

REGULATION AND PROTECTION

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DEPARTMENT OF PUBLIC SAFETY

AGENCY DESCRIPTION:

<http://www.state.ct.us/dps/>

The Department of Public Safety is committed to providing for the protection of the public by efficient and effective utilization of resources through education, prevention, technology and enforcement activities.

Objectives of this agency include: to fairly and impartially enforce state and federal laws and regulations; to enhance community services and relations through Cooperative Policing; to maintain a progressive

working environment of career development and equal opportunities; to achieve the highest level of professionalism, ethics and standards; to foster mutual and collaborative efforts among the various disciplines both inside and outside the Department and to acquire and maintain effective and efficient technology and facilities which provide a quality work environment.

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RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services	2003-2004	2004-2005
• Annualization of FY 03 Reductions	-6,213,181	-6,213,181
• Remove Inflation	-846,523	-1,717,904
• Transfer Equipment to CEPF	-1,214,403	-1,155,130
• Layoffs Necessitated by Failure to Achieve Concessions	-2,349,220	-2,409,284
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-1,295,014	-5,270,249
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-1,113,900	-1,145,600
• Reduce Personal Services to Reflect Elimination of Rehired Retirees	-344,458	-344,458
Within Current Services		
• Reduce Overtime	-843,488	-731,884
• Provide Funding for Helicopter Maintenance	723,810	73,000

AGENCY PROGRAMS:

Personnel Summary	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	1,658	222	-1	1,879	1,879	1,820	1,879	1,820
Federal Contributions	1	0	1	2	2	2	2	2
Private Contributions	45	0	0	45	45	45	45	45
			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
<i>Other Positions Equated to Full Time</i>			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund			18	18	18	18	18	18

Agency Programs by Total Funds (Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Management Services	20,624,925	18,209,598	19,429,494	19,677,249	18,624,527	20,086,310	20,204,706	18,976,597
Forensic Services	6,522,985	6,839,193	7,940,138	7,873,824	7,259,465	8,687,228	8,545,469	7,510,293
Police Services	125,028,425	122,611,055	135,398,011	135,228,241	126,450,361	135,239,355	134,993,259	125,948,026
Fire and Building Services	14,088,711	12,397,432	13,436,639	13,393,637	12,988,142	13,712,849	13,682,448	13,273,425
Division of Homeland Security	1,156,330	1,559,858	2,415,030	2,405,242	2,287,913	2,544,186	2,535,635	2,413,219
TOTAL Agency Programs - All Funds Gross	167,421,376	161,617,136	178,619,312	178,578,193	167,610,408	180,269,928	179,961,517	168,121,560
Less Turnover	0	0	-5,951,393	-5,951,393	-5,951,393	-6,129,935	-6,129,935	-6,129,935
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-1,295,014	0	0	-5,270,249
Less Early Retirement Plan Accruals	0	0	0	0	-1,113,900	0	0	-1,145,600
TOTAL Agency Programs - All Funds Net	167,421,376	161,617,136	172,667,919	172,626,800	159,250,101	174,139,993	173,831,582	155,575,776
Summary of Funding								
General Fund Net	129,566,161	138,671,988	151,144,038	151,102,919	137,726,220	157,654,193	157,345,782	139,089,976
Special Funds, Non-Appropriated	94,596	175,000	0	0	0	0	0	0
Bond Funds	9,093,655	1,384,700	1,301,816	1,301,816	1,301,816	1,317,300	1,317,300	1,317,300
Federal Contributions	10,625,198	8,153,365	7,035,065	7,035,065	7,035,065	1,797,500	1,797,500	1,797,500
Private Contributions	18,041,766	13,232,083	13,187,000	13,187,000	13,187,000	13,371,000	13,371,000	13,371,000
TOTAL Agency Programs - All Funds Net	167,421,376	161,617,136	172,667,919	172,626,800	159,250,101	174,139,993	173,831,582	155,575,776

PROGRAM: POLICE SERVICES

Statutory Reference:

Sections 29-4, 29-5, 29-22, 29-7c, 29-18a, 29-28 through 29-37, 29-153 through 29-161c, 29-165 through 29-179 and 29-23

Statement of Need and Program Objectives:

To deliver law enforcement services on limited access highways and for the 81 towns without organized police departments; to increase the rate of cleared criminal cases by conducting investigations in State Police jurisdictions or when assisting local, state and federal agencies in major case investigations and to increase the safety of Connecticut highways by improving the safe, orderly flow of traffic through selective enforcement actions in identified problem areas.

Program Description:

Traffic (Office of Field Operations): The Connecticut State Police provide primary police service to 81 of Connecticut's 169 towns, which encompass 55% of the state's geographical area. Additionally, the State Police patrol 600 miles of limited access highways, 7,000 miles of state and local roads and render assistance to local police departments upon request. Police service is delivered by 12 troops strategically located and organized into three districts.

Troopers patrol the highways in one-person cars, 7 days a week, 24 hours a day. Troopers are the primary responders to emergencies and a wide range of detection, prevention and apprehension services which run the gamut from accident investigation, motor vehicle law enforcement, neighborhood vandalism prevention patrol to sexual assault investigations. Further, troopers provide sundry services ranging from the critical to the routine, from saving a life to assisting disabled motorists.

Supplementing the field troopers are 102 resident state troopers serving in 58 municipalities. While a single trooper may be responsible for patrolling as many as 3 or 4 towns, a resident trooper concentrates efforts in only one. The duties of a resident trooper vary with the towns that contract for their services. In the smaller towns, the trooper is primarily involved in criminal and motor vehicle accident investigations, patrol and public relations. In the larger municipalities, particularly those which employ a constabulary, the resident trooper also acts in an administrative capacity and supervises the constabulary force. Contracting towns reimburse 70% of the cost of these services.

The State Police also respond to complaints and calls for service originating from the hundreds of state owned buildings, parks, schools and facilities located throughout the state, including those located within a municipality with a local police department. A majority of these calls originate from the state prisons, area correctional centers, state hospitals and offices. While a small portion of sworn patrol personnel within this program are specialists, e.g., truck, radar, criminal investigations, the majority provide police service relating to criminal investigation, deterrent patrol and motor vehicle enforcement simultaneously.

The Traffic Unit is managed and operated under the three Districts and is dedicated to increasing the rate of compliance with the state speed limit. They primarily concentrate their activities on limited access highways. Their deployment can address major traffic problems on both limited access highways and secondary roads through the use of stationary radar, VASCAR, laser, special non-traditional patrol vehicles and aircraft.

The Commercial Enforcement Unit of the Traffic Unit is dedicated to enforce laws relating to hazardous equipment violations, overweight violations and commercial vehicle operator license violations. These units conduct safety inspections using permanent scales and portable weight scale operation sites. These inspections are either self initiated or done in conjunction with other state or federal agencies.

Investigative Service: Criminal Investigation Units are strategically located in three districts to be available 24 hours a day to investigate crimes which occur in the 81 towns without organized police departments. These units investigate and coordinate investigations in conjunction with other state police units and local, state and federal agencies. Crimes investigated include, but are not limited to homicide, assault, bank robbery, rape, kidnapping, arson, escape, burglary and larceny. They also assist local police departments upon request. The

assistance ranges from crime scene searches to leading the entire investigation.

The Criminal Investigation Units are staffed with highly skilled persons who utilize a case management system which provides an investigative plan that ensures all avenues of the investigation are covered, such as the collection and preservation of evidence; required photographs and sketch maps; proper and thorough interviews of victims, witnesses and suspects; adherence to accepted court procedures; coordination between investigative and prosecuting agencies and the submission of complete, accurate and comprehensive reports. Each district has a mobile crime van equipped with evidence collection material, photographic and video equipment, lighting and related equipment to process crime scenes simultaneously with on-going investigations.

The Central Criminal Intelligence Unit provides investigative support and maintains the Statewide Police Intelligence System (SPIN). SPIN consists of a shared intelligence database and secure communications network that connects 110 law enforcement agencies and units. The Electronic Surveillance Lab installs and conducts electronic surveillance activities.

The Casino Licensing and Operations Unit has primary law enforcement jurisdiction at the Foxwoods Casino in Mashantucket and the Mohegan Sun Casino in Montville. The unit is also responsible for conducting all casino-related background licensing investigations.

The Statewide Narcotics Task Force is comprised of state and local police enforcing state and federal laws concerning the manufacture, distribution, sale and possession of narcotics and controlled substances.

The Statewide Cooperative Crime Control Task Force operates in conjunction with federal, state and local agencies, investigating gang related criminal activity and is responsible for gathering intelligence data relating to gang activity.

The Statewide Organized Crime Investigative Task Force conducts investigations into violations of the laws in those areas concerning crimes and rackets usually controlled by organized crime groups. Major areas of concern include racketeering, political corruption, liquor and tobacco violations, illegal gambling operations, pornography, prostitution related crimes and crimes which have significant financial impact. The Task Force assists other investigators to address major financial components of criminal investigations assigned to them.

The Connecticut Regional Auto Theft Task Force is comprised of state and local officers who conduct investigations of auto theft and its related crimes. The unit conducts investigations and training involving auto theft rings, identifying vehicles and suspects involved in such theft and "chop shop" operations.

The Statewide Firearms Trafficking Task Force is comprised of officers from the State Police, Bridgeport Police, ATF and the State's Attorney's Office. Its mission is to keep firearms out of the hands of persons who are not legally entitled to possess them.

Support: Emergency Services Unit provides specialized support to State and Local Police Agencies in seven areas:

The Hazardous Devices Unit renders safe, transports and stores components as evidence of: improvised explosive devices, conventional explosives or incendiary devices. This unit also handles explosive chemical mixtures and provides instruction and training to law enforcement agencies on bomb recognition and bomb threat management. Explosive security sweeps for large venues and dignitary protection are also provided.

The Dive Team performs underwater searches for evidence, drowning victims or underwater hazards. The Dive Team also has surface supply air capability, side scan search capability and underwater photography and metal detection.

The Canine Unit administers, trains and selects the department canine teams. Besides training CSP personnel the unit provides training for most local law enforcement agencies with canine programs. The Canine Unit provides dogs trained for patrol work as well as drug detection, explosive detection, accelerant detection and body recovery dogs. The unit also maintains Bloodhounds for tracking after longer

periods of time have passed or for greater distances.

The Tactical Unit selects, trains and equips members to respond to situations such as hostage standoffs, armed barricaded individuals and high risk warrants. Members of the unit are trained in the use of less lethal munitions, chemical munitions and specialized weapons to respond to crisis situations. Equipment needed to respond to a civil disturbance or riot situation is also maintained.

The Hazmat and Radiological Response Unit maintains radiological monitoring devices to be used in the event of a radiological release. The unit is also trained to perform police functions such as evidence collection and sampling in the event of a suspected chemical agent or

biological agent release.

The Aviation Unit maintains and operates three fixed wing aircraft and one Bell 407 Helicopter. The aircraft are used for traffic enforcement, prisoner transport, photographic missions and aerial surveillance. The helicopter is also capable of video monitoring, thermal imaging and assisting with fire fighting in remote areas using a 180 gallon "Bambi Bucket." The Aviation Unit also performs marijuana eradication missions and conducts search and rescue missions for wanted or missing persons.

Auxiliary Trooper Coordinator provides support for the auxiliary program, training for auxiliaries and necessary record retention.

Program Measure

	2001-2002 <u>Actual</u>	2002-2003 <u>Estimated</u>	2003-2004 <u>Projected</u>	2004-2005 <u>Projected</u>
Police Traffic Services				
*Deterrent patrol (%)	N/A	N/A	N/A	N/A
Accident ratio	1:52:201	1:50:194	1:50:194	1:50:194
*Enforcement index (%)	N/A	N/A	N/A	N/A
Trucks weighed at fixed sites	98,854	114,623	114,623	114,623
Trucks weighed at portable sites	12,532	6,189	6,189	6,189
Investigative Services				
Crimes against persons (% cleared)	81.2	82.5	82.7	82.9
Crimes against property (% cleared)	20.4	21.2	21.4	21.5
Support Services				
Assigned fleet <70,000 miles patrol*	200	222	230	240
Assigned fleet <70,000 miles under cover*	200	234	244	250
License/permits Issued within 45 days (%)	90	91	92	93
In-service training (avg hrs/trooper)	27	28	29	30

Personnel Summary

	As of 06/30/2002		2002-2003 <u>Change</u>	2002-2003 <u>Total</u>	2003-2004 <u>Requested</u>	2003-2004 <u>Recommended</u>	2004-2005 <u>Requested</u>	2004-2005 <u>Recommended</u>
	<u>Filled</u>	<u>Vacant</u>						
Permanent Full-Time Positions								
General Fund	1,322	161	-1	1,482	1,482	1,435	1,482	1,435
Federal Contributions	0	0	1	1	1	1	1	1
Private Contributions	39	0	0	39	39	39	39	39
Other Positions Equated to Full Time								
General Fund				12	12	12	12	12

Financial Summary

(Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	80,062,358	87,623,225	96,596,650	96,068,685	91,784,817	101,484,863	101,088,651	96,751,982
Other Expenses	12,526,029	14,000,439	15,299,419	16,001,495	14,567,268	15,717,511	15,979,411	14,118,808
Capital Outlay								
Equipment	1,000	0	1,289,938	946,057	1,000	620,190	508,406	1,000
Other Current Expenses								
Stress Reduction	3,500	6,787	6,977	6,977	6,787	7,172	7,172	6,787
Fleet Purchase	7,526,554	5,726,859	7,835,538	7,835,538	5,721,000	8,055,319	8,055,319	5,715,149
Gun Law Enforcement Task Force	239,000	0	0	0	0	0	0	0
One-Time Helicopter Costs	110,616	0	0	0	0	0	0	0
TOTAL-General Fund	100,469,057	107,357,310	121,028,522	120,858,752	112,080,872	125,885,055	125,638,959	116,593,726
Additional Funds Available								
Bond Funds	6,829,394	727,000	750,000	750,000	750,000	750,000	750,000	750,000
Private Contributions	7,697,943	6,664,223	6,669,924	6,669,924	6,669,924	6,851,300	6,851,300	6,851,300
Federal Contributions								
16550 Criminal Justice Statistics Dev	90,754	149,155	0	0	0	0	0	0
16554 Nat'l Criminal History Improvemt	24,680	386,380	90,000	90,000	90,000	90,000	90,000	90,000
16555 Nat'l Sex Offender Reg Asst Pgm	103,494	279,830	0	0	0	0	0	0
16579 Byrne Formula Grant Program	804,203	433,043	400,000	400,000	400,000	400,000	400,000	400,000
16590 Gts to Encourage Arrest Policies	1,425	0	0	0	0	0	0	0
16592 Local Law Enforce Block Grnt Pgm	49,301	117,549	0	0	0	0	0	0
16710 PS Partnership/Community Policing	3,653,185	5,050,565	4,975,565	4,975,565	4,975,565	0	0	0
16728 Drug Prevention Program	1,933,433	1,383,000	1,421,000	1,421,000	1,421,000	1,200,000	1,200,000	1,200,000
20600 State & Community Highway Safety	2,620,501	0	0	0	0	0	0	0
20605 Safety Incent Prevent MV Intoxic	341,350	0	0	0	0	0	0	0
99125 Other Federal Assistance	409,705	63,000	63,000	63,000	63,000	63,000	63,000	63,000
TOTAL - All Funds	125,028,425	122,611,055	135,398,011	135,228,241	126,450,361	135,239,355	134,993,259	125,948,026
Police Services								

PROGRAM: FIRE AND BUILDING SERVICES

Statutory Reference:

Title 28, Chapters 517, 518, 518a, and 518b; Title 29, Chapters 531, 532, 538, 538a, 539, 540 and 541

Statement of Need and Program Objectives:

To promote safety and prevent loss of life, injury and damage by adopting, promulgating, amending and administering safety codes and standards; by training and certifying all municipal fire marshals and building officials and by performing a variety of investigative and licensing activities. To improve emergency communications systems to expedite the delivery of emergency medical, fire and police services.

Program Description:

The division is comprised of the Office of State Fire Marshal, the Office of State Building Inspector, the Office of Statewide Emergency Telecommunications and the Office of Education & Data Management.

The division develops, publishes and administers a broad range of codes, standards and agency regulations intended to protect the public from natural or technological failure or disaster. The division oversees the early warning, direction and coordination of disaster response; oversight of emergency telecommunications, including radio frequency allocation for public safety and emergency services; oversight of the Enhanced 9-1-1 system training and certification of emergency dispatchers and licensing/certification of local code officials. Goals are accomplished through a comprehensive program of education and enforcement that includes the activities of planning, inspecting, licensing and investigating and through the education of the public and the training of local officials. In concert, technical assistance is provided on a daily basis to municipal fire marshals and building officials.

Office of State Fire Marshal is responsible for the statutory requirements dealing with the protection of life and property from the harmful effects of fire, explosion and mechanical failure. The office, headed by the Deputy State Fire Marshal, consists of three bureaus, all dealing with mandated fire prevention or safety statutes.

The Investigations and Enforcement Bureau includes the East and West fire investigation units which conduct fire, arson and explosion investigations when requested by municipal officials. These investigations are normally for the larger and more complicated fire or explosion incidents where highly trained personnel are required. In addition, this bureau also inspects all circuses and carnivals and administers all laws and regulations dealing with explosives and fireworks. Investigations for other division offices are also handled by the Investigations and Enforcement Bureau.

The Engineering Bureau is responsible for the promulgation and enforcement of all fire and special hazard laws and regulations, for assisting local fire marshals, for reviewing requests for code appeals and modifications, for inspecting state buildings for code compliance, for reviewing plans and construction of new or renovated state buildings and for inspecting all theaters.

The Licensing and Permit Bureau is responsible for the testing and the license and permit issuance for theaters, theater operators, projectionists, cranes, crane operators, blasters, explosive transporters and vehicles, explosive storage, mechanical amusement rides, fireworks technicians and fireworks displays.

Office of State Building Inspector promulgates and administers the provisions of the Connecticut State Building Code and applicable standards. It is responsible for issuing building permits, performing plan reviews, conducting inspections and issuing certificates of occupancy for all large-scale state owned construction projects to ensure code compliance. It provides technical assistance to state agencies and municipal enforcement officials as well as architects, engineers, design professionals and construction industry representatives; provides the public with code interpretations; conducts plan reviews and issues approvals of new materials and systems and grants code modifications and handicap waivers. In addition, the office

provides training, testing and licensing of all municipal building officials, assistant building officials and technical assistants.

The Elevator Bureau is responsible for the promulgation and enforcement of all laws and regulations pertaining to elevators, escalators, ski lifts, personal hoists and tramways, as well as the inspection and operating permit issuance for every such unit, both when initially installed and annually.

The Boiler Bureau is responsible for the promulgation and enforcement of all laws and regulations pertaining to high-pressure boilers as well as their annual inspection and operating permit issuance.

Office of Statewide Emergency Telecommunications has the following areas of responsibility:

Emergency Telecommunications Master Plan: The office is charged with the responsibility for the development of a master plan for emergency telecommunications within the State of Connecticut. It coordinates with area states as well as the FCC and acts as a liaison with the public safety community to ensure that their needs are addressed.

Frequency Allocation: The office is required to provide frequency coordination for state and local police and fire and emergency medical services. Working closely with the FCC and adjoining states, it is responsible for the review and approval of applications for spectrum submitted by public safety and emergency services organizations.

Enhanced 9-1-1 Emergency Telephone Service: The office is charged with the responsibility to administer and coordinate the planning and implementation of Enhanced 9-1-1 service in Connecticut. It also provides continual oversight of the network to ensure that failures do not occur.

Telecommunicator Training: The office is charged with the responsibility to train and certify public and private safety telecommunicators. It involves the development of curriculum, testing material, course material and coordination of the training program delivery.

Funding of 9-1-1 Services: The office is responsible for administration of the 9-1-1 funding program for regional dispatch centers and cities with populations over 70,000. The office is also responsible for the implementation and administration of a transition grant program for municipalities forming or joining regional dispatch operations and the distribution of regional emergency telecommunications service credits for centralized medical emergency dispatch operations.

Office of Education and Data Management is responsible for carrying out the training mandates of the Office of the State Building Inspector, the Office of State Fire Marshal and the Office of Statewide Emergency Telecommunications. The office consists of the Bureau of Administration and the Bureau of Education.

The Bureau of Education is responsible for the development and presentation of educational training programs in the areas of pre-licensure and pre-certification programs for fire and building code officials, mandated continuing education programs, outreach programs for design and trade professionals and conducts advanced fire investigation programs.

The Bureau of Administration is responsible for the planning, scheduling and registration of continuing education training, pre-licensure and pre-certification programs for code officials, telecommunicator certification programs and annual conferences and seminars for design & trade professionals. The bureau provides the administration of all tests conducted for licensing and certification of code officials and Telecommunicators. The Bureau of Administration manages the Connecticut Fire Reporting System, the Connecticut Burn Injury Reporting System and information reported under the federal "Hotel-Motel Safety Act." The Bureau also maintains the training records of all licensed and certified code officials throughout the state as well as Telecommunicator training records.

<i>Program Measure</i>	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Office of State Fire Marshal				
Percent-Annual Inspections Completed				
State Buildings (%)	26	33	33	33
Amusement Rides (%)	100	100	100	100
Tents (%)	100	100	100	100
Percent of training requests of local governments (%)	100	100	100	100
Percent of Building plans & specifications reviewed within 30 days (%)	75	80	80	80
Percent of fire code modification requests reviewed within 45 days (%)	90	90	90	90
Office of State Building Inspector				
Elevators (%)	50	65	75	75
Boilers (%)	100	100	100	100
Percent of permitted "buildings" inspected (%)	100	100	100	100
Percent of building inspected (%)	95	100	100	100
Percent of building plans & specifications reviewed within 30 days (%)	85	85	75	70

<i>Personnel Summary</i>	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	93	13	0	106	106	103	106	103
Private Contributions	5	0	0	5	5	5	5	5
<i>Other Positions Equated to Full Time</i>								
General Fund			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
			2	2	2	2	2	2

<i>Financial Summary</i>	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
<i>(Net of Reimbursements)</i>								
Personal Services	5,283,140	5,763,249	6,629,546	6,593,311	6,299,304	6,910,019	6,883,041	6,587,761
Other Expenses	86,997	95,356	105,245	110,075	100,209	108,249	110,053	97,238
<i>Capital Outlay</i>								
Equipment	0	0	43,500	31,903	0	29,000	23,773	0
<i>Other Current Expenses</i>								
Fleet Purchase	244,466	188,827	258,348	258,348	188,629	265,581	265,581	188,426
TOTAL-General Fund	5,614,603	6,047,432	7,036,639	6,993,637	6,588,142	7,312,849	7,282,448	6,873,425
<i>Additional Funds Available</i>								
Special Funds, Non-Appropriated	18,254	0	0	0	0	0	0	0
Bond Funds	1,062	50,000	100,000	100,000	100,000	100,000	100,000	100,000
Private Contributions	8,454,792	6,300,000	6,300,000	6,300,000	6,300,000	6,300,000	6,300,000	6,300,000
TOTAL - All Funds	14,088,711	12,397,432	13,436,639	13,393,637	12,988,142	13,712,849	13,682,448	13,273,425

Fire and Building Services**PROGRAM: DIVISION OF HOMELAND SECURITY****Statutory Reference:**

Section PA 02-97; Section 29-5f

Statement of Need and Program Objectives:

To utilize all resources within state government to develop unified safety and security measures to prevent, mitigate and manage incidents threatening the quality of life of the citizens of Connecticut.

Program Description:

The Division of Homeland Security is responsible for providing a liaison with the Federal Office of Homeland Security and serves as the Homeland Security Advisor to the Governor. The Division focuses on the prevention, protection, mitigation and response to terrorism. This is accomplished by working cooperatively with local, state and federal agencies. It is also accomplished by disseminating information to private agencies with ties to the critical infrastructures of the state and to the citizens of Connecticut.

Domestic Terrorism Section - This office contains the Statewide Anti-Terrorism Task Force, the Joint Terrorism Task Force, the Statewide Advisory System, the Intelligence Section and Training and Education.

Statewide Anti-Terrorism Task Force - The SATTFF will handle all inquiries made to this office and local law enforcement agencies. The scope of responsibilities is primarily set forth within Public Act 02-97, an Act Concerning Acts of Terrorism. Investigators will also be responsible for the gathering and dissemination of information to all stakeholders in the Connecticut Homeland Security Advisory System.

The investigators will also conduct training for state, local and private organizations to increase their awareness and ability to respond to terrorism incidents.

The responsibilities of the SATTFF also include maintaining a liaison with the Federal Office of Homeland Security, the Federal Office of Emergency Management, Federal Bureau of Investigation and other federal, state and local agencies.

Joint Terrorism Task Force - Investigators assigned to this unit work within the FBI Joint Terrorism Task Force. This entity is composed of local, state and federal investigators who are dedicated to combat terrorist activities within the state.

Homeland Security Advisory System - Investigators assigned to this unit are responsible for identifying, analyzing and disseminating information to state and local authorities regarding the risk of terrorist incidents. This is based on the national framework originating from the Department of Justice.

Intelligence Unit - To collect, analyze, disseminate and investigate intelligence information concerning terrorist activity. This unit's main responsibility would be to investigate incidents that occur within the State of Connecticut and the sharing of information regarding terrorist activity.

Training and Education - To ensure that all state and local law enforcement officers receive up-to-date training that will increase their ability to identify and respond to terrorism incidents. Additionally, the unit will provide informational seminars to civic/private organizations regarding the role of Homeland Security.

Office of Statewide Security - This office contains the Critical Infrastructure Protection Unit and the Urban Search & Rescue Unit.

Critical Infrastructure Protection Unit - The state of critical infrastructure within the State of Connecticut is of paramount importance to this component of the Department of Public Safety. The Office of Statewide Security conducts security assessments of all key physical assets of the state as well as of private facilities to prevent, mitigate and manage incidents threatening the quality of life for citizens of Connecticut.

Critical infrastructures are those physical and cyber-based systems essential to maintain minimal operational capabilities of the government and the economy. They include but are not limited to telecommunications, energy, banking, finance, transportation, water systems and both governmental and private sector emergency services providers.

All elements of society play crucial roles in reducing vulnerability and increasing levels of security. Protecting the critical infrastructure and key assets requires a cooperative effort between federal, state and local law enforcement agencies as well as security elements in private industry and the efforts of private citizens.

