

Connecticut Department of Labor

At A Glance

KURT WESTBY, *Commissioner*

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Established - 1873

Statutory Authority - C.G.S. Sec. 31-1 to 31-403 (excluding chapter 568)

Central Office - 200 Folly Brook Blvd., Wethersfield, CT 06109-1114

Average number of full-time employees – 566

Recurring operating expenses 2019-20: Federal - \$80,380,053; State - \$79,680,404

Capital Outlay: Federal - \$15,159; State - \$81,678; CEPF - \$768,053

Website: www.ct.gov/dol

Mission

The Connecticut Department of Labor (CTDOL) is committed to providing the state's jobseekers and businesses with services to strengthen our workforce, communities, and the state's economy.

Statutory Responsibility

The Connecticut Department of Labor assists workers and employers to help them become, and stay, competitive in the global economy. For workers, this is accomplished through income support between jobs, employment search assistance, ensuring protection and fair treatment while on the job, training programs to build skills, and providing information about the economy, wages, and the workplace.

Services offered to businesses include workplace data; labor market information; recruitment assistance; regional job fairs; programs to help maintain and upgrade employee skills such as apprenticeship and incumbent worker training; CONN-OSHA guidance and consulting services; tax credit information; informational services to workers and employers; enforcement responsibilities including payment of wages, health and safety, employment of minors, family and medical leave, representation by labor organizations; and resolution of labor disputes. As the Connecticut arm of the U.S. Bureau of Labor Statistics, the agency collects, analyzes, and disseminates workforce data to inform businesses, the general public, government planners, and policymakers about employment issues and trends.

Workforce Services and Programs

American Job Center Services: CTDOL and its federal and state partners provide universal access to an array of labor exchange services offered at American Job Center (AJC) locations throughout Connecticut. These services include assistance with career choices and job searches, employment referrals, placement assistance for jobseekers, reemployment services for claimants receiving unemployment insurance, employer recruitment services to businesses with job openings, workshops covering résumé writing, interviewing, and career exploration, as well as access to computers with Internet connection, copiers, and fax machines.

During 2019- 2020, nearly 30,000 participants received services (staff-assisted or self-service) at AJC offices. In addition, 2,721 job seekers received résumé preparation assistance at CTDOL-sponsored events and job centers. These numbers were impacted by the COVID-19 pandemic that closed the 18 American Job Centers across Connecticut in mid-March 2020.

Workforce Investment Opportunity Act (WIOA): In fiscal year 2019-2020, CTDOL received \$35M in federal funding that was used to provide workforce services to approximately 6,100 clients and to help state workforce partners increase the availability of employment and training assistance. CTDOL and Workforce Development Boards created new employment and training initiatives to promote employment opportunities that show the best potential for job growth and funded projects to strengthen Connecticut businesses and workforce.

Worker Adjustment and Retraining Notification (WARN) lends timely re-employment assistance to workers who will soon be losing their jobs. This federal program requires Connecticut employers with 100 or more full-time workers to give 60-days advance notice of a plant closing or mass layoff to allow state and municipal entities to offer workforce assistance to affected employees *prior* to layoffs. The state's Rapid Response (RR) Team, headed by CTDOL, reaches out to Connecticut employers considering or experiencing plant closings, helps ease the impact of layoffs, and ensures that workers are offered a full range of benefits and services prior to layoffs through Early Intervention sessions to inform employees about unemployment benefits, job search assistance, training opportunities, and about community services and local agencies that provide support to dislocated workers and their families.

Between July 2019 through June 2020, the RR Unit made 404 initial outreach calls regarding potential layoffs and responded to 99 WARN notices affecting 9,342 workers. The RR Unit made 56 employer and/or union visits and provided 105 presentations to 1,591 impacted workers, which included seven on-site job search and/or career planning workshops, two Trade Adjustment Assistance (TAA) information sessions, and 28 webinars for workers from companies that did not avail themselves of Rapid Response services prior to layoff.

For employment sites where face-to-face contact was not possible, workers were provided packets of information, benefiting an additional 1,129 dislocated workers, including human resources managers and union representatives. An additional 2,706 webinar invitations were sent to workers who were part of large layoffs but whose employers declined on-site visits or had employees who worked remotely.

