

Department of Employment

• Mission and philosophy

The mission of the Department of Employment is to provide quality services and information which 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 1999:

- Assist the department's customers to attain self-sufficiency by providing access to information and resources for meeting their employment needs.

- Provide financial and other assistance to eligible workers and residents which assists in sustaining economic security for citizens and communities.

- Improve safety and health in the workplace.

- Achieve a fair, equitable and affordable employment tax structure.

- Provide for a business friendly administration of workplace regulations.

General information

Frank S. Galeotos, Director

Agency contact

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Other locations

Statewide; see division reports

Year established

1990

Statutory references

W.S. 9-2-2002

Authorized personnel

Administration: 3 full-time
See division reports for department staffing.

Clients served

Wyoming employers, labor force

Budget information

General fund \$215,921

Employment Resources

General information

Beth Nelson, Administrator

Agency contact

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Other locations

Casper, Cheyenne, Cody, Evanston, Gillette, Jackson, Laramie, Rawlins, Riverton, Rock Springs, Sheridan, and Torrington.

Year established and reorganized

Established 1937, reorganized 1990 and 1993.

Statutory references

W.S. 27-3-101 through 27-3-704; Federal Unemployment Tax Act, Ch. 23, Social Security Act 1935, 42 U.S.C. §501 et seq.; Wagner-Peyser Act 1933, (Title 29, U.S.C. 49); Job Training Partnership Act (P.L. 97-300) P.L. 102-367; Veterans Employment and Training (Title 38 U.S.C.); Trade Act (P.L. 93-618); Title V of the NAFTA Implementation Act (P.L. 103-182); Civil Rights Act 1964 (Title VI and Title VII); Department of Ag Food Stamp Program (7 CFR parts 271-273, 277); Migrant and Seasonal Ag Worker Protection Act; U.S. House Resolution 107 - 1957 and IMMACT-101 1991; Worker Adjustment and Retraining Notification Act (P.L. 100-379); Ec Dislocation and Worker Adj Assist Act (P.L. 100-418); W.S. 27-2-105 and Gov's Ex Order 1990-3, P.L. 97-300 and P.L. 98-524.

Number of authorized personnel

Full-time 270, part-time 50

Organization structure

Unemployment Insurance Benefits, Unemployment Insurance Employer Accounts, Appeals, Job Training, Field Administration, Administration Support and Technology, Research and Planning, and Legal.

Clients served

General public, employers, unemployed workers, economically disadvantaged adults and youth, dislocated workers, at-risk youth, state agencies, counties, towns and economic development organizations.

Budget information

Fund 001	\$18,227,703
Fund 501	321,730
Total	\$18,549,433

Results of outcomes

To increase the number of customers securing employment after receipt of information and/or other services, Employment Resources Division operated a statewide labor exchange program. During FY98, the division registered 70,704 job applicants; placed 14,119 individual job applicants; referred 42,993 individuals to employers; received 31,942 job openings; and wrote 21,416 job orders for employers. There were 17,782 job openings that paid \$1 over the minimum wage. The average hourly wage of all job orders was \$7.31, ranging from \$5.56 in the retail trade industry to \$10.80 in the mining industry. Of 70,704 job ready customers, 15,099 (21.36 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 2,574,964 accesses on the system. Of that total, 746,165 were by WJB users and 1,888,894 were outside users.

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 159 dislocated workers completed their program with 131 participants employed at least 20 hours per week during the week they completed the program — an entered employment rate of 82.39 percent. During this period 142 JTPA youth participants completed their program, with 81 participants employed at least 20 hours per week during the week they completed the program — a 50.04 percent entered employment rate. Additionally, 93 youth received a positive employability enhancement, which is a positive enhancement rate of 65.49 percent.

In FY98 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 a resume and make future career decisions.

Self-referral to job openings was available at Employment Resources Centers around the state. Employers listed job openings for self-referral or job openings that required referral screening by division staff. Self-referral provides increased customer choices.

The national Welfare-to-Work Tax Credit (W2WTC) program was successfully implemented allowing Wyoming employers to claim a tax credit for hiring welfare recipients. The division operated 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 FY98. 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 FY98 requests for 152 temporary alien workers were processed for Jackson employers.

To increase customer satisfaction levels of individuals and employers receiving services, Employment Resources Division strived to assure a system of prompt, comprehensive, effective, and efficient services for applicants and employers. During FY98, 800 customer satisfaction surveys were sent to job seekers/claimants and employers; 140 were returned, 128 of which indicated satisfied customers. The overall customer satisfaction rating of job seekers/claimants was 2.44 where 1=very good and 5=very poor. The overall customer satisfaction rating of employers was 2.12 on the same scale. Compared to last year the overall customer satisfaction rating of job seekers/claimants decreased by 15.6 percent and the overall customer satisfaction rating of employers increased by 6.6 percent.

To provide qualified staff with specialized skills to meet the needs of our customers, 258 staff participated in 198 training activities. Team building and communications training was provided for most ERD staff, and drivers safety training was provided for all staff who drive on agency business. Training on more than 50 other skill areas was provided on an as needed basis to staff from all ERD units.

To educate the customer about the department's service delivery system, a total of 19,500 pieces of educational material was distributed to job seekers/claimants and employers through the local ERCs and Field Administration Unit. There were 500 "Employer Relations Folders" and 19,000 "State Regulatory Posters" distributed. The Research and Planning Section conducted two LMI workshops; an introductory seminar in May with 24 participants, and an intermediate seminar in October with 22 participants.

To provide labor market information to business, education, labor, and governmental entities via the network, 16 publications were made available on the Internet. In addition, 1,300 copies of the Wyoming Labor Force Trends are distributed monthly. The Research and Planning Section met 298 out of 300 U.S. Bureau of Labor Standards, which equals 99.33 percent. The section answered all requests for information which they received.

To meet federal standards on providing timely and appropriate benefits payments to eligible workers who file unemployment insurance claims, Employment Resources Division operated a quality system for the payment of unemployment benefits and adjudication of related issues. During the fiscal year, 95.7 percent of intrastate first payments and 80.6 percent of interstate first payments were made within 14 days of the first compensable week ending date. Both of these outputs were considerably higher than federal standards listed in Outcomes 1 and 2. This was due to a concerted effort between claims takers and adjudicators determining claim issues. During FY98, 12,282 nonmonetary determinations were resolved, which includes both separation issues and eligibility issues.

To measure accuracy of unemployment payments, Employment Resources Division operated a quality control program. During FY98, 359 quality control benefit audits were selected. This number gives a 95 percent confidence interval. Even though the number of audits was reduced, the confidence interval remained the same as in earlier years. The percent of sample dollars overpaid during this period was 10.4 percent.

To meet federal standards on timely and appropriate benefit payments, Employment Resources Division operated an unemployment insurance appeals program. During FY98, 1,515 decisions were issued, 1,112 (90 percent) issued within 30 days.

To foster the solvency of the unemployment insurance fund, Employment Resources Division maintained an actuarially based employer rate system. The Unemployment Insurance Trust Fund balance as of June 30, 1998, was \$157,455,780 and the State UI Trust Fund balance was \$4,186,218, for a total of \$161,641,998. According to the UI Data Summary, prepared by the U.S. Department of Labor, the Wyoming UI Trust Fund has been more than 4 percent of total covered wages since the second quarter of 1993. Since the UI Trust Fund has been more than 4 percent of total covered wages, it has not been necessary to assess a fund balance adjustment factor since 1993, resulting in lower employer taxes.

To maintain the solvency of the unemployment trust fund, Employment Resources Division actively pursued collection activities on delinquent accounts. Collection activities included filing of 391 liens and approval of 78 installment payment agreements. Through the consolidated unemployment insurance/workers' compensation audit program five auditors performed 653 audits and collected \$12,674 for UI. All audits were based on UI accounts, but covered both UI and WC requirements. At June 30, 1997, the amount of employer taxes due was \$1,973,506, which included computer generated jeopardy assessments of \$906,247. 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 21 percent during FY98.

As required by the Revenue Quality Program, a review was completed on report filing. The goal on this activity is that 95 percent of all liable employers file reports by the delinquent date. Wyoming had 97 percent of all liable employer reports filed by the delinquent date as of June 30, 1998.

Fiscal/Personnel

General information

Jerry Ciz, Accounting Supervisor

Agency contact

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Year established

1990

Statutory reference

W.S. 9-2-2002

Number of authorized personnel

Full-time 9

Organization structure:

Fiscal/Personnel

Clients served

Department employees, vendors and claimants

Budget information

General Fund \$296,632

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. 9-2-2002

Number of authorized personnel

Full-time 12

Organization structure

Wage and Hour, Fair Employment

Clients served

Employees and employers

Budget information

General funds	\$480,692
Federal funds	55,914
Total	\$536,606

Results of outcomes

To increase customer satisfaction factor levels of individuals and employers receiving services from the division, including fair and equitable enforcement of regulations, 948 client surveys were mailed. Of the 948 client surveys 311 were returned and 258 reflected satisfied customers. There have also been two critique sessions conducted in regard to the evaluation process.

To provide qualified staff with specialized skills to meet the needs of division customers and train and educate staff to enforce rules and regulations, 11 staff members attended 14 training sessions. These training sessions are ongoing.

To provide educational and consultive services to employers and employees regarding workplace regulations the division conducted 14 seminars providing educational services to 323 employers/employees and 14,303 consultations to the public via personal visits to the division office locations throughout the state. The division also provided information in response to telephone inquiries, and 1,537 publications were distributed.

To operate a fair and unbiased complaint process, the number of wage claims and fair employment charges investigated was 1,337. Determinations issued totaled 182, hearings held 111, cases referred 189, and a total of \$316,457.42 in valid wages was collected.

To operate an alternative dispute resolution process, the number of claims and complaints referred for alternative resolution was 48, of which 38 were settled resulting in \$178,408 paid to charging parties. A total of 879 claims and complaints were mutually settled between employers and employees.

To do case file reviews ensuring a standard application of rules and regulations, a total of 245 case files were reviewed.

To reduce the average time between a request for regulatory assistance and providing assistance, a networked and automated system has been established. Six labor standards compliance officers have been located in one stop centers throughout Wyoming.

Wyoming Mining Council

General information

Donald G. Stauffenberg, State Mine Inspector

Agency contact

Donald G. Stauffenberg
(307) 362-5222
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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

Other augmenting	\$31,527
Total	\$31,527

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 nine 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 five study guides during the year.

Mine Inspector

General information

Donald G. Stauffenberg, State Mine Inspector

Agency contact

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Rock Springs, WY 82902
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Other locations

Douglas

Year established and reorganized

Established 1891, reorganized 1990

Statutory references

Section 1, Article 9 of the State Constitution, 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

Full-time 5

Clients served

All mining operations and mine site contractors in Wyoming

Budget information

Trust and agency funds	\$315,881
Special revenue	10,000
Total	\$325,881

Results of outcomes

Inspect 100 percent of the active mines and mine reclamation sites at least twice per year as mandated by W.S. 30-2-208.

The division inspected all mines, mine site contractors and mine reclamation sites during the year ending June 30, 1998. The division inspected 222 mines and mine site contractors during the year. The division performed 529 unannounced inspections during the year.

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. Inspection manuals were developed to assist the inspectors and help assure consistency, and all of the requests for compliance assistance were addressed.

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

Each survey that was returned was reviewed by the division administrator. Follow-up phone calls are

made, by the administrator, on surveys that have complaints.

The inspector involved reviews each survey. The administrator discusses surveys that contain complaints with the inspector involved.

The division sent out 291 surveys of which 183 were returned.

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: Titles I, III, VI and VII of the Rehabilitation Act of 1973 (P.L. 93-112), as amended by P.L. 93-156, P.L. 95-602, P.L. 99-506, P.L. 100-630, P.L. 101-336 and P.L. 102-569. Title IV of the Americans with Disabilities Act of 1990. Titles II and XVI of the Social Security Act.

Authorized personnel

Full-time 84, part-time 1

Organization structure

Resource Development, Field Services and Disability Determination Services

Clients served

Wyoming residents with disabilities

Budget Information

General funds	\$1,565,503
Federal funds	7,980,400
Enterprise funds	139,117
Other	282,563
Total	\$9,967,583

Results of outcomes

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

There were 3,813 eligible clients receiving vocational rehabilitation services and 627 eligible clients rehabilitated. The proportion of customers with employability barriers who obtained employment was 45.7 percent.

To provide a system of prompt, comprehensive, effective, and efficient services including the use of customer satisfaction surveys for applicants and employers.

There were 311 initial surveys sent and 79 surveys returned and reviewed. Satisfied customers numbered 62.

To provide qualified staff with specialized skills to meet the needs of division customer.

Eighty-four staff members participated in 51 training activities.

To educate the customer about the department's service deliver system.

Educational materials sent out 36 times and six seminars were held. Two hundred Web sites were distributed to staff relating to requests, needs, etc.

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

There were 4,185 disability claims processed. Processing times were well below national and regional averages at 57.4 days for Title II and 62.5 days for Title XVI. The proportion of decision accuracy measured by statistical reporting system was 96.1 percent.

Office of Workforce Development

General information

Alfrieda Gonzales, Administrator

Agency contact

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Year established

1995

Authorized personnel

Full-time 1, part-time 1

Clients served

Employers and employees

Budget information

General fund \$85,003

Results of outcomes

The Wyoming Workforce Development Council was created by Governor's Executive Order in November 1995. The council was created for the purpose of restructuring Wyoming's employment and training efforts to ensure that Wyoming's residents have the skills and knowledge to compete in the global economy. The council includes membership from business, labor, education and government. One of the major functions of the council is to create a system for workforce development in the state to assure that all Wyoming residents have an opportunity to enjoy Wyoming's unique lifestyle through meaningful and rewarding work. The council is a requirement of the Workforce Investment Act of 1998.

Four meetings are held per year.

Workers' Safety and Compensation

General information

Martin Mueller, 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

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

Full-time 132, part-time 1

Organization structure

Administrative support, Claims Processing Unit, Special Investigations Unit, Underwriting/Contributions Unit, Compliance/Auditing Unit, Records/Intake Unit, MIS Unit and State Occupational Health and Safety (OSHA). The Office of the Medical Commission is considered an independent entity although it is funded by the division and is organiza-

tionally located under the division. Additional legal support 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

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	\$7,253,222
Indemnity costs	25,862,138
Medical costs	44,382,700
Claims case costs	2,439,334
Safety costs	990,030
Total	\$80,927,424

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, which included five questions, related to service provided by the division. Questionnaire results ranged from 8 percent very dissatisfied to 48 percent very satisfied.

To resolve employer objections to injured workers claims promptly, 92 of the 96 cases which were reviewed were determined to be timely.

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

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 reduced from 5.17 percent to 4.57 percent in FY98.

Department of Employment organization chart