Urban Search & Rescue Unit - Organized under the Office of Statewide Security, the Connecticut Urban Search & Rescue Unit is a joint effort by various emergency service providers to protect the citizens of Connecticut. Law enforcement, fire service and emergency medical service personnel would be brought together with additional support from personnel who provide expertise in disciplines critical to the mission. The mission of the US&R team is to field a task force that will locate, extricate and preserve life in the event of any large-scale structural collapse, regardless of the cause.

The US&R team will require additional logistical support from various disciplines within state government, such as the Military Department and the Department of Public Works. Local governments and federal agencies will also be called on to provide assistance as the situation warrants. Individual team members will function separate from their respective agencies and support an Incident Commander in Consequence Management.

Citizen Corps - Citizen Corps is a component of the USA Freedom Corps that creates opportunities for individuals to volunteer to help their communities prepare for and respond to emergencies by bringing together local leaders, citizen volunteers and the network of first responder organizations, such as fire, police and emergency medical personnel. Its goal is to have all citizens participate in making their communities safer, stronger and better prepared for preventing and handling threats of terrorism, crime and disasters of all kinds.

Communications - The Governor's Communications Task Force is working to develop a communication system for emergency responses and to address how to better utilize the current communications systems. Each municipality in the state has been offered 800 MHz portable radios on the state system to distribute to their incident commanders. Use of these radios will offer agency interoperability for first responders

Executive Protection Section - This office contains the Dignitary Protection Unit and the Governor's Security Unit.

Governor's Security Unit - This unit is comprised of troopers who staff a security operational center at the Governor's Residence on a 24 hour-a-day basis. Unit members also provide personal protection for the Governor in his office at the Capitol and at all other times.

Dignitary Protection Unit - This unit offers security support assistance to visiting dignitaries and/or their protective details.

Rentschler Field Project - This new stadium is being constructed in East Hartford and will be the primary site used to host home games played by the University of Connecticut football team and other outside events/functions beginning in 2003.

Presently the UCONN Rentschler Field stadium is nearing the 80 percent completion point keeping the project in line with its inaugural event scheduled for August of 2003. At the direction of the Office of Policy and Management, the Division of Homeland Security has established departmental procedures regarding security measures and law enforcement operations for this facility. Agencies consulted in this collaborative effort along with the State Police are the Office of Policy and Management, East Hartford Police Department, University of Connecticut Athletic Department and the University of Connecticut Police Department.

Personnel Summary

Permanent Full-Time Positions	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	27	1	0	28	28	27	28	27

Financial Summary

(Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	1,039,708	1,121,350	2,137,286	2,125,604	2,030,820	2,247,656	2,238,881	2,142,834
Other Expenses	62,577	68,997	76,142	79,636	72,498	78,302	79,607	70,338

Capital Outlay

Equipment	0	0	6,000	4,400	0	6,000	4,919	0
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Other Current Expenses

Fleet Purchase	38,595	29,811	40,786	40,786	29,779	41,928	41,928	29,747
TOTAL-General Fund	1,140,880	1,220,158	2,260,214	2,250,426	2,133,097	2,373,886	2,365,335	2,242,919

Additional Funds Available

Bond Funds	15,450	339,700	154,816	154,816	154,816	170,300	170,300	170,300
TOTAL - All Funds	1,156,330	1,559,858	2,415,030	2,405,242	2,287,913	2,544,186	2,535,635	2,413,219

Division of Homeland Security

PROGRAM: FORENSIC SERVICES

Statutory Reference:

Section 29-7b

Statement of Need and Program Objectives:

To improve the quality and quantity of forensic services provided to federal, state and local law enforcement agencies and the citizens of Connecticut through the available and newly developed scientific and technical procedures. To provide investigative and scientific leads through the timely examination of evidence, the reconstruction of crimes and expert testimony to aid in the arrest, conviction, or clearance of a suspect.

Program Description:

The Division of Scientific Services is composed of the Forensic Science Laboratory, Computer Crime and Electronic Evidence Laboratory and the Controlled Substance and Toxicology Laboratory.

The Forensic Science Laboratory operates four sections, which include: Specialized Forensic Photographic Services; the Identification Section which analyzes physical evidence such as firearms, tool marks, documents, fingerprints and other imprints and utilizes the firearms and latent fingerprint databases; the Criminalistics Section performs serological, chemical, biochemical and molecular biological, instrumental and trace evidence analyses, as well as maintaining the Convicted Offender DNA Database; the Crime Scene Reconstruction

Section employs a scientific method and all available information to establish potential methods in which the crime was perpetrated.

The Computer Crime and Electronic Evidence Laboratory provides analysis of computer and electronic evidence, forensic data analysis, computer and Internet-based investigations and training to law enforcement, prosecutors and parents and children.

The Controlled Substance and Toxicology Laboratory analyzes drug evidence and unknown substances submitted by law enforcement personnel as well as other state and federal agencies. In addition, it screens for "date-rape" drugs and assists in neutralizing clandestine

"ecstasy" and methamphetamine laboratories within the state. The laboratory supports DUI laws by certifying the accuracy of breath alcohol testing devices, training operators of said devices and testing blood and urine of drivers suspected of being alcohol and drug impaired. It supports Department of Transportation by supplying relevant statistical data related to DUI incidents on Connecticut roads. The laboratory supports the Department of Public Health by additional testing of substances suspect in bio-terrorism.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Cases examined annually	17,680	18,015	18,350	18,685
Criminalistics/Serology/DNA/Convicted Offender Database	4,600	4,800	5,200	5,500
Questioned Documents	190	195	200	205
Imprints	140	140	145	150
Latent prints	2,700	2,750	2,800	2,850
Firearms	1,200	1,280	1,360	1,440
Firearms Destruction - Weapons - Tested	3,700	3,780	3,860	3,940
Photography	8,800	8,850	8,900	8,950
Reconstruction	350	350	360	370

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	77	18	0	95	95	92	95	92
<i>Other Positions Equated to Full Time</i>								
General Fund			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
			1	1	1	1	1	1

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	5,080,238	5,593,071	6,388,294	6,353,378	6,070,070	6,662,728	6,636,716	6,352,003
Other Expenses	862,965	964,345	1,062,958	1,111,736	1,012,090	1,092,100	1,110,298	981,017
<u>Capital Outlay</u>								
Equipment	0	0	300,750	220,574	0	743,140	609,195	0
<u>Other Current Expenses</u>								
Fleet Purchase	37,980	29,336	40,136	40,136	29,305	41,260	41,260	29,273
TOTAL-General Fund	5,981,183	6,586,752	7,792,138	7,725,824	7,111,465	8,539,228	8,397,469	7,362,293
<u>Additional Funds Available</u>								
Bond Funds	27,716	50,000	100,000	100,000	100,000	100,000	100,000	100,000
Private Contributions	54,842	40,860	7,500	7,500	7,500	7,500	7,500	7,500
Federal Contributions								
16542 Arts Program for Juvenile Offend	182,021	24,342	25,000	25,000	25,000	25,000	25,000	25,000
16579 Byrne Formula Grant Program	163,680	121,739	0	0	0	0	0	0
20600 State & Community Highway Safety	98,159	0	0	0	0	0	0	0
99125 Other Federal Assistance	15,384	15,500	15,500	15,500	15,500	15,500	15,500	15,500
TOTAL - All Funds	6,522,985	6,839,193	7,940,138	7,873,824	7,259,465	8,687,228	8,545,469	7,510,293
Forensic Services								

PROGRAM: MANAGEMENT SERVICES

Statutory Reference:

Sections 29-4, 29-7b, 29-11, 29-28, 29-145, and 29-153

Statement of Need and Program Objectives:

To provide ancillary support services to the Department of Public Safety.

Program Description:

The Office of Administrative Services is responsible for the evaluation, development, installation and maintenance of all information management and technological systems within the department. The office provides such services as facilities management, fleet management, grant management, information and telecommunications and regulatory functions such as special licensing and permits and sex offender registration.

Information and Telecommunications:

Significant improvements intended to fully utilize state-of-the-art technology are being developed utilizing bond and grant funds. The

resultant systems are expected to serve the agency and the entire criminal justice community with efficient methods for shared data. Improvements in the technology applications are directly related to the future success of the agency's cooperative policing philosophy. The agency has completed the implementation of the Connecticut Telecommunications System - a comprehensive wireless communication system.

A new computer aided dispatch and records management system (CAD/RMS) is being implemented. The new system is intended to capture dispatch data at the time of the call, automate the police report, process capturing National Incident-Based Reporting System data and to provide for improved analysis of incident trends. Global positioning systems and crime mapping are new systems in this project.

Other automation efforts are ongoing in the areas of licensing and permits, payroll, personnel functions including time and attendance, stock inventory and overtime reporting.

The Sex Offender Unit is responsible for implementing registry regulations and for the investigation of sex offender violations relating to the registry requirements.

The Special Licensing and Firearms Unit licenses and regulates private detective agencies and security companies, security guards, professional bondsmen and bail enforcement agents. It maintains records and issues pistol permits to individuals and authorizes the purchase of handguns and presents documentation and witnesses for hearings before the Firearms Review Board. Electronic sharing of data between the Courts, the Special Licensing and Firearms Unit and law enforcement has been established.

The Background Unit has been formed and tasked with conducting a variety of background investigations for the Department of Public Safety as well as other state agencies, including the Department of Children and Families.

The Reports and Records Unit is the central repository of all department criminal and motor vehicle investigative files. They are responsible for collecting, storing and disseminating these records. The unit also designs and produces department forms, prints publications and distributes the mail and other printed material.

The State Police Bureau of Identification (SPBI) is the State's central repository of criminal history information and is responsible for providing positive, fingerprint supported identification of criminal offenders and non-criminal applicants. Non-criminal applicants include agencies such as DCF, DSS, DPH and DOT. SPBI maintains the computerized Automated Fingerprint Identification System (AFIS). A new AFIS system will be obtained to electronically connect all state law enforcement agencies with the FBI.

The Connecticut On-Line Law Enforcement Communications Teleprocessing (COLLECT) Unit maintains the automated statewide "Wants and Warrants" system. COLLECT interfaces with other states and the Federal Bureau of Investigation. COLLECT also connects all criminal justice agencies and all police departments within Connecticut. The unit is additionally responsible for training and certifying all users of the system as well as maintaining quality control of the operation.

The Crimes Analysis Section houses the statewide Uniform Crime Report Program (UCR), National Incident-Based Reporting System (NIBRS), Family Violence Reporting Program and the Hate Crime Reporting Program. Crimes Analysis collects information and provides interpretive analysis to the department in a number of operational areas, such as crime trends, traffic accidents, motor vehicle enforcement and other information regarding the allocation and the deployment of agency personnel.

The section also houses the Overtime Coordinator's Office which assigns sworn personnel to highway construction projects (HCP) and other assigned projects (OPA).

The Research and Planning Unit conducts planning activities, performs

special projects, analyzes operational activities, maintains the Administrative and Operations Manual, oversees grants and operates the Missing Persons Clearinghouse.

The Facilities Management Unit maintains, repairs and renovates all department buildings and facilities. It also assists the Commissioner and the Department of Public Works in coordinating capital projects, such as major repairs, major renovations and new construction.

The Connecticut State Police Academy trains State Police recruits in a mentally and physically demanding program, which lasts up to seven months and includes classroom instruction, practical exercises and physical conditioning totaling approximately 1,300 hours. It also provides in-service training for troopers as mandated under Connecticut State Statutes. In 2002, sworn troopers received an average of 27 hours of in-service and firearms training and this is projected to reach 30 hours per trooper each year by the year 2005. The academy also coordinates the Field Training Officer Program, provides remedial training and coordinates the D.A.R.E. (Drug Abuse Resistance Education) program for the State of Connecticut. It also facilitates training programs and certifications jointly with the New England State Police Administrators Conference (NESPAC).

Administration:

The Equal Opportunity Unit coordinates the policies which afford equal opportunity to all qualified people without regard to race, color, religion, age, marital status, national origin, creed, ancestry, physical disability, blindness, past or present criminal records, history of mental disorder, mental retardation or sex. This unit is responsible for the department's compliance of Affirmative Action guidelines.

The Fiscal Affairs Unit coordinates fiscal management for the department. Tasks include budget preparation and control, federal grant administration, preparation of contracts, processing and accounting, requests for goods and services, purchasing, fleet administration and fee collection services.

Labor Relations represents the department in labor contract negotiations. It investigates employee grievances, conducts grievance hearings, serves as management advocate at arbitration hearings and state prohibited-practice hearings and reviews internal affairs investigations for appropriate discipline recommendations.

Human Resources coordinates the department's human resources functions of personnel, payroll and employee benefits. Efforts are concentrated in three major areas: conversion of sworn positions wherever possible or where organizational/programmatic restructuring supports this replacement; the development and promulgation of an employee and supervisor's manual for all department employees and the automation of manual systems and conversion of current computer systems using state-of-the-art technologies.