As a means of layoff aversion, the RR Unit coordinated or assisted with two company-specific job fairs providing 450 jobseekers the opportunity to meet with potential hiring employers. They also reached out to 32 employers participating in the Shared Work program to check their status and make appropriate referrals to Economic Development or other resources if the employers indicated they were continuing to struggle or having difficulty emerging from a downturn in business. The RR Unit played a significant role in the processing of roughly 1,100 Shared Work applications received by CTDOL since mid-March, when the COVID-19 pandemic began to significantly impact businesses.

The RR Unit submitted 20 TAA petitions on behalf of workers whose jobs were believed to be affected by increased imports or a shift in production to a foreign country. Eight petitions covering 323 workers were certified TAA eligible. Four petitions were still pending investigation at the close of the program year, and one petition was withdrawn. Seven petitions resulted in negative determinations.

Retaining Employment and Talent After Injury/Illness Network (RETAIN): Connecticut was one of eight states to receive a grant under Phase I of the Retaining Employment and Talent After Injury/Illness Network (RETAIN).

Incumbent Worker Training (IWT) Program: Helps employers upgrade employee skills thereby helping businesses remain competitive and avoid layoffs. Employers provide a 50% or greater match for each training program, which includes training in manufacturing, engineering, bioscience, and allied health.

Job Corps Vocational Training: Administered by USDOL, served over 400 students at the Hartford and New Haven locations. Low-income youths (ages 16-24) receive intensive, wraparound services including life skills and social skills training; career and mental health counseling; basic health care; residential housing; a bi-weekly living allowance; an annual clothing allowance; driver education; on-the-job training; high school diploma and high school equivalency attainment; academic and career technical training; employability skills training; job placement and retention, and support services after graduation. CTDOL has an assigned staff member providing on-site support to the Hartford Job Corps Academy and New Haven Job Corps Center.

Jobs Funnel Initiative: Comprised of public-private joint efforts around the state, the program places unemployed and underemployed clients in a variety of employment opportunities including construction and non-construction jobs in both union and non-union settings and apprenticeship training programs. The Jobs Funnel partnerships have placed 5,000 clients into jobs since its inception.

Migrant and Seasonal Farm Workers Program: Agricultural employers receive recruitment assistance, mediation, interpreter services, and technical guidance on compliance with the Migrant and Seasonal Farm Worker regulations. In 2019-2020, outreach services were provided to 588 workers, including information on available workforce services, referrals to healthcare providers, and related supportive services. Due to the COVID-19 pandemic, the MSFW program redeployed 75% of its staff to assist with unemployment applications and comply with the

Governor's Executive Orders. This reflects the changes in processes and operations from April through June 2020.

Alien Certifications Program: Ensures that employers have exhausted all efforts to hire American workers before recruiting foreign workers prior to receiving certification. Acting as an agent for USDOL, staff processes H-2A job order certifications for temporary foreign agricultural workers and conducts pre-occupancy housing inspections in connection with agricultural certifications.

Unemployment Services and Programs

Unemployment Insurance (UI): Monetary benefits are provided to unemployed workers while they seek new work or take part in approved training programs. This year, the agency further enhanced its online benefits filing system located at FileCTUI.com, that allows claimants to file a first-time claim, re-open a claim, complete weekly certification, or file for any of the federal unemployment benefits programs that were created due to the COVID-19 pandemic. The agency launched a new web page with live and virtual chat features to assist customers with claims and answer questions. With federal funding, CTDOL launched the Consumer Contact Center staffed daily with 75-100 customer service representatives who can check claim status, answer questions, and assist callers.

During the year, \$590 million in benefits were provided to unemployed workers needing assistance while securing their next job. The average number of weeks a claimant collected benefits before finding new employment was approximately 16 weeks.

*Mid-March to October 2020, the COVID-19 pandemic created a significant uptick in unemployment applications. The agency has received more than a million unemployment applications—more than eight years of applications have come in over the past seven months. To date, \$5.5B has been paid out in state, federal, and extended benefits programs.

Unemployment Compensation: The Unemployment Insurance (UI) UI Tax Division administers an equitable UI tax program that protects both workers and employers through fair enforcement of the UI law. UI benefits paid to unemployed workers totaled \$590 million. Of that amount, \$552 million was paid to claimants formerly employed by employers paying quarterly UI taxes under the regular UI benefits program, and \$38 million was provided to claimants formerly employed by non-taxable employers and/or under other programs. Total taxes paid by more than 106,000 employers whose employees were covered by UI totaled \$735 million.

Reemployment Programs for Unemployment Insurance (UI) Claimants: The agency provides a variety of federally funded reemployment services to UI claimants through the Unemployment Insurance Reemployment Services and Eligibility Assessment (UI RESEA) program.

Treasury Offset Program: This partnership with the Internal Revenue Service and the U.S. Department of Labor allows for the interception of federal tax returns when claimants have not

repaid unemployment insurance benefits they were not entitled to collect.

State Income Tax Intercept: Through a partnership with the Department of Revenue Services, this program enables CTDOL to intercept state income tax refunds to recover debts.

Interstate Benefit Intercept: This program allows CTDOL to intercept benefits being paid to claimants filing UI claims in other states to repay monies owed for overpayments of benefits in Connecticut.

Departments

Office of Workforce Competitiveness (OWC): OWC staff provides technical assistance to the Connecticut Employment and Training Commission (CETC), whose members represent Connecticut businesses, employers, key state agencies, regional/local entities, organized labor, community-based organizations, and other stakeholders. OWC works to coordinate employment, education and training programs, and promote innovative strategies and ideas that will stimulate employment opportunities and job growth.

Staff members present on laws within the agency's jurisdiction to employer and employee groups, associations, chambers of commerce, unions, and other groups. Staff members also provide technical assistance in unemployment insurance matters to agency adjudicators as well as written opinions and verbal guidance in complex cases.

State Board of Labor Relations: Defines and protects the statutory rights of employees including the right of public employees to form, join, or assist labor organizations. The Board also encourages and protects the right of employees and employers to bargain collectively and remedies certain practices on the part of employees and employers that are detrimental to the collective bargaining process and general public. More than 80% of cases filed are resolved short of a Board hearing, largely due to successful mediation efforts of Assistance Agents.

The State Board of Mediation and Arbitration (SBMA): Provides the services of mediators for impasses in contract negotiations and grievance disputes. Mediators also provide outreach and educational programs in the art of dispute settlement. The Board provides arbitration services for the purpose of arbitrating disputes concerning the application or interpretation of the terms of collective bargaining agreements.

The Board administers the Binding Interest Arbitration Statutes under Section 7-473c, Municipal Employees Relations Act, MERA, and Section 5-276, and State Employees Relations Act, SERA. Under MERA the Board fully processes the statutory requirements from inception to completion.

Employment Security Appeals Division: An autonomous, quasi-judicial agency housed in the Department of Labor, its primary function is to hear and decide appeals arising from decisions made by Connecticut's Unemployment Compensation Department, from which it is statutorily independent. From July 1, 2019 through June 30, 2020, the lower authority (Referee Section) decided 14,113 appeals and the higher authority (Board of Review) decided 1,349 appeals.

Connecticut’s Registered Apprenticeship System: The Office of Apprenticeship Training (OAT) administers Connecticut’s Registered Apprenticeship system which is supported by the state’s general fund, federal funding, and industry support from registration fees. Registered apprenticeship is a proven solution for training and retaining talent and offers individuals the opportunity of “learning while earning.”

OAT provides registration, monitoring, technical assistance, and consulting services for the administration of apprenticeship agreements per state regulations and standards. Registered Apprenticeship provides a structured training strategy that combines on-the-job training with related technical instruction. The office also qualifies employers for tax credits, works with the Department of Education, Department of Consumer Protection, and other state agencies, and performs outreach to veterans, employer groups, unions, and many community-based organizations to promote Registered Apprenticeship and Registered Pre-Apprenticeship throughout Connecticut. Currently there are 1,742 active employer-sponsors and 6,421 registered apprentices enrolled in the program. In addition, nearly 1,000 apprentices completed their apprenticeship training while over 3500 new apprentices were registered in the program this year – an increase over last year’s total.

Connecticut’s State Apprenticeship Expansion Project: As part of the Apprenticeship State Expansion (ASE) grant allotments, the U.S. Department of Labor (USDOL) Employment and Training Administration awarded \$1,067,532 to the CTDOL Office of Apprenticeship Training. Beginning July 1, 2020, the office will undertake this three-year project to:

- Expand the number of Registered Apprenticeship Programs in Connecticut by 800 in three years;
- Support and encourage Registered Apprenticeship Program diversification, including increasing the diversity of apprentices and growing apprenticeship across industry sectors; and
- Support the integration of Registered Apprenticeship Programs into state workforce development strategies, education, and economic development strategies and programs.

Apprenticeship CT Initiative: With the support of the General Assembly and the Bond Commission, two regional partnerships have implemented manufacturing programs administered by CTDOL under the Apprenticeship Connecticut Initiative. Administered by the Office of Apprenticeship, the \$5 million four-year initiative will implement sustainable workforce pipeline training programs to train qualified entry-level workers for job placement with manufacturers and employers in industries experiencing work shortages.

Funding was awarded to the Northwest (\$1.25 million) and South Central (\$3.45 million) Workforce Development Board (WDB) partnership groups. Training courses are five to 26 weeks in length with programs for various age groups through a certified pre-apprenticeship program. Training programs were developed in consultation with employers or modeled after the Eastern CT Manufacturing Pipeline Initiative in consultation with industry partners. The Northwest Regional Workforce Investment Board Partnership and the Workforce Alliance Partnership both deployed their programs beginning spring of 2019 and have been meeting their first-year training goals and objectives.

Jobs for Veterans State Grant (JVSG): This program helps Connecticut veterans through its team of Disabled Veterans' Outreach Program (DVOP) Specialists, and Local Veterans' Employment Representatives (LVERs), located at the American Job Centers (AJCs). In partnership with the Department of Defense and the Connecticut Military Department, JVSG staff also assisted military troops and their families, including returning troops from the CT National Guard and U.S. Armed Service Reserves, by participating in three pre- or post-deployment Yellow Ribbon Events and three Reverse Soldier Readiness Program (RSRP) briefings that inform troops and their families about the services available to them.

Homeless Veterans Employment Program (HVEP): Operating under a state grant, the HVEP team during the last year met with 62 homeless veterans, or those at risk of becoming homeless, to provide job search assistance, referral information, and other supportive services.

Veterans receive direct services from HVEP staff, such as résumé preparation assistance, job search help and career guidance; referral to housing services, medical services, or other supportive services, and referral to employment and training services at the American Job Centers.

Shared Work: Connecticut expanded capacity at its Shared Work program to help businesses prevent layoffs. Shared Work allows employers to reduce overhead by temporarily cutting employee hours and using partial unemployment benefits to subsidize lost wages. Employees keep their jobs at a reduced schedule and keep their benefits. Companies keep their labor force and avoid expensive recruitment, hiring, and training when business improves.

From March 2019 through March 2020– the program served 288 companies and just under 2,900 workers. Due to the pandemic recession, the program has grown to 1,340 companies with more than 24,300 employees participating. An early pandemic U.S. Department of Labor decision renewed interest in Shared Work– the federal government will reimburse the Trust Fund for unemployment costs normally charged to the employers until January 1, 2021.

Outreach includes informational workshops for both employers and employees to help explain the benefits of Shared Work. CTDOL launched two phases of promotional efforts that included video, social media, newsletters, and radio spots. Materials can be found at: www.sharedworkct.com.

Manufacturing Innovation Fund: As part of CTDOL's efforts to expand registered apprenticeship within the manufacturing sector, this program is a collaborative effort funded by the state Department of Economic and Community Development to subsidize wages, classroom instruction, and credentialing for apprentices registered by manufacturers.

Manufacturing Innovation Fund Incumbent Worker Training (MIF IWT) Program: Provides financial assistance to Connecticut manufacturers for growing innovative and technology-based manufacturing businesses. MIF IWT helps employers meet emerging market needs and improve productivity and efficiency by enhancing the skills of their current

workforce.

Wage Services

Connecticut Occupational Safety and Health Division (CONN-OSHA): Enforces health and safety standards in public sector workplaces by conducting safety inspections, responding to complaints or requests, and investigating fatalities and serious accidents. Citations are issued where violations are discovered. Safety training and onsite safety and health consultations are provided to private and public sector employers on request, and the division offers no cost technical assistance and information on workplace hazards.

CONN-OSHA's Monthly Employer Roundtable Discussion series features guest speakers, panel discussions, and an overview of state and federal safety and health regulations for the workplace. Participation for the monthly roundtables averaged 40 attendees per event.

Wage and Workplace Standards Division

The Division recovered more than \$2,791,714.04 million in owed wages for Connecticut workers this year. The Division enforces approximately 166 state statutes and administers a wide range of workplace laws, including minimum wage, overtime laws, wage payment laws, prevailing wage, standard wage, employment of minors, and misclassification of workers as independent contractors.

During the year, CTDOL's Wage and Workplace Standards Division conducted 120 site inspections for construction projects and reviewed contractor records. This resulted in the issuance of 43 Stop Work orders, which requires cited employers to show proof of appropriate coverage, such as worker's compensation, before worksites can be re-opened and work resumed.

The Wage and Workplace Standards Division and the UI Tax Division work together to ensure workers are not misclassified. Workers misclassified as independent contractors can experience a loss of many worker protections such as UI benefits, workers' compensation coverage, no overtime pay, pay below minimum wage, and often go without health benefits

Communications

During 2019-2020, there were 16,261,634 unique visits to CTDOL's website. Of these, ~12 million page views for employment insurance benefits, approximately 200,000 wage and workplace questions, and 16,000 visitors obtained information about job-seeking skills or youth employment. A total of 14,000 people sought recruitment information and 5,000 were interested in veteran's services.

The communications unit sent out 121 press releases and media advisories from July 2019 – June 2020. The agency's social media feeds were active with 4,500 user engagements on 935 Twitter posts; 22,300 user engagements on 1,400 Facebook posts, and 325,000 views of 22 videos posted to YouTube. CTDOL's online presence was expanded through its Facebook, Instagram, LinkedIn, Twitter, and YouTube sites. Efforts to increase social media awareness include web banners and improved synergy between all digital platforms. The agency highlighted its outreach and education efforts using new graphics, flyers, newsletters, and online

publications. CTDOL also launched a new unemployment filing web page that uses a modern platform; a new one-stop information page for federal supplements; and a fraud alert and information page for claimants. The communications unit redesigned the agency landing page, Shared Work, Contact Us, American Job Center, and communication unit pages; and created a new CTHires page.

Office of Research: In cooperation with the U.S. Bureau of Labor Statistics, the office collects, analyzes, and delivers information on the state's labor market. Information is collected and disseminated on employment levels, unemployment rates, wages and earnings, estimates of available labor, employment projections, business staffing patterns, and career planning information. A survey of workplace injuries and illnesses and a census of work-related fatalities are conducted annually. Employers, career counselors, educators, economic developers, training program planners, policy makers, economists, and the general public utilize the information.

The department produces the Labor Situation report and partners with the Department of Economic and Community Development to produce the Economic Digest which provides data and articles on the state's workforce and economy. The Labor Situation provides a monthly and over-the-year snapshot of the state's industry sectors and unemployment rate.

Research has worked with the CT Department of Education, CT State Colleges and Universities, and UCONN to establish P20-Win – a data sharing system to link individual student records across the education institutions and in the workforce to permit the building of safe, de-identifiable databases to evaluate education programs and their impact on workforce outcomes. An example of the potential of this linkage is the Legislative Report Card that annually traces (by school and program of study) the employment and wages earned for all graduates of Connecticut's Higher Education System.

JobCenterCT.com: This CTDOL web page offers a simple overview of employment and unemployment services – the agency's recent effort to provide an easy way to find information on services that often offer comprehensive options. The page provides access to workshops, the CTHires job bank, and recruitment events.

Speaker's Bureau: The program includes a diverse pool of agency experts available for public speaking engagements on topics and issues within the agency's jurisdiction. Topics include employment law, worker health and safety, labor market information, jobs, résumé writing, job interview tips and techniques, workforce development, and unemployment insurance.

Approximately 250 speaking requests are handled each year by a CTDOL subject matter expert.

Business Seminars: Offered by CTDOL's Office of Workforce Competitiveness, seminars included an employer's guide to handling worker's compensation correctly and understanding the workplace laws surrounding medical marijuana. The seminars are advertised and archived under BusinessCT.com; each drew around 100 attendees.

Connecticut Learns and Works Consortium: For the past 27 years, the consortium has provided up-to-date data presentations to more than 6,000 educators, teachers, guidance

counselors, job developers, and social service case managers. The focus is on researching the most innovative programs and education, workforce initiatives, and offering first-hand labor market information at the spring and autumn symposiums. STEAM (Science, Technology, Engineering, Art, and Math) skills for women and girls are emphasized and supported.

The consortium provides up-to-date skill set requirements for the world of work, showcasing work and education opportunities throughout the business community, high school, private colleges/universities, and the state university system.

TAA - 2019-2020

Trade Adjustment Assistance (TAA) helps workers return to suitable employment as quickly as possible following employment loss. Participants are part of worker groups certified by the U.S. Department of Labor whose jobs were believed to be affected by increased imports or a shift in production to a foreign country. Benefits to eligible workers include job training; job search assistance; relocation and readjustment allowances; health coverage tax credit; and wage subsidies for workers 50 years of age and older who return to lower-paying work. TAA activity during the program year included:

- Worker group certifications: Petitions filed on behalf of workers from 13 companies were approved—workers were determined to be adversely affected by foreign trade and certified as eligible to apply for TAA. Petitions filed on behalf of workers from four companies were denied.
- Individual applications: 638 workers were identified by USDOL as potentially eligible to apply for TAA benefits and 233 eligibility determinations were issued in response to submitted applications.
- 134 workers were active in training, with training payments totaling nearly \$1.21 million.
- Trade Readjustment Allowances (TRA): \$2,448,022 was provided for 4,880 weekly TRA claims, including 1,647 weeks of basic TRA, 2,826 weeks of additional TRA, and 407 weeks of completion TRA. Workers who satisfy applicable program requirements may receive one or more types of TRA income support: up to 26 weeks of basic TRA; up to 65 weeks of additional TRA; and up to 13 weeks of completion TRA.
- Reemployment / Alternative Trade Adjustment Assistance (R/ATAA): \$48,827 in payments was issued to eligible workers.

Agency Improvements and Efficiencies

eWage: Implemented in May 2019, this case management system allows the Wage and Workplace Standards Division to capture, manage, store, report, and centralize the Wage Division's business information to keep data current, accurate, and quality controlled. It allows better use of resources, eliminates waste, and delivers services to customers with enhanced efficiency while improving data security. The system includes a public portal for users to submit a claim, complaint, and waiver forms through the DOL Wage website and gives employers access to prevailing wage rate schedules.

FileCTUI.com: The agency portal for all services related to filing unemployment compensation benefits, with most of these services available 24/7. Claimants may file a new claim, reopen an existing claim, file a weekly claim, check the status of their weekly payment or use a variety of self-serve options to request additional services and support. As a result of these changes, customers avoid significant wait times and more than \$500,000 in infrastructure and technology support costs are saved. Pre-pandemic, in-person assistance was available at American Job Centers.

Credit Card/ACH Repayment: This program allows claimants with a UI overpayment to use their credit card, debit card, or e-check to repay owed benefits.

Separation and Information Data Exchange System (SIDES): Expedites gathering separation information from employers. Implemented in 2016 and funded through ~\$1 million in federal funds, SIDES enables electronic communication and transmission of unemployment insurance (UI) separation information between UI agencies and large multi-state employers or third party administrators (TPAs).

For small- to medium-size employers who are unable to exchange information with SIDES web services, SIDES E-Response provides an electronic means to communicate separation and wage information to UI agencies. Benefits to employers include savings on operational, postage, and handling costs; improved quality of adjudications reports and decisions; and the ability to protest cases more quickly through an expedited data exchange.

Cross Match Integrity System: CTDOL continues to strive to minimize unemployment benefit overpayments while also focusing on fraud detection, fraud prevention, and recovery of overpayments. Through a grant from US Department of Labor, CTDOL automated the Cross Match Integrity System to prevent improper UI benefit payments by using a cross match of the National Directory of New Hires and current Connecticut claimants filing for benefits. This system improves the integrity of the UI payment process through earlier detection of overpayments—this minimizes unemployment trust fund losses.

Lean Government Process Improvement: The program actively promoted its services to state agencies and organizations through public outreach events. It consists of formal classroom training and group sessions to map work processes, identify customer values, and find ways to reduce waste. The goal is to promote increased productivity and improve quality by eliminating unnecessary reports and paperwork, improving information flow, and streamlining approval processes.

Affirmative Action/Equal Employment Opportunity

The agency's Office of Diversity and Equity is charged with developing, implementing, and monitoring the agency's affirmative action plan. The plan documents the agency's good faith efforts to achieve compliance with the law and to further equal opportunity in its hiring, promotions, training, and other employment-related duties. Despite ongoing budgetary concerns, the agency was able to achieve 38 percent of its hiring goals, 60 percent of its

promotional goals, and 100 percent of its program goals. Details can be found in the agency's Affirmative Action Plan for the plan period of May 1, 2018 through April 30, 2019. The plan was disapproved on November 13, 2019 by the Commission on Human Rights and Opportunities. Information Reported as Required by State Statute.

Population and Employment Data: Through its Office of Research, the agency completes special state, local, and regional studies and economic analyses to provide information for economic transition; workforce development initiatives; education program analysis and development; and responses to major layoffs or disasters. Strategies for addressing issues such as labor gaps and for positioning the state's educational and workforce systems to be able to respond quickly to critical areas of workforce need are a fundamental part of Connecticut's workforce and economic development efforts.

CONN-OSHA: The Occupational Safety and Health Division conducted safety and/or health compliance inspections at 271 public work sites. Violations were documented in 203 of those inspections, with citations resulting in 980 hazards identified as follows: 556 "serious" violations; 411 "other than serious" violations; six "regulatory" violations; three "willful" violations; and four "repeat" violations.

CONN-OSHA provided safety and health consultations to 365 private-sector businesses that collectively employ 18,975 workers. During these consultations 1,723 hazards were identified. CONN-OSHA conducted 161 consultations at public sector workplaces with a total of 11,108 employees; during these consultations 232 hazards were identified. Additionally, safety training programs and outreach were provided to 16,926 employees

Occupational Analysis Products and Publications

The Office of Research: The website contains an exhaustive collection of data and tools useful for Workforce Investment Planning and understanding the labor market of Connecticut and each of the state's five Workforce Development Areas, including population and population density, labor force, employment and wages by industry sector, and new housing permits. In addition, detailed information on residents in need of workforce investment services such as young people without a high school diploma, Medicaid recipients, adult probationers, Temporary Family Assistance recipients, and other residents with barriers to employment is included. Information on commuting patterns, long-term unemployment insurance claimants, a work area profile for each Workforce Investment Area, as well as appendix tables and historical data for comparisons and trends analysis is also provided.

Connecticut Career Paths: A planning guide developed for high school students and those making or guiding career choices, the guide profiles nearly 500 occupations, along with their employment levels, growth potential, expected earnings, skills requirements, and education paths. A new Connecticut Career Paths edition was published this year and distributed to schools, colleges, libraries, and job centers throughout the state.

Training and Education Planning System (TEPS): Designed to aid the analysis and discussion of the demand and supply of talent in Connecticut's workforce, TEPS helps identify

where there may be skill shortages or surpluses in the labor market. Program planners and administrators can use this information to guide investments in education and training programs, especially related to program development, expansion, or elimination.

Economic Indicator Scorecards: Monthly updated economic indicators that present an overall picture of the current conditions in the Connecticut labor market, business climate, and consumer sector. These include charts, trends, year-to-year changes and data for 24 economic indicators.