$566,657
Federal funds	\$102,604
<b>Total</b>	<b>\$669,261</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, 784 client surveys were mailed. Of the 784 client surveys, 232 were returned, and 187 reflected satisfied customers.

To provide educational and consultative services to employers and employees regarding workplace regulations, the program conducted five seminars providing educational services to 76 employers/employees and 15,445 consultations to the public by visits and telephone calls to the office locations. The program also provided information in response to inquiries from the public, distributing 357 publications and other documents in response to inquiries.

To operate a fair and unbiased complaint process, the number of wage claims and fair employment charges investigated was 1,206. Determinations issued totaled 326; hearings held, 73; cases referred, 67; and \$393,637.69 in valid wages were collected. To operate an alternative dispute resolution process, the number of claims and complaints referred for alternative resolution was 60, of which 60 were settled, in addition to 3 settled outside the alternative resolution process, resulting in \$365,313 paid to charging parties. A total of 905 claims and complaints were mutually settled between employers and employees.

To utilize a common-sense application concerning administration of workplace regulations, the program received nine documented complaints for FY 01-02. To train and educate staff to enforce rules and regulations in a fair and equitable manner, eight staff members attended eight training sessions. To ensure a standard application of rules and regulations, 190 case files were reviewed.

## **Mine Inspector**

### ***General information***

Donald G. Stauffenberg, state mine inspector

### ***Agency contact***

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Rock Springs, WY 82902  
[dstauf@state.wy.us](mailto:dstauf@state.wy.us)

307/362-5222

### ***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***

Enterprise Fund	\$436,468
<b>Total</b>	<b>\$436,468</b>

## **Results of outcomes**

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, 2002. The division inspected 305 mines and mine site contractors during the year. The division performed 698 unannounced inspections during the year.

Train and educate inspectors to enforce rules and regulations in a fair and equitable manner and offer compliance assistance advice upon request.

The division administrator held two training sessions during the year. The deputy inspectors attended four other training classes, at different times, throughout the year. All requests for compliance assistance were addressed.

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 265 surveys of which 128 were returned.

The division administrator reviews each survey that is returned and 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.

The number of injuries was reduced by 9.7 percent. The severity of injuries was reduced by 5.6 percent.

## **Wyoming Mining Council**

### ***General information***

Donald G. Stauffenberg, state mine inspector

### ***Agency contact***

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Rock Springs, WY 82902  
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307/362-5222

### ***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***

Enterprise Fund	\$25,694
Other Funds	\$8,212
<b>Total</b>	<b>\$33,906</b>

### **Agency to which group reports**

Department of Employment

### **Number of members**

10

### **Meeting frequency**

Quarterly

## Mission and philosophy

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 107 successful applicants during the year.

## Results of outcomes

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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307/777-3465

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

Established 1995; 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

Assist the Workforce Development Council, State Youth Council to become effective workforce development partners.

The Wyoming Workforce Development Council members were provided with updates on critical workforce development issues during the following council meetings.

March 27, 2001 (21 members in attendance)

April 11, 2001 (8 members in attendance)

June 19, 2001 (13 members in attendance)

June 20, 2001 (19 members in attendance)

September 25, 2001 (10 members in attendance)

September 26, 2001 (20 members in attendance)

November 29, 2001 (22 members in attendance)

December 4, 2001 (13 members in attendance)

Critical updates included information on the Wyoming Youth Development Collaborative, Literacy, Workforce development system update, reorganization of the Department of Workforce Services, Quick start initiative, the governor's 2002 statewide 15 percent set-aside funds and a revision to the Council's strategic plan.

## Unemployment Insurance Division

### ***General Information***

Ellen Schreiner, administrator

### ***Agency contact***

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307/235-3253

### ***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***

50 full-time, eight 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**

Federal Fund	\$5,537,320
Other Funds	\$243,304
<b>Total</b>	<b>\$5,780,624</b>

**Results of outcomes**

Wyoming Unemployment Insurance (UI) claimants can file for initial unemployment benefits by telephone, in person or by the Internet; interstate claimants can file by telephone or by the Internet. The Remote Claims Center was opened to all claimants in May 2002, and the number of telephone and internet claims continued to grow throughout the year. During June 2002, 67.8 percent of the Wyoming initial claims were filed by telephone, 21.9 percent by Internet, and 10.3 percent in-person.

Weekly claims can be filed by telephone or by mail, approximately 70 percent of which are filed by telephone.

To meet the federal standards on providing timely and appropriate benefit payments to eligible workers who file UI claims, the division operated a quality system for the payment of unemployment benefits and adjudication of related issues. In FY 02, 92.8 percent of intrastate first payments and 85.5 percent of inter-state 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 92.1 percent.

During FY 02, 12,701 non-monetary determinations were resolved, which included both separation and non-separation issues within the federal guidelines. The June 2002 quarterly results are not available as of this date, but for the first three quarters of the fiscal year, these determinations were resolved with an average quality score of 81.5 percent. This is above the federal standard of 75 percent.

To meet the federal standards on timely and appropriate benefit payments, the division operated an UI appeals program. During FY 02, 1,312 UI benefit decisions involving the UI program were issued; 1196 or 91 percent were issued within 30 days. This exceeds the federal timeliness standard of 60 percent. Again, the June 2002 quarterly results are not available yet, but for the first three quarters, appeals quality was measured at 95 percent.

To measure accuracy of unemployment payments, the division operated a quality control program. During FY 02, 359 quality control paid benefit audits were selected, and this number gives a 95 percent confidence interval. In August 2001, a new program to measure denied claims was implemented during the year. Under this program 363 additional cases were reviewed. The net percent of sample

dollars overpaid during this period was 10.5 percent.

In the UI division, new customer service surveys were utilized to measure UI and appeals services. Due to the installation of the statewide claims center, these surveys were modified during the year, as surveyed claimants were confused between new and continued claims filing procedures that are on different types of telephone systems. For this calendar year the response rate has been 68 percent. In addition, the internet claim has an optional continuous survey form that is reviewed regularly. Quarterly results of both are distributed to units throughout the division for continuous improvement.

Continuous training of staff continues to be an important goal for the division. During FY 02, 37 staff members received specialized training.

To foster the solvency of the UI fund, the employment resources division maintained an actuarially-based employer rate system. The Unemployment Insurance Trust Fund (UITF) balance as of June 30, 2002 was \$197.3 million, and the state UITF balance was \$26.7 million, for a total of \$224.0 million.

**Vocational Rehabilitation****General information**

Gary W. Child, administrator

**Agency contact**

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307/777-7386

**Other locations**

Cheyenne, Casper, Sheridan, Rock Springs, Laramie, Rawlins, Torrington, Riverton, Lander, Cody, Douglas, Gillette, Evanston 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 27-14-408; 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; and Federal Communications Act of 1934, as amended, U.S.C. Section 225(f)(2).

**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	\$1,840,043
Federal funds	\$10,057,130
Enterprise funds	\$99,462
Other	\$427,936
<b>Total</b>	<b>\$12,424,571</b>

**Results of outcomes**

To increase the number of individuals exiting the Vocational Rehabilitation (VR) program who achieve an employment outcome by three percent each year.

To assess job seekers for barriers and/or specific needs, and provide necessary services.

Number of individuals receiving special services (i.e., VR services): 4,016

Number of individuals with disabilities placed in employment: 746

Percent of individuals exiting the VR program who achieved an employment outcome: 55 percent in FY 02, compared to 53.4 percent in FY 01. The 1.6 percent difference is a three percent increase over FY 01.

At least 80 percent of customers are satisfied with services.

A job seeker customer satisfaction survey was conducted:

Number of initial surveys sent: 1,341

Number of individuals responding to the survey: 342

Number of satisfied customers: 278

Percent of customers satisfied with VR services: 81 percent

For eligibility decisions made for disability determinations under the Social Security Act, the initial decision quality will be 94 percent or greater.

Initial disability determination decisions will be made within 120 days or sooner.

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

Number of disability claims processed: 6,376

Average initial processing times as documented by Social Security under Title II = 63.6 days, Title XVI = 69.1 days

Initial case accuracy as documented by Social Security: 96.8 percent

To increase the percent of staff receiving job related training.

To provide training to staff, upgrading their

knowledge and skills.

Number of staff trained in specific areas: 87

Number of staff provided leadership training: 11

Number of training sessions conducted: 81

Percent of staff receiving job related training: 98 percent in FY 02, compared to 99 percent in FY 01. The decrease is due to a position that was vacant for the entire FY 02.

**Workers' Safety and Compensation Division**

**General information**

Kathleen L. McKinna, administrator

**Agency contact**

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Cheyenne, WY 82002  
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307/777-7159

**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 ten operating units: Administrative and Fiscal Support, Business Projects, Case Support Services, Claims, Information Technology, Internal Audit and Compliance, Occupational Safety and Health (OSHA), Settlement, 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	\$11,136,557
Claims costs	\$99,158,782
Safety costs	\$1,347,660
<b>Total</b>	<b>\$111,642,999</b>

the reduction of accidents and injuries. In the three Consultation Exemption/Recognition Programs, a total of 96 employers were enrolled; three in the Voluntary Protection Program, 32 in the Safety and Health Achievement Recognition Program, and 61 in the Employer Technical Assistance Program; 27 employers opted for the 75/25 Plan, 85 received penalty reductions for rapid abatement of hazards, and 1,166

**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, 2001 through June 30, 2002, the claims unit mailed 3,623 customer service questionnaires to injured workers; 1,007 claimants responded. Of those responding, 90 percent reported they were satisfied with Workers' Safety and Compensation Division (WSCD) service.

The division's primary goal in the strategic plan is to ensure the prompt and accurate payment of benefits and maintain a solvent workers' compensation trust fund. The objective to meet this goal is to schedule 75 percent of temporary total disability payments within 14 days of notice of the lost time. The division over the course of the past fiscal year developed and implemented an enhancement to our computer system to track this objective. This implementation was completed in July 2002 and results are not available for the July 1, 2001 through June 30, 2002 period. The division will be able to provide results for future fiscal years.

To enhance training, educational and outreach services for high-risk employers to reduce the incidence and severity of injuries, Occupational Safety and Health (OSHA) staff conducted six Management Safety Seminars, seven three-day Collateral Duty-Health and Safety Programs, 29 Construction Safety Programs, one Ergonomic Program, 15 OSHA Recordkeeping Seminars, two Logging Seminars, and 34 other training seminars. There were 1,887 participants in these courses representing 791 employers.

Employers were provided with incentives, including the use of penalty reductions, to encourage

# Department of Employment organization chart