The Public Relations unit disseminates information on the department through various communications media.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Labor Grievances handled	75	80	82	85
Employee Assistance Program cases	500	520	540	560
Percent Minority Representation (%)	12	12.5	13	13
Inventory Control (\$M)	146	161	173	185
Federal Grants (\$)	2,858,740	8,559,171	9,724,000	7,387,161
State Grants (\$)	14,120,651	12,300,725	12,301,133	12,496,196
Workers' Compensation Claims	390	391	392	393
Payouts on Claims (\$000)	2,486	2,686	2,886	3,000

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Permanent Full-Time Positions								
General Fund	139	29	0	168	168	163	168	163
Federal Contributions	1	0	0	1	1	1	1	1
Private Contributions	1	0	0	1	1	1	1	1

Other Positions Equated to Full Time General Fund	2001-2002	2002-2003	2003-2004	2002-2003	2003-2004	2003-2004	2003-2004	2004-2005	2004-2005
	Actual	Estimated	Requested	Estimated	Requested	Recommended	Requested	Requested	Recommended
	3			3			3	3	3
Financial Summary	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005	
(Net of Reimbursements)	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended	
Personal Services	8,146,928	9,040,740	9,869,921	9,815,975	9,378,264	10,320,864	10,280,569	9,839,536	
Other Expenses	4,933,869	5,513,511	6,076,220	6,355,052	5,785,443	6,241,054	6,345,047	5,606,247	
Capital Outlay									
Equipment	0	1,000	17,000	12,469	0	12,000	9,837	0	
Other Current Expenses									
Stress Reduction	24,014	46,567	47,870	47,870	46,567	49,211	49,211	46,567	
Fleet Purchase	100,156	77,495	106,028	106,028	77,415	108,997	108,997	77,333	
Workers' Compensation Claims	3,116,779	2,744,265	2,821,104	2,848,504	2,848,504	2,900,095	2,956,956	2,956,956	
Pmts to Other Than Local Governments									
Civil Air Patrol	38,692	36,758	39,775	39,775	36,758	40,889	40,889	36,758	
TOTAL-General Fund	16,360,438	17,460,336	18,977,918	19,225,673	18,172,951	19,673,110	19,791,506	18,563,397	
Additional Funds Available									
Special Funds, Non-Appropriated	76,342	175,000	0	0	0	0	0	0	
Bond Funds	2,220,033	218,000	197,000	197,000	197,000	197,000	197,000	197,000	
Private Contributions	1,834,189	227,000	209,576	209,576	209,576	212,200	212,200	212,200	
Federal Contributions									
16554 Nat'l Criminal History Improvment	416	500	500	500	500	500	500	500	
16579 Byrne Formula Grant Program	87,380	85,262	0	0	0	0	0	0	
16728 Drug Prevention Program	42,677	40,000	41,000	41,000	41,000	0	0	0	
99125 Other Federal Assistance	3,450	3,500	3,500	3,500	3,500	3,500	3,500	3,500	
TOTAL - All Funds	20,624,925	18,209,598	19,429,494	19,677,249	18,624,527	20,086,310	20,204,706	18,976,597	
Management Services									

AGENCY FINANCIAL SUMMARY - GENERAL FUND

Current Expenses by Minor Object	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Actual	Estimated	Requested	Recommended	Requested	Recommended
Personal Services						
Permanent Fulltime Positions	82,390,212	90,297,388	101,719,690	96,681,344	106,954,074	101,978,293
Other Positions	790,484	870,597	929,354	560,327	969,312	601,594
Other	6,872,695	7,570,320	7,971,458	7,760,719	8,200,745	8,003,958
Overtime	9,558,981	15,796,379	16,655,295	16,214,985	17,157,999	16,746,271
TOTAL-Personal Services Gross	99,612,372	114,534,684	127,275,797	121,217,375	133,282,130	127,330,116
Less Reimbursements	0	-5,393,049	-5,654,100	-5,654,100	-5,656,000	-5,656,000
Less Turnover	0	0	-5,951,393	-5,951,393	-6,129,935	-6,129,935
Less Unsettled Collective Brg Contract Costs	0	0	0	-1,295,014	0	-5,270,249
Less Early Retirement Plan Accruals	0	0	0	-1,113,900	0	-1,145,600
TOTAL-Personal Services Net	99,612,372	109,141,635	115,670,304	107,202,968	121,496,195	109,128,332
Other Expenses-Contractual Services						
Advertising	3,786	4,236	4,666	4,236	4,796	4,236
Printing And Binding	6,557	7,338	8,083	7,338	8,310	7,338
Dues and Subscriptions	47,117	52,727	58,085	52,727	59,711	52,727
Utility Services	1,346,324	1,506,570	1,641,702	1,506,570	1,668,732	1,506,570
Rents, Storage & Leasing	469,927	525,860	578,321	525,860	593,548	525,860
Telecommunication Services	1,572,091	1,759,212	1,937,949	1,759,212	1,992,212	1,759,212
General Repairs	3,401,136	3,805,965	4,192,651	3,805,965	4,310,045	3,805,965
Motor Vehicle Expenses	2,357,094	2,637,654	2,905,640	3,361,464	2,986,997	2,710,654
Fees For Outside Professional Services	262,412	293,645	327,221	293,645	340,313	293,645
Fees For Non-Professional Services	457,083	511,490	563,456	511,490	579,234	511,490
DP Services, Rentals and Maintenance	1,754,050	1,962,827	2,162,252	2,277,027	2,222,798	2,277,027
Postage	168,304	191,232	210,661	191,232	216,560	191,232
Travel	441,483	518,295	570,954	518,295	586,942	518,295
Other Contractual Services	532,940	596,382	656,975	596,382	675,371	596,382
Other Expenses-Commodities						
Agricultural, Horticultural, and Dairy	201,526	225,513	246,176	225,513	251,694	225,513
Books	5,485	6,138	6,762	6,138	6,951	6,138
Law Enforcement, Clothing\Personal Supplies	514,464	575,698	634,190	575,698	651,946	575,698
Maintenance and Motor Vehicle Supplies	3,017,426	3,747,904	4,128,691	3,747,904	4,244,293	3,747,904
Medical Supplies	338,654	378,963	417,466	378,963	429,155	378,963
Fuel	155,045	173,499	188,338	173,499	191,916	173,499
Office Supplies	531,113	594,331	654,716	594,331	673,048	594,331
Miscellaneous Commodities	884,161	989,403	1,089,929	989,403	1,120,447	989,403

Budget-in-Detail

Other Expenses-Sundry

Sundry - Other Items	4,259	4,766	5,250	4,766	5,397	4,766
TOTAL-Other Expenses Gross	18,472,437	21,069,648	23,190,134	22,107,658	23,820,416	21,456,848
Less Reimbursements	0	-427,000	-570,150	-570,150	-583,200	-583,200
TOTAL-Other Expenses Net	18,472,437	20,642,648	22,619,984	21,537,508	23,237,216	20,873,648

Other Current Expenses

Stress Reduction	27,514	53,354	54,847	53,354	56,383	53,354
Fleet Purchase	7,947,751	6,052,328	8,280,836	6,046,128	8,513,085	6,039,928
Gun Law Enforcement Task Force	239,000	0	0	0	0	0
One-Time Helicopter Costs	110,616	0	0	0	0	0
Workers' Compensation Claims	3,116,779	2,744,265	2,821,104	2,848,504	2,900,095	2,956,956
TOTAL-Other Current Expenses	11,441,660	8,849,947	11,156,787	8,947,986	11,469,563	9,050,238

Pmts to Other Than Local Govts

Civil Air Patrol	38,692	36,758	39,775	36,758	40,889	36,758
TOTAL-Pmts to Other Than Local Govts	38,692	36,758	39,775	36,758	40,889	36,758

Character & Major Object Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	99,612,372	109,141,635	115,670,304	115,005,560	107,202,968	121,496,195	120,997,923	109,128,332
Other Expenses Net	18,472,437	20,642,648	22,619,984	23,657,994	21,537,508	23,237,216	23,624,416	20,873,648
Capital Outlay	1,000	1,000	1,657,188	1,215,403	1,000	1,410,330	1,156,130	1,000
Other Current Expenses	11,441,660	8,849,947	11,156,787	11,184,187	8,947,986	11,469,563	11,526,424	9,050,238
Payments to Other Than Local Governments	38,692	36,758	39,775	39,775	36,758	40,889	40,889	36,758
TOTAL-General Fund Net	129,566,161	138,671,988	151,144,038	151,102,919	137,726,220	157,654,193	157,345,782	139,089,976
<u>Additional Funds Available</u>								
Special Funds, Non-Appropriated	94,596	175,000	0	0	0	0	0	0
Bond Funds	9,093,655	1,384,700	1,301,816	1,301,816	1,301,816	1,317,300	1,317,300	1,317,300
Federal Contributions	10,625,198	8,153,365	7,035,065	7,035,065	7,035,065	1,797,500	1,797,500	1,797,500
Private Contributions	18,041,766	13,232,083	13,187,000	13,187,000	13,187,000	13,371,000	13,371,000	13,371,000
TOTAL-All Funds Net	167,421,376	161,617,136	172,667,919	172,626,800	159,250,101	174,139,993	173,831,582	155,575,776

POLICE OFFICER STANDARDS AND TRAINING COUNCIL

AGENCY DESCRIPTION:

<http://www.post.state.ct.us/>

The Police Officer Standards and Training Council (POST), is responsible for the certification of all police officers, law enforcement instructors and police training programs requiring certification throughout the State of Connecticut.

POST is responsible for: providing basic and in-service law enforcement training for municipal, state agency and state university police officers in the areas of police law enforcement, police science and professional development; developing and revising a comprehensive police training and education plan which includes

approving the operations of police training schools, approving courses of study, certifying instructors and setting minimum employment standards and certification requirements; offering professional, advanced, specialized and continuing education to veteran police officers as part of the license renewal process, which requires each police officer to satisfactorily complete at least 45 hours of certified review training every three years and revoking the certification of police officers under certain statutory conditions.

AGENCY PROGRAM INDEX

Instruction	192	Management Services	192
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RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	2003-2004	2004-2005
• Annualization of FY 03 Reductions	-16,313	-16,313
• Remove Inflation	-24,348	-50,963
• Transfer Equipment to CEPF	-136,500	-71,300
• Layoffs Necessitated by Failure to Achieve Concessions	-91,270	-92,227
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-24,723	-65,121
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-85,000	-85,000
• Eliminate Training Classes <i>Block Training, Basic Training Classes and DWI Training Classes</i>	-71,943	-71,943
• Eliminate a Custodian Position	-12,880	-25,759
• Reduce Postage and Printing	-6,920	-6,920

AGENCY PROGRAMS:

Personnel Summary

Permanent Full-Time Positions General Fund	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
	27	0	0	27	28	25	28	25

Other Positions Equated to Full Time

General Fund	2001-2002 Actual	2002-2003 Estimated	2003-2004 Requested	2003-2004 Recommended	2004-2005 Requested	2004-2005 Recommended
	3	3	3	3	3	3

Agency Programs by Total Funds (Net of Reimbursements)

	2001-2002 Actual	2002-2003 Estimated	2003-2004 Requested	Current Services	2003-2004 Recommended	2004-2005 Requested	Current Services	2004-2005 Recommended
Management Services	566,787	607,287	787,691	750,700	637,569	743,838	726,644	664,970
Instruction	2,555,874	2,744,304	2,327,532	2,239,825	1,992,782	2,445,343	2,370,313	2,096,562
TOTAL Agency Programs - All Funds Gross	3,122,661	3,351,591	3,115,223	2,990,525	2,630,351	3,189,181	3,096,957	2,761,532
Less Turnover								
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-24,723	0	0	-65,121
Less Early Retirement Plan Accruals	0	0	0	0	-85,000	0	0	-85,000
TOTAL Agency Programs - All Funds Net	3,122,661	3,351,591	3,115,223	2,990,525	2,520,628	3,189,181	3,096,957	2,611,411

Summary of Funding

	2001-2002 Actual	2002-2003 Estimated	2003-2004 Requested	2003-2004 Current Services	2003-2004 Recommended	2004-2005 Requested	2004-2005 Current Services	2004-2005 Recommended
General Fund Net	2,742,109	2,627,461	3,115,223	2,990,525	2,520,628	3,189,181	3,096,957	2,611,411
Bond Funds	95,311	230,536	0	0	0	0	0	0
Federal Contributions	242,948	489,096	0	0	0	0	0	0
Private Contributions	42,293	4,498	0	0	0	0	0	0
TOTAL Agency Programs - All Funds Net	3,122,661	3,351,591	3,115,223	2,990,525	2,520,628	3,189,181	3,096,957	2,611,411

PROGRAM: INSTRUCTION

Statutory Reference:

C.G.S. Sections 7-294a through 7-294j

Statement of Need and Program Objectives:

To provide the necessary standards, training and education for police officers to acquire and maintain state certification which is necessary to perform their police duties and maintain their position as police officers. To identify, design, provide and evaluate specialized training that responds to and anticipates police needs.

Program Description:

This program is responsible for the design and delivery of training mandated by state statute, regulation, or professional development needs of Connecticut's law enforcement community.

Currently, the program: conducts yearly research to identify and respond to the changing needs of the multifaceted police community; provides to, or oversees for, every newly appointed police officer, the basic police officer training course of instruction at the Connecticut Police Academy and/or at satellite locations, on a yearly basis; coordinates and supervises over 200 in-service courses available to all police personnel in Connecticut; serves as a comprehensive training, education and resource center for the police community; publishes training manuals, bulletins and advisory notices; encourages, maintains and nurtures the relationships between schools of higher education, state and federal agencies to allow for the development and delivery of high quality law enforcement training programs and publishes the academy's annual training calendar of instructional offerings, quarterly updates and training bulletins when appropriate.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Municipal Police recruits trained/662 hours each	216	206	288	288
In-Service Training for Police Officers Course offered	193	195	195	195
Participants	6,419	6,400	6,400	6,400
Law enforcement driving instruction Officers trained	412	420	420	420
Law Enforcement Training Bulletin	5	5	5	5
Part-Time Officers Trained/Coordinated	0	25	25	25

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005	
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>	
General Fund	20	0	0	20	20	19	20	19	
				2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
				<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund			3	3	3	3	3	3	

Financial Summary

(Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,239,547	1,320,361	1,425,954	1,388,172	1,289,280	1,488,287	1,461,602	1,352,715
Other Expenses	690,209	699,813	802,778	773,936	702,502	867,956	836,411	742,847
<u>Capital Outlay</u>								
Equipment	0	0	98,800	77,717	1,000	89,100	72,300	1,000
<u>Other Current Expenses</u>								
Firearms Training Simulator	250,000	0	0	0	0	0	0	0
TOTAL-General Fund	2,179,756	2,020,174	2,327,532	2,239,825	1,992,782	2,445,343	2,370,313	2,096,562
<u>Additional Funds Available</u>								
Bond Funds	91,835	230,536	0	0	0	0	0	0
Private Contributions	42,053	4,498	0	0	0	0	0	0
Federal Contributions								
16579 Byrne Formula Grant Program	126,164	13,481	0	0	0	0	0	0
16712 Police Corps	116,066	475,615	0	0	0	0	0	0
TOTAL - All Funds	2,555,874	2,744,304	2,327,532	2,239,825	1,992,782	2,445,343	2,370,313	2,096,562

PROGRAM: MANAGEMENT SERVICES

Statutory Reference:

C.G.S. Sections 7-294a through 7-294j

Statement of Need and Program Objectives:

To administer and control the agency's management and operations to ensure prudent and efficient use of agency appropriations and resources and to administer the affairs of a vocational training and education academy.

Program Description:

Management Services is responsible for the agency's fiscal, personnel, property control and legislative and executive branch liaison activities.

The program also: provides technical support and research to the Police Officer Standards and Training Council, police agencies, municipalities, the Connecticut State Police and other state and federal law enforcement agencies; manages all strategic and operational planning activities, staffs a resource center and library which includes

over 600 16 mm films and videotapes and provides audio visual assistance to the agency, police agencies and municipalities; facilitates all interaction between the council's various committees; manages the council's yearly agenda; develops recommendations for capital improvements in the Connecticut Police Academy; organizes staff to perform all operational functions; organizes daily, weekly, monthly and yearly training activities; develops and submits for adoption the agency's administrative regulations and prepares and distributes the agency's regulatory findings, declaratory rulings and advisory opinions and provides expert testimony in civil proceedings.

The Certification Division, serving as the Bureau of Standards and Licenses, issues basic police officer licenses and audits training records to justify renewing licenses on a triennial basis.

Licenses and audits law enforcement instructors and schools of basic and advanced police training, grants comparative certification when appropriate and cancels or revokes certification when necessary.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Films, books and audio visual packages loaned	700	600	600	600
General notices-Administration	5	5	5	5
News letters published	5	5	5	5
Operational rules & regulation changes	6	3	3	3
Licenses and accreditation grants	4,000	4,000	4,500	4,500
Licenses and accreditation revoked	40	40	60	75
Occupational licenses issued	4,000	4,000	4,500	5,000

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Permanent Full-Time Positions	7	0	0	7	8	6	8	6
General Fund								

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	359,024	421,100	508,394	494,924	459,666	534,409	524,827	485,728
Other Expenses	202,329	185,187	203,297	195,993	177,903	209,429	201,817	179,242
<u>Capital Outlay</u>								
Equipment	1,000	1,000	76,000	59,783	0	0	0	0
TOTAL-General Fund	562,353	607,287	787,691	750,700	637,569	743,838	726,644	664,970
<u>Additional Funds Available</u>								
Bond Funds	3,476	0	0	0	0	0	0	0
Private Contributions	240	0	0	0	0	0	0	0
Federal Contributions								
16579 Byrne Formula Grant Program	718	0	0	0	0	0	0	0
TOTAL - All Funds	566,787	607,287	787,691	750,700	637,569	743,838	726,644	664,970

Management Services**AGENCY FINANCIAL SUMMARY - GENERAL FUND****Current Expenses by Minor Object**

	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	1,511,715	1,653,886	1,695,006	1,580,021	1,767,687	1,653,851
Other Positions	59,879	60,000	90,000	40,000	100,000	50,000
Other	13,542	13,575	134,592	114,175	139,009	118,592
Overtime	13,435	14,000	14,750	14,750	16,000	16,000
TOTAL-Personal Services Gross	1,598,571	1,741,461	1,934,348	1,748,946	2,022,696	1,838,443
Less Reimbursements						
Less Turnover						
Less Unsettled Collective Brg Contract Costs	0	0	0	-24,723	0	-65,121
Less Early Retirement Plan Accruals	0	0	0	-85,000	0	-85,000
TOTAL-Personal Services Net	1,598,571	1,741,461	1,934,348	1,639,223	2,022,696	1,688,322

Other Expenses-Contractual Services

Printing And Binding	24,840	24,557	25,710	23,201	26,430	23,201
Dues and Subscriptions	16,014	15,764	16,504	14,894	16,967	14,894
Rents, Storage & Leasing	24,505	27,974	29,288	26,430	30,108	26,430
Telecommunication Services	15,619	19,025	19,919	17,975	20,477	17,975
General Repairs	11,207	11,390	11,925	10,761	12,259	10,761
Motor Vehicle Expenses	28,253	28,405	29,738	26,836	30,570	26,836
Fees For Outside Professional Services	448,841	445,516	520,000	454,487	580,000	495,487
Fees For Non-Professional Services	540	835	874	789	898	789
DP Services, Rentals and Maintenance	41,732	27,487	38,195	35,388	39,705	35,388
Postage	20,000	14,729	15,420	13,915	15,852	13,915
Travel	5,692	3,746	3,922	3,539	4,032	3,539
Other Contractual Services	18,810	19,089	19,985	18,033	20,545	18,033

Other Expenses-Commodities

Agricultural, Horticultural, and Dairy	78,625	87,306	106,662	82,485	106,664	83,169
Books	20,259	20,099	21,043	18,990	21,632	18,990
Law Enforcement, Clothing Personal Supplies	6,538	6,677	6,990	6,308	7,186	6,308
Maintenance and Motor Vehicle Supplies	5,118	6,785	7,103	6,410	7,302	6,410
Office Supplies	49,718	50,776	54,442	49,255	56,210	49,255
Miscellaneous Commodities	12,570	12,308	12,886	11,629	13,246	11,629

Budget-in-Detail

Other Expenses-Sundry

Sundry - Other Items	63,657	62,532	65,469	59,080	67,302	59,080
TOTAL-Other Expenses Gross	892,538	885,000	1,006,075	880,405	1,077,385	922,089
Less Reimbursements						
TOTAL-Other Expenses Net	892,538	885,000	1,006,075	880,405	1,077,385	922,089

Other Current Expenses

Firearms Training Simulator	250,000	0	0	0	0	0
TOTAL-Other Current Expenses	250,000	0	0	0	0	0

Character & Major Object Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	1,598,571	1,741,461	1,934,348	1,883,096	1,639,223	2,022,696	1,986,429	1,688,322
Other Expenses Net	892,538	885,000	1,006,075	969,929	880,405	1,077,385	1,038,228	922,089
Capital Outlay	1,000	1,000	174,800	137,500	1,000	89,100	72,300	1,000
Other Current Expenses	250,000	0	0	0	0	0	0	0
TOTAL-General Fund Net	2,742,109	2,627,461	3,115,223	2,990,525	2,520,628	3,189,181	3,096,957	2,611,411
<u>Additional Funds Available</u>								
Bond Funds	95,311	230,536	0	0	0	0	0	0
Federal Contributions	242,948	489,096	0	0	0	0	0	0
Private Contributions	42,293	4,498	0	0	0	0	0	0
TOTAL-All Funds Net	3,122,661	3,351,591	3,115,223	2,990,525	2,520,628	3,189,181	3,096,957	2,611,411

BOARD OF FIREARMS PERMIT EXAMINERS

AGENCY DESCRIPTION:

<http://www.bfpe.state.ct.us/>

The Board of Firearms Permit Examiners is a seven member board appointed by the Governor to hear appeals in regard to permits to sell or carry pistols and revolvers. In connection with its responsibility, the

Board provides a booklet on firearms laws to issuing authorities, attorneys, legislators and the public.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	<u>2003-2004</u>	<u>2004-2005</u>
• Annualization of FY 03 Reductions	-1,906	-1,906
• Remove Inflation	-1,067	-2,163
• Transfer Equipment to CEPF	-1,900	-2,900
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-2,467	-4,256

AGENCY PROGRAMS:

Personnel Summary

Permanent Full-Time Positions	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	1	0	0	1	1	1	1	1
<i>Other Positions Equated to Full Time</i>			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
General Fund			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
			1	1	1	1	1	1

Agency Programs by Total Funds (Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Permit Appeals	100,054	101,496	111,556	110,056	105,183	118,372	116,872	109,903
TOTAL Agency Programs - All Funds Gross	100,054	101,496	111,556	110,056	105,183	118,372	116,872	109,903
Less Turnover								
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-2,467	0	0	-4,256
Less Early Retirement Plan Accruals								
TOTAL Agency Programs - All Funds Net	100,054	101,496	111,556	110,056	102,716	118,372	116,872	105,647
<i>Summary of Funding</i>								
General Fund Net	100,054	101,496	111,556	110,056	102,716	118,372	116,872	105,647
TOTAL Agency Programs - All Funds Net	100,054	101,496	111,556	110,056	102,716	118,372	116,872	105,647

PROGRAM: PERMIT APPEALS

Statutory Reference:

C.G.S. Section 29-32b

Statement of Need and Program Objectives:

To provide a means of appeal for handgun permit denials and revocations. To help effect a uniform interpretation and application of firearms laws by police officials, permit holders, attorneys, sportsmen, legislators and the general public.

Program Description:

The Board of Firearms Permit Examiners provides information on firearms laws to issuing authorities, appellants, attorneys, legislators and the general public. The chairman is the presiding officer at hearings. All members serve without compensation.

The appeals process involves making inquiries and investigations, conducting hearings, taking testimony and rendering decisions as to whether an issuing authority was arbitrary or capricious in denying or revoking a permit to carry handguns.

Informal consultations with citizens and with police officials continue to increase and have proven to be an effective way to advise each as to their respective rights, obligations and responsibilities under the firearms laws.

Laws Pertaining to Firearms, a booklet prepared by the agency, contains a question and answer section and relevant Connecticut statutes pertaining to firearms and dangerous weapons as interpreted by the courts, the Attorney General and the board.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Appeals received*	306	400	400	400
Meetings conducted	14	14	14	14
Hearings	109	150	150	150

Budget-in-Detail

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	1	0	0	1	1	1	1	1
			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Other Positions Equated to Full Time General Fund			1	1	1	1	1	1

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
(Net of Reimbursements)								
Personal Services	60,967	64,281	70,368	68,868	68,868	75,088	73,588	73,588
Other Expenses	38,087	36,215	39,188	39,188	36,215	40,284	40,284	36,215
<u>Capital Outlay</u>								
Equipment	1,000	1,000	2,000	2,000	100	3,000	3,000	100
TOTAL-General Fund	100,054	101,496	111,556	110,056	105,183	118,372	116,872	109,903
Permit Appeals								

AGENCY FINANCIAL SUMMARY - GENERAL FUND

Current Expenses by Minor Object

	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	46,973	49,247	52,868	52,868	56,088	56,088
Other Positions	13,994	15,034	17,500	16,000	19,000	17,500
TOTAL-Personal Services Gross	60,967	64,281	70,368	68,868	75,088	73,588
Less Reimbursements						
Less Turnover						
Less Unsettled Collective Brg Contract Costs	0	0	0	-2,467	0	-4,256
Less Early Retirement Plan Accruals						
TOTAL-Personal Services Net	60,967	64,281	70,368	66,401	75,088	69,332

Other Expenses-Contractual Services

Printing And Binding	5,784	5,055	5,470	5,055	5,623	5,055
Rents, Storage & Leasing	1,400	1,330	1,439	1,330	1,479	1,330
Telecommunication Services	1,338	1,330	1,439	1,330	1,479	1,330
General Repairs	275	261	283	261	291	261
Fees For Non-Professional Services	99	94	102	94	105	94
DP Services, Rentals and Maintenance	1,300	1,235	1,336	1,235	1,373	1,235
Postage	2,000	1,900	2,056	1,900	2,114	1,900
Travel	700	665	720	665	740	665
Other Contractual Services	35	33	36	33	37	33

Other Expenses-Commodities

Agricultural, Horticultural, and Dairy	100	95	102	95	104	95
Office Supplies	400	380	411	380	423	380

Other Expenses-Sundry

Sundry - Other Items	24,656	23,837	25,794	23,837	26,516	23,837
TOTAL-Other Expenses Gross	38,087	36,215	39,188	36,215	40,284	36,215
Less Reimbursements						
TOTAL-Other Expenses Net	38,087	36,215	39,188	36,215	40,284	36,215

Character & Major Object Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	60,967	64,281	70,368	68,868	66,401	75,088	73,588	69,332
Other Expenses Net	38,087	36,215	39,188	39,188	36,215	40,284	40,284	36,215
Capital Outlay	1,000	1,000	2,000	2,000	100	3,000	3,000	100
TOTAL-General Fund Net	100,054	101,496	111,556	110,056	102,716	118,372	116,872	105,647

DEPARTMENT OF MOTOR VEHICLES

AGENCY DESCRIPTION:

<http://dmvct.org/>

The goal of the Department of Motor Vehicles (DMV) is to ensure, through licensing and regulation, that motor vehicles are operated safely on Connecticut's highways, by requiring that they be properly maintained and operated by competent drivers. The department collects revenues derived from licensing, registration, user fees and sales taxes in an efficient and timely way. The department rapidly gathers, efficiently maintains and responsively disseminates information concerning all vehicles, operators, motorboats and organizations it licenses or regulates.

Four distinct, yet interrelated bureaus, provide the mechanism for carrying out the department's mission. They are the Bureaus of Customer Services, Legislation and Regulation, Enforcement and Administrative Services. High level agency policy formulation, direction and certain support services are provided by the Commissioner's Office.

The Bureau of Customer Services is responsible for providing the following services:

The Branch Operations Division is responsible for the delivery of all in-person, customer-oriented services regarding the issuance and revenue collection of motor vehicle registrations, operator licenses, and applications for title and boat registrations. The division collects sales and use tax on vehicles not purchased from a Connecticut dealer and also conducts and collects revenue for operator license examinations and vehicle inspections. In addition, it is responsible for the Handicapped Driver Training Program and administers the apportioned, multi-state registrations issued for certain commercial, inter-state vehicles.

The Customized Services Division is responsible for the delivery of all mail-transmitted, customer and customer-oriented services to the public and for the implementation and administration of motorboat registration programs. The division provides communications related to laws, regulations and departmental policies and procedures directly to customers via centralized telephone communications and mailings. In addition, it issues commercial licenses and permits.

The Title Division issues motor vehicle titles and maintains title records.

The Bureau of Legislation and Regulation is responsible for providing the following services:

The Legal Services Division conducts administrative hearings that result from moving violation convictions, fatal accidents, consumer complaints and failures to comply with regulatory requirements. The division administers the provisions of the state's Administrative Per Se law, coordinates the development of regulations pursuant to new or existing statutes, advocates department-generated legislative initiatives and monitors legislative activity.

The Driver Services Division is responsible for maintaining and monitoring driver violation records and for enforcing mandatory insurance requirements. The division also carries out suspensions and restorations of licenses and registrations.

The Bureau of Enforcement is responsible for providing the following services:

The Emission Division is responsible for monitoring vehicle inspection operations to assure compliance with contract standards. Standards are established in conjunction with the Department of Environmental Protection for equipment accuracy, public awareness and operational efficiency.

The Commercial Vehicle Safety Division is responsible for all motor carrier truck, safety programs, safety inspections of school buses and public service vehicles and serves as a primary source of information for vehicle anti-theft activities. It also licenses and inspects commercial driving schools.

The Dealers and Repairers Division is responsible for the licensing and regulation of all motor vehicle dealers, repairers and junkyards. It also ensures that complaints from consumers about dealers or repairers are quickly and fairly resolved.

The Bureau of Administrative Services is responsible for providing the following services:

The Administrative Services Division is responsible for providing internal support (e.g., stockroom, mail room, micro-graphic services) to all other divisions operating in the agency by furnishing necessary supplies, products and services to these divisions through inventory management and control. In addition, the division is responsible for processing requests for information in compliance with the Freedom of Information Act, for the expeditious movement of the mails and for the administration of the department's registration plate procurement and distribution.

The Data Processing Division is functionally divided into two areas. The operations and support area is responsible for all hardware considerations, the development and operation of departmental data processing applications, the technical support needed to operate the applications and the data entry and corrections functions. The applications area is responsible for the development and maintenance of the software needs of the department, including the development of new applications and the enhancement of existing systems.

The Human Resources Division is responsible for ensuring that the department is staffed at optimum levels of performance and efficiency.

The Organizational Development Section develops new methods for delivering agency services to its clientele.

AGENCY PROGRAM INDEX

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Customer Services	199	Support Services	202
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RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	2003-2004	2004-2005
• Remove Inflation	-399,689	-798,863
• Layoffs Necessitated by Failure to Achieve Concessions	-3,858,440	-3,914,891
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-1,793,709	-3,161,749
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-136,423	-55,974
• Repeal Vision Screening Requirement on Renewal of Driver License	-1,187,229	-1,228,203
• Repeal Requirement to Capture Social Security Number on Registration	-674,430	-612,785
• Streamline DMV Registration Process	-253,060	-267,372

Budget-in-Detail

• Eliminate Most State Operated Safety Inspection Program	-122,000	-122,000
• Process Insurance Enforcement Data In-house	100,000	100,000
• Eliminate DMV Oversight at Auto Races	-56,847	-58,268
Reallocations or Transfers		
• Transfer Position from the Department of Administrative Services	36,441	37,267
Revenues		
• Increase Fee for Driver Histories	9,000,000	9,000,000
• Increase Fees Charged for Copies of Department of Motor Vehicle Records	1,100,000	1,100,000

AGENCY PROGRAMS:

<i>Personnel Summary</i>	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Special Transportation Fund	680	10	9	699	727	611	727	611
Special Funds, Non-Appropriated	2	0	0	2	2	2	2	2
Federal Contributions	21	1	0	22	22	22	22	22
Auto Emissions	69	3	0	72	72	57	72	57
			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
<i>Other Positions Equated to Full Time</i>			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Special Transportation Fund			99	87	90	90	90	90

<i>Agency Programs by Total Funds (Net of Reimbursements)</i>	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Management Services	3,706,283	3,871,965	3,707,145	3,708,291	3,304,302	8,888,321	3,854,726	3,429,680
Customer Services	22,960,141	24,677,603	28,173,318	28,155,566	24,784,932	29,153,130	29,176,357	25,587,729
Emissions Inspection	32,872,818	9,178,567	6,189,138	6,189,138	6,189,138	6,446,385	6,446,385	6,446,385
Reg of Motor Vehicles and Their Use	10,600,864	11,833,123	11,999,457	11,939,085	10,920,422	12,474,473	12,415,717	11,363,496
Support Services	20,630,170	15,604,256	22,848,867	17,514,344	15,892,376	18,500,215	18,369,971	16,570,751
TOTAL Agency Programs - All Funds Gross	90,770,276	65,165,514	72,917,925	67,506,424	61,091,170	75,462,524	70,263,156	63,398,041
Less Turnover	0	0	-273,525	-273,525	-273,525	-280,363	-280,363	-280,363
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-1,793,709	0	0	-3,161,749
Less Early Retirement Plan Accruals	0	0	0	0	-136,423	0	0	-55,974
TOTAL Agency Programs - All Funds Net	90,770,276	65,165,514	72,644,400	67,232,899	58,887,513	75,182,161	69,982,793	59,899,955
<i>Summary of Funding</i>								
Special Transportation Fund Net	55,757,418	53,295,375	64,591,907	59,180,406	50,835,020	66,859,984	61,660,616	51,577,778
Special Funds, Non-Appropriated	461,210	428,247	458,355	458,355	458,355	470,792	470,792	470,792
Federal Contributions	1,649,090	2,258,325	1,400,000	1,400,000	1,400,000	1,400,000	1,400,000	1,400,000
Auto Emissions	32,872,818	9,178,567	6,189,138	6,189,138	6,189,138	6,446,385	6,446,385	6,446,385
Private Contributions	29,740	5,000	5,000	5,000	5,000	5,000	5,000	5,000
TOTAL Agency Programs - All Funds Net	90,770,276	65,165,514	72,644,400	67,232,899	58,887,513	75,182,161	69,982,793	59,899,955

PROGRAM: MANAGEMENT SERVICES

Statutory Reference:

C.G.S. Section 14-3, 14-4a, 14-6, 14-11b, 14-36d, 14-50, 14-50a, 14-138, and 14-156

Statement of Need and Program Objectives:

To insure accomplishment of agency objectives by setting agency policy and direction, coordinating agency programs, implementing operational improvements and allocating and controlling agency resources.

Program Description:

The Commissioner's Office formulates agency policies, develops and analyzes legislative proposals and initiates and approves projects that improve efficiency and effectiveness.

The Communications Section insures that information of interest and importance to the motoring public is provided through a wide range of information and education programs directed to all the communications media.

The Legal Services Division conducts administrative hearings that result from moving violation convictions, fatal accidents, consumer complaints and failures to comply with regulatory requirements. It administers the provisions of the state's Administrative Per Se law, coordinates the development of regulations pursuant to new or existing statutes, advocates department-generated legislative initiatives and monitors legislative activity.

The Affirmative Action Section insures that the civil rights of employees, potential employees and customers are not violated and shapes the department's effort to overcome all barriers to equal opportunity employment.

The Organizational Development Unit analyzes procedures and forms, applies work simplification techniques and introduces appropriate technological advancements and improved management techniques to upgrade operations.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Hearings/Part-Time Adjudicators	5049/14	5000/14	5000/14	5000/14
Agency Revenue/Budget Allotment(\$M)	383/91	383/65	383/59	383/60
Pct of Administrative Sanctions Reversed at Hearing (%)	30	30	30	30

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Permanent Full-Time Positions	39	1	1	41	44	36	44	36
Special Transportation Fund								
			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
Other Positions Equated to Full Time			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Special Transportation Fund			11	10	10	10	10	10

**Financial Summary
(Net of Reimbursements)**

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	3,420,128	3,652,216	3,333,356	3,334,223	3,078,163	3,461,938	3,464,721	3,202,780
Other Expenses	280,210	214,301	231,896	232,175	226,139	238,389	239,081	226,900
<u>Capital Outlay</u>								
Equipment	5,945	5,448	0	0	0	0	0	0
<u>Other Current Expenses</u>								
Vision Screening	0	0	141,893	141,893	0	150,924	150,924	0
New Wetherfield Facility	0	0	0	0	0	5,037,070	0	0
TOTAL-Special Transportation Fund	3,706,283	3,871,965	3,707,145	3,708,291	3,304,302	8,888,321	3,854,726	3,429,680
Management Services								

PROGRAM: CUSTOMER SERVICES**Statutory Reference:**

C.G.S. Sections 14-3, 14-5, 14-12, 14-36, 14-42, 14-51, 14-56, 14-65j, 14-67a-67d, 14-165-211a and 15-144

Statement of Need and Program Objectives:

To expedite the licensing of drivers and the registration of vehicles and boats at a network of easily accessible offices by solving individual customer problems, processing motor vehicle transactions and collecting and rapidly depositing associated state revenues. To improve customer service and to avoid the proliferation of additional field offices and staff by renewing non-problem registrations and non-photo licenses and processing other related documents by mail. To insure the competency of applicants for driver licenses by testing them to identify visual and operational deficiencies and to assure their knowledge of the rules of the road.

Program Description:

Branch office personnel process and issue driver licenses, vehicle registrations, titles and other motor vehicle related documents, process restorations, test applicants for driver licenses and inspect vehicles at 11 full-time branch offices strategically located in the state. To increase convenient access, all full-time branches operate Thursday evenings and Saturday mornings.

The Branch offices serve 2.1 million customers annually and \$1,500,000 is collected and deposited each working day throughout the Department of Motor Vehicles. The agency has initiated an ambitious plan to create "mini-offices" at numerous locations throughout the state. In addition, mobile offices travel to a variety of locations throughout the state to provide photo license services. These alternative methodologies provide basic services in a manner that improves convenience to the public.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Revenue Collections by Branches for DMV and Other Agencies (\$000)	169,217	170,000	170,000	170,000
Transactions Processed By Branches for DMV and Other Agencies (000)	2,300	2,300	2,300	2,300
Telephone Inquiries Answered Phone Center Per Month (000)	121	121	121	121
Drivers Tested for CT Licenses (000)	194	194	194	194
Mail Registration Renewals Processed Within 7 Working Days (%)	90	90	90	90
Registration Renewals Processed By Mail (%)	83	83	83	83
Average Response Time to Written Requests for Information From Registry Records Units/Days	10	10	10	10
Copy Records Requested	81,922	82,000	82,000	82,000
Drivers Failing Driver Test (%)	14	14	14	14
Customer Satisfaction Rating(%)	75	75	75	75
Average Telephone Queue Time (Min)	5	5	5	5
Percent Of Customers Waiting More Than 20 Minutes (%)	25	25	25	25

DMV reviews and through Peoples' Bank lockbox service processes all types of vehicle registration renewals. The Central mail services unit processes public service licenses, "Valid without Photo" licenses, motorboat and other registration documents and their associated fees.

Many customers telephone in advance for information and driver testing appointments. An automated call center has been established to improve service for citizens. Approximately 1 million calls annually are handled by the automated system and customer service representatives handle an additional 500,000 calls.

The International Registration Plan/Single State Registration System (IRP/(SSRS) Unit issues the apportioned registrations to interstate commercial vehicle operators. Under this program, interstate truckers apply to their home state for a commercial vehicle registration. The registration fee is distributed among the states in which the vehicle travels, using a mileage log to determine the correct apportionment formula. This avoids the need to apply to several states for registrations and makes better traffic law enforcement possible.

Copy and Registry Records controls and issues special plates (such as legislative, municipal, state agency, vanity and replacement), confidential registrations and operator licenses. Staff responds to about 40,000 requests per year for copies of registrations and license documents.

DMV process all boat registrations for entry into the computer-based records system, creates appropriate records, attempts to resolve ownership problems of vessels and insures the accuracy of all boat registration documents and fees through follow-up contact with applicants.

The Handicapped Driver Training Section provides driver training and determines special equipment requirements for physically handicapped individuals who wish to obtain a Connecticut driver's license.

Budget-in-Detail

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Special Transportation Fund	374	3	2	379	397	321	397	321
Special Funds, Non-Appropriated	2	0	0	2	2	2	2	2
			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
<i>Other Positions Equated to Full Time</i>			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Special Transportation Fund			70	61	61	61	61	61

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
<i>(Net of Reimbursements)</i>								
Personal Services	18,666,690	19,664,699	21,434,406	21,439,977	18,881,705	22,396,190	22,414,195	19,823,620
Other Expenses	3,525,017	4,383,151	5,180,923	5,187,149	5,052,309	5,422,485	5,438,218	5,161,152
<i>Capital Outlay</i>								
Equipment	212,112	201,506	422,112	392,563	392,563	142,676	132,165	132,165
<i>Other Current Expenses</i>								
Vision Screening	0	0	677,522	677,522	0	720,987	720,987	0
<i>Pmts to Local Governments</i>								
Northeast CT Council of Government	118,872	0	0	0	0	0	0	0
TOTAL-Special Transportation Fund	22,522,691	24,249,356	27,714,963	27,697,211	24,326,577	28,682,338	28,705,565	25,116,937
<i>Additional Funds Available</i>								
Special Funds, Non-Appropriated	412,710	428,247	458,355	458,355	458,355	470,792	470,792	470,792
Private Contributions	24,740	0	0	0	0	0	0	0
TOTAL - All Funds	22,960,141	24,677,603	28,173,318	28,155,566	24,784,932	29,153,130	29,176,357	25,587,729
Customer Services								

PROGRAM: EMISSIONS INSPECTION

Statutory Reference:

C.G.S. Section 14-164c

Statement of Need and Program Objectives:

To improve Connecticut's air quality and avoid federal financial penalties for non-compliance by reducing levels of carbon monoxide and hydrocarbons emitted by gasoline powered motor vehicles registered in Connecticut through an annual and biennial inspection program.

Program Description:

DMV contracts with a private vendor to perform emissions inspections. Payments made by the State of Connecticut to the contractor are based on the actual number of vehicles inspected. The current contract expired July 1, 2002. A new contractor has been selected to provide a 300 station decentralized network utilizing licensed dealers and repairers to conduct inspections.

DMV developed inspection requirements and standards in conjunction with the Department of Environmental Protection, taking into account federal standards.

They perform the following functions: monitor operations to assure compliance with contract standards for equipment accuracy, public awareness and operational efficiency; check the auto repair industry for effectiveness in making emissions-related repairs; issue inspection licenses to owners of fleets that exceed 24 vehicles; inspect the facilities, equipment and records at least once each month, ensuring that each fleet inspection station is properly staffed and operated and that equipment accuracy meets program requirements. Fleet inspections are not included in the general vendor contract.

Inspection staff investigate and resolve complaints from the public about emissions-related repairs. They also analyze data gathered and work in conjunction with DMV staff to monitor the auto repair industry.

Data processing staff collect and edit the contractor's test records to verify accuracy and completeness. These records are shared with the Department of Environmental Protection which measures program effectiveness in improving air quality. These records are also used by DMV for numerous other purposes, including monitoring repair costs and quality.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Vehicles Inspected	1,000	1,000	900	900
Vehicles Failed Initial Inspection (%)	8	8	8	8
Vehicles Failed Reinspection (%)	30.6	28	25	25
Annual Pollutant Reduction Since 1/1/83 (Tons) (000)	150	150	150	150
Fees Collected (\$M)	28	28	28	28
Fleet Licenses Issued	55	55	55	55

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Auto Emissions	69	3	0	72	72	57	72	57

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
<i>(Net of Reimbursements)</i>								
<i>Additional Funds Available</i>								
Auto Emissions	32,872,818	9,178,567	6,189,138	6,189,138	6,189,138	6,446,385	6,446,385	6,446,385
TOTAL - All Funds	32,872,818	9,178,567	6,189,138	6,189,138	6,189,138	6,446,385	6,446,385	6,446,385

Emissions Inspection

PROGRAM: REGULATION OF MOTOR VEHICLES AND THEIR USE

Statutory Reference:

C.G.S. Sections 14-12-12c, 14-111, 14-113-133, 14-180, 14-180a and 38-327

Statement of Need and Program Objectives:

To reduce the potential for future damage from motor vehicle accidents by enforcing administrative sanctions against inadequately insured or incompetent drivers. To protect the financial and safety interest of consumers through the licensing and monitoring of the commercial sale, repair and disposal of motor vehicles and by ensuring that licensees' facilities are safe, properly equipped and staffed by qualified and competent personnel. To reduce the possibility of theft by conducting inspections at motor vehicle auctions. To insure that the race vehicles and track facilities at motor vehicle race tracks are in compliance with state statutes and permit restrictions. To improve highway safety in Connecticut by inspecting selected classes of motor vehicles. To check commercial truck safety at weighing stations and on the highways as part of the Motor Carrier Safety Assistance Program (MCSAP). To suppress theft and illegal resale and record security interest of motor vehicles by issuing certificates of title which are recognized nationwide as proof of ownership.

Program Description:

The Driver Services Unit assists the courts in processing motor vehicle-related arrest and conviction data and maintains an updated driver history file. Upon receipt of referrals for license and registration suspensions from units within the department or from the courts, staff process suspension notices, establish and maintain suspension files and distribute notices to suspended individuals or companies and enforcement agencies. The unit responds to telephone and mail inquiries, by accessing suspension files, regarding reasons for suspensions, driving history point counts and procedures leading to restoration. Staff refer individuals to driver improvement courses and formal hearings when necessary.

The Insurance Audit Unit notifies and takes action against registrants who fail to maintain insurance coverage.

The Dealers and Repairers Section licenses a broad range of commercial activities that impact the motoring public and that are not licensed by any other state agency. Activities include: licensing motor vehicle manufacturers, new dealerships, used dealerships, general repairers, limited repairers, junkyards and wreckers; inspecting licenses for compliance with laws and regulations relating to the conduct of business, with emphasis on identifying misuse of dealer, repairer and transporter plates, odometer tampering; unsafe physical conditions and junk yard violations; investigating and resolving consumer complaints using a variety of techniques and reviewing and verifying reports of vehicles received and dismantled by junkyards in order to locate stolen vehicles and components.

The Commercial Vehicle Safety Section inspects commercial vehicles at the Union weigh/inspection station, other fixed inspection stations as well as inspection sites at roadside locations throughout the state. The inspection of school buses, vehicles transporting hazardous materials, motor coaches, public service and commercial vehicles ensure the safe mechanical operating condition of these vehicles, enhancing the safety of those traveling in them and/or sharing the road with them.

The Title Unit's major effort involves activities that control private and commercial vehicle establishment and transfer of ownership. These activities include:

Issuing secure and uniform certificates of title. This includes examining prior ownership documents for accuracy and authenticity, checking against state and national stolen vehicle records, recording motor vehicle security interests and producing the actual title documents.

Verifying odometer readings filed by title applicants to detect possible odometer fraud.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Restoration Fees Collected (000)	4,463	4,500	4,500	4,500
Telephone and In-person Client Inquiries about Suspensions and Accidents (000)	160	160	160	160
Suspended Operators Convicted for Driving While Suspended (% Operators)	5	5	5	5
Dealer License Fees Collected (\$000)	1,560	1,560	1,560	1,560
Dealer License Inspections	493	493	493	493
Consumer Complaints Received	4,355	4,400	4,400	4,400
Avg. Days To Resolve 95% Of Complaints	90	90	90	90
Title Issued (000)	768	770	770	770
Stolen Vehicles Detected Through Tinting Process	844	850	850	850
Percent Of Suspension Actions Recinded	27	27	27	27
Percent of Registered Vehicles in Compliance with Financial Responsibility Laws	89	90	90	90
Number of Commercial Vehicles Inspected at Weigh Stations	9,465	9,465	9,465	9,465
Percent of Commercial Vehicles Inspected and Issued Violations (%)	29	29	29	29

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Special Transportation Fund	151	3	3	157	162	146	162	146
Federal Contributions	21	1	0	22	22	22	22	22
<i>Other Positions Equated to Full Time</i>			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
Special Transportation Fund			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
			7	5	4	4	4	4

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
(Net of Reimbursements)								
Personal Services	7,965,059	8,532,603	8,985,173	8,987,509	8,343,457	9,354,966	9,362,486	8,702,901

Budget-in-Detail

Other Expenses	857,026	815,457	882,401	883,461	860,496	907,102	909,734	863,385
<u>Capital Outlay</u>								
Equipment	33,147	23,055	157,500	146,475	146,475	238,860	221,263	221,263
<u>Other Current Expenses</u>								
Insurance Enforcement	96,542	203,683	225,769	173,026	169,994	236,453	185,142	175,947
Vision Screening	0	0	348,614	348,614	0	337,092	337,092	0
TOTAL-Special Transportation Fund	8,951,774	9,574,798	10,599,457	10,539,085	9,520,422	11,074,473	11,015,717	9,963,496
<u>Additional Funds Available</u>								
Federal Contributions								
20218 Motor Carrier Safety Assistance	1,649,090	2,258,325	1,400,000	1,400,000	1,400,000	1,400,000	1,400,000	1,400,000
TOTAL - All Funds	10,600,864	11,833,123	11,999,457	11,939,085	10,920,422	12,474,473	12,415,717	11,363,496

Reg of Motor Vehicles and Their Use

PROGRAM: SUPPORT SERVICES

Statutory Reference:

C.G.S. Sections 14-12, 14-36 and 14-36a

Statement of Need and Program Objectives:

To provide fiscal and logistic support to all agency operations and administrative infrastructure. To enhance the department's effectiveness by using computers to upgrade the accessibility and integrity of information gathered and used by all department programs and by other agencies. To protect the state's financial investment in its facilities through proper maintenance and upkeep of buildings and grounds. To support both mail and in-person transactions by supplying appropriate forms and materials and verifying the accuracy of records. To ensure a clean, safe and healthy environment for customers and staff.

Program Description:

The Fiscal Services Division prepares the annual agency budget request, administers the agency budget, processes purchase requests, maintains accounting records and performs financial audits to ensure compliance with established fiscal practices and procedures. This division also collects fees for copies of documents, makes bank

deposits, creates proper accounting records, reconciles imbalances and carries out audits to ensure that revenues are properly assessed, collected and credited.

The Human Resources Division recruits appropriate personnel, administers the Merit Promotional System, represents the state in collective bargaining negotiations and labor grievances, interprets and administers collective bargaining agreements and assists employees in gaining admittance to training and counseling programs.

Information Technology is responsible for processing data to add, delete or update information required to support the department's programs, generates appropriate reports and documents required by programs and by other state and federal agencies and designs and implements new systems and system changes that aid programs in functioning more effectively.

The Administrative Services Unit provides mail, supply, printing, microfilming services, data entry and error correction for all DMV facilities.

The Facilities Management provides for preventative maintenance, general upkeep and renovations of all DMV facilities.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Revenue for Sale of Commercial Information (000)	9,990	13,500	27,000	27,000
Hours Auditing Revenue, Assets, Money Flow	7,010	7,010	7,010	7,010
Electronically Stored Records Maintained (M)	48	48	48	48
Electronically Based Transactions Processed (M)	13	13	13	13

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Permanent Full-Time Positions								
Special Transportation Fund	116	3	3	122	124	108	124	108
			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
Other Positions Equated to Full Time			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Special Transportation Fund			11	11	15	15	15	15

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	6,535,120	7,008,690	7,449,613	7,451,550	6,756,028	7,703,765	7,709,958	6,996,795
Other Expenses	8,724,603	7,869,564	8,635,880	8,646,259	8,421,499	8,843,565	8,869,223	8,417,354
<u>Capital Outlay</u>								
Equipment	413,358	379,002	277,500	258,074	258,074	432,900	401,008	401,008
<u>Other Current Expenses</u>								
Reflective License Plates	4,457,206	0	3,595,798	0	0	0	0	0
Insurance Enforcement	363,000	342,000	600,000	459,831	451,775	600,000	469,797	467,594
Commercial Veh Info Sys & Networks Prj	83,383	0	1,590,534	0	0	283,000	283,000	283,000
Soc Security Numbers on Registration	0	0	675,342	674,430	0	612,785	612,785	0
Vision Screening	0	0	19,200	19,200	0	19,200	19,200	0

TOTAL-Special Transportation Fund	20,576,670	15,599,256	22,843,867	17,509,344	15,887,376	18,495,215	18,364,971	16,565,751
<i>Additional Funds Available</i>								
Special Funds, Non-Appropriated	48,500	0	0	0	0	0	0	0
Private Contributions	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000
TOTAL - All Funds	20,630,170	15,604,256	22,848,867	17,514,344	15,892,376	18,500,215	18,369,971	16,570,751

Support Services**AGENCY FINANCIAL SUMMARY - SPECIAL TRANSPORTATION FUND**

<i>Current Expenses by Minor Object</i>	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Personal Services</i>						
Permanent Fulltime Positions	31,495,064	34,520,226	36,500,849	32,414,501	38,048,547	33,916,052
Other Positions	3,765,862	3,340,541	3,426,002	3,426,002	3,581,734	3,581,734
Other	726,036	591,188	857,298	857,298	855,621	855,621
Overtime	600,035	406,253	418,399	361,552	430,957	372,689
TOTAL-Personal Services Gross	36,586,997	38,858,208	41,202,548	37,059,353	42,916,859	38,726,096
Less Reimbursements						
Less Turnover	0	0	-273,525	-273,525	-280,363	-280,363
Less Unsettled Collective Brg Contract Costs	0	0	0	-1,793,709	0	-3,161,749
Less Early Retirement Plan Accruals	0	0	0	-136,423	0	-55,974
TOTAL-Personal Services Net	36,586,997	38,858,208	40,929,023	34,855,696	42,636,496	35,228,010
<i>Other Expenses-Contractual Services</i>						
Advertising	68,034	26,600	28,784	28,000	29,590	28,000
Printing And Binding	488	485	524	510	539	510
Dues and Subscriptions	32,544	33,241	35,970	34,990	36,976	34,990
Utility Services	475,270	471,564	507,571	514,325	518,388	514,829
Rents, Storage & Leasing	1,063,427	1,132,568	1,340,554	1,307,177	1,377,194	1,307,177
Telecommunication Services	687,780	682,417	738,447	718,334	759,124	718,334
General Repairs	727,882	792,713	909,799	886,435	975,224	886,435
Motor Vehicle Expenses	405,102	401,943	434,945	423,098	447,124	423,098
Insurance	8,353	8,288	8,968	8,724	9,219	8,724
Fees For Outside Professional Services	915,911	1,641,991	1,776,807	1,728,411	1,826,558	1,728,411
Fees For Non-Professional Services	113,698	65,312	70,674	68,749	72,653	68,749
DP Services, Rentals and Maintenance	3,419,963	3,268,404	3,606,761	3,510,428	3,635,792	3,510,428
Postage	1,903,665	1,604,487	1,736,224	1,688,934	1,784,838	1,688,934
Travel	100,650	70,413	76,197	74,120	78,329	74,120
Other Contractual Services	174,745	172,318	510,417	505,337	623,481	613,181
<i>Other Expenses-Commodities</i>						
Agricultural, Horticultural, and Dairy	3,241	3,216	3,446	3,385	3,522	3,385
Books	4,748	4,711	5,097	4,959	5,240	4,959
Law Enforcement, Clothing\Personal Supplies	43,081	42,745	46,255	44,995	47,550	44,995
Maintenance and Motor Vehicle Supplies	143,108	138,415	149,780	145,700	153,974	145,700
Fuel	8,942	8,872	9,460	9,339	9,640	9,339
Office Supplies	1,331,035	1,262,665	1,366,337	1,329,120	1,404,595	1,329,120
Miscellaneous Commodities	1,747,731	1,449,105	1,568,083	1,525,373	1,611,991	1,525,373
<i>Other Expenses-Sundry</i>						
Sundry - Other Items	7,458	0	0	0	0	0
TOTAL-Other Expenses Gross	13,386,856	13,282,473	14,931,100	14,560,443	15,411,541	14,668,791
Less Reimbursements						
TOTAL-Other Expenses Net	13,386,856	13,282,473	14,931,100	14,560,443	15,411,541	14,668,791
<i>Other Current Expenses</i>						
Reflective License Plates	4,457,206	0	3,595,798	0	0	0
Insurance Enforcement	459,542	545,683	825,769	621,769	836,453	643,541
Commercial Veh Info Sys & Networks Prj	83,383	0	1,590,534	0	283,000	283,000
Soc Security Numbers on Registration	0	0	675,342	0	612,785	0
Vision Screening	0	0	1,187,229	0	1,228,203	0
New Wetherfield Facility	0	0	0	0	5,037,070	0
TOTAL-Other Current Expenses	5,000,131	545,683	7,874,672	621,769	7,997,511	926,541
<i>Pmts to Local Governments</i>						
Northeast CT Council of Government	118,872	0	0	0	0	0
TOTAL-Pmts to Local Governments	118,872	0	0	0	0	0

Budget-in-Detail

Character & Major Object Summary	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	36,586,997	38,858,208	40,929,023	40,939,734	34,855,696	42,636,496	42,670,997	35,228,010
Other Expenses Net	13,386,856	13,282,473	14,931,100	14,949,044	14,560,443	15,411,541	15,456,256	14,668,791
Capital Outlay	664,562	609,011	857,112	797,112	797,112	814,436	754,436	754,436
Other Current Expenses	5,000,131	545,683	7,874,672	2,494,516	621,769	7,997,511	2,778,927	926,541
Payments to Local Governments	118,872	0	0	0	0	0	0	0
TOTAL-Special Transportation Fund Net	55,757,418	53,295,375	64,591,907	59,180,406	50,835,020	66,859,984	61,660,616	51,577,778
<u>Additional Funds Available</u>								
Special Funds, Non-Appropriated	461,210	428,247	458,355	458,355	458,355	470,792	470,792	470,792
Federal Contributions	1,649,090	2,258,325	1,400,000	1,400,000	1,400,000	1,400,000	1,400,000	1,400,000
Auto Emissions	32,872,818	9,178,567	6,189,138	6,189,138	6,189,138	6,446,385	6,446,385	6,446,385
Private Contributions	29,740	5,000	5,000	5,000	5,000	5,000	5,000	5,000
TOTAL-All Funds Net	90,770,276	65,165,514	72,644,400	67,232,899	58,887,513	75,182,161	69,982,793	59,899,955

MILITARY DEPARTMENT

AGENCY DESCRIPTION:

<http://www.mil.state.ct.us/>

The Military Department is comprised of the Connecticut Army National Guard, Air National Guard, Office of Emergency Management and the State Militia. The department is an Emergency Response Force available to the Governor as needed.

The agency has both a state and federal mission. The State mission is to provide trained, disciplined and ready forces for domestic emergencies or as otherwise required by law. The federal mission is to maintain properly trained and equipped units available for prompt mobilization for war or national emergencies.

Collectively, the Connecticut Army and Air National Guards, Office of Emergency Management and the organized Militia augment federal, state and local authorities in the event of emergencies; provide emergency management planning, funding and training assistance to communities and conducts community service programs.

More than 90% of the department's resources are provided by the federal government under a master cooperative agreement with Connecticut. The state's monetary contribution to the organization is less than 10% and is required to obtain matching funding.

AGENCY PROGRAM INDEX

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RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	2003-2004	2004-2005
• Annualization of FY 03 Reductions	-38,626	-38,626
• Remove Inflation	-63,396	-128,221
• Transfer Equipment to CEPF	-1,242,615	-1,005,865
• Layoffs Necessitated by Failure to Achieve Concessions	-38,052	-40,370
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-90,866	-166,621
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-70,000	-70,048
• Close Armories	-131,870	-154,103
• Remove Funding for Custodial/Maintenance Vacancies	-94,775	-100,300
• Reduce Overtime	-9,363	-18,675

AGENCY PROGRAMS:

<i>Personnel Summary</i>	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
General Fund	53	10	-2	61	61	59	61	59
Federal Contributions	81	2	0	83	83	77	83	77
Private Contributions	6	1	0	7	7	7	7	7
			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
<i>Other Positions Equated to Full Time</i>			Actual	Estimated	Requested	Recommended	Requested	Recommended
General Fund			0	5	5	5	5	5

<i>Agency Programs by Total Funds (Net of Reimbursements)</i>	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Management Services	1,402,273	1,614,493	1,518,321	1,511,365	1,440,924	1,571,002	1,573,775	1,498,353
Facilities Management	13,460,232	16,677,185	13,456,480	13,435,591	13,123,036	14,058,044	13,986,915	13,526,574
Operation of Military Units	1,834,504	1,010,165	1,157,450	1,002,699	975,674	1,200,935	1,046,168	1,006,358
Office of Emergency Management	3,569,013	4,734,670	6,340,778	6,235,305	5,026,629	5,949,750	5,583,099	4,672,512
TOTAL Agency Programs - All Funds Gross	20,266,022	24,036,513	22,473,029	22,184,960	20,566,263	22,779,731	22,189,957	20,703,797
Less Turnover	0	0	-4,567	-4,567	-4,567	-4,584	-4,584	-4,584
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-90,866	0	0	-166,621
Less Early Retirement Plan Accruals	0	0	0	0	-70,000	0	0	-70,048
TOTAL Agency Programs - All Funds Net	20,266,022	24,036,513	22,468,462	22,180,393	20,400,830	22,775,147	22,185,373	20,462,544
<i>Summary of Funding</i>								
General Fund Net	6,669,434	6,137,862	8,192,899	8,058,231	6,278,668	8,578,705	8,142,332	6,419,503
Soldiers, Sailors and Marines' Fund Net	310,050	225,000	460,204	306,803	306,803	460,204	306,803	306,803
Special Funds, Non-Appropriated	98,354	15,000	17,000	17,000	17,000	19,000	19,000	19,000
Bond Funds	363,556	1,124,726	0	0	0	0	0	0
Federal Contributions	11,504,813	12,384,425	11,461,861	11,461,861	11,461,861	11,380,740	11,380,740	11,380,740
Private Contributions	1,319,815	4,149,500	2,336,498	2,336,498	2,336,498	2,336,498	2,336,498	2,336,498
TOTAL Agency Programs - All Funds Net	20,266,022	24,036,513	22,468,462	22,180,393	20,400,830	22,775,147	22,185,373	20,462,544

PROGRAM: FACILITIES MANAGEMENT

Statutory Reference:

Title 27 of the General Statutes

Statement of Need and Program Objectives:

To ensure that the members of the Connecticut National Guard and the state militia units have a safe, efficient and secure environment in which to work, train and conduct emergency operations. To furnish to the general public well-maintained facilities for shelters during emergencies and rental events.

Program Description:

The department maintains 41 facilities throughout the state, which include 20 armories, 11 maintenance shops, 4 aviation support facilities, 4 training site facilities and 2 horse guard facilities.

The facilities management staff prepares specifications and contracts with outside vendors for minor repair projects. It coordinates with the Department of Public Works on bond improvement projects and renders emergency assistance to the facilities on a 24 hour, 7 day-a-week basis.

It provides custodial and maintenance services for all facilities to ensure the facilities meet the requirements of the Connecticut Army and Air National Guard

The department contracts with a variety of organizations and businesses to rent the National Guard Facilities for community activities and programs.

Program Measure

	2001-2002 <u>Actual</u>	2002-2003 <u>Estimated</u>	2003-2004 <u>Projected</u>	2004-2005 <u>Projected</u>
Cost of Operating Facilities				
Total Cost per SF	6.2	5.7	5.44	5.67
Cost Fed. Reimb.	4.4	4.04	3.53	3.74
State Cost	1.8	1.66	1.91	1.93
Facilities Management Rental Program				
Rental Days	9	20	0	0
Rental Income (\$ 00)	90	60	0	0

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	29	3	-1	31	31	30	31	30
Federal Contributions	58	2	0	60	60	60	60	60
Private Contributions	6	1	0	7	7	7	7	7

Other Positions Equated to Full Time

	2001-2002 <u>Actual</u>	2002-2003 <u>Estimated</u>	2003-2004 <u>Requested</u>	2003-2004 <u>Recommended</u>	2004-2005 <u>Requested</u>	2004-2005 <u>Recommended</u>
General Fund	0	3	3	3	3	3

Financial Summary

(Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,963,142	1,623,303	2,100,210	2,091,046	2,025,297	2,186,055	2,193,885	2,120,183
Other Expenses	1,584,378	1,540,656	1,703,036	1,697,714	1,524,880	1,761,801	1,748,795	1,514,653
<u>Capital Outlay</u>								
Equipment	0	0	80,375	73,972	0	218,450	152,497	0
TOTAL-General Fund	3,547,520	3,163,959	3,883,621	3,862,732	3,550,177	4,166,306	4,095,177	3,634,836
<u>Additional Funds Available</u>								
Bond Funds	363,556	1,124,726	0	0	0	0	0	0
Private Contributions	1,313,665	4,147,500	2,335,998	2,335,998	2,335,998	2,335,998	2,335,998	2,335,998
Federal Contributions								
12401 Nat'l Guard Military Ops & Maint	6,631,456	6,868,000	5,832,676	5,832,676	5,832,676	6,074,392	6,074,392	6,074,392
99101 Army National Guard	1,604,035	1,373,000	1,404,185	1,404,185	1,404,185	1,481,348	1,481,348	1,481,348
TOTAL - All Funds	13,460,232	16,677,185	13,456,480	13,435,591	13,123,036	14,058,044	13,986,915	13,526,574
Facilities Management								

PROGRAM: OPERATION OF MILITARY UNITS

Statutory Reference:

C. G. S. Title 27

Statement of Need and Program Objectives:

To respond to emergency situations upon the order of the Governor. To bestow honor on deceased veterans of Connecticut by providing military honor squads at funerals and ceremonies. To preserve and display the military historical traditions of the state. To increase the overall effectiveness of the military units.

Program Description:

This program encompasses several services connected with the operations of the Connecticut National Guard and state militia units.

When ordered by the Governor, 5,155 Connecticut National Guard members are operationally ready to respond to emergency situations that threaten the lives and/or property of state residents.

Members of the Connecticut National Guard and militia units provide military honor squads at funerals of wartime veterans.

The state organized militia, comprised of the Governor's First and Second Company Foot Guards and First and Second Company Horse Guards, have a combined strength of 262 individuals. These units

perform at official functions attended by the Governor and at various historical and military celebrations throughout the state. These units are also trained to respond to state civil emergencies or natural disasters.

National Guard members provide a variety of programs to the State's Youth to promote good citizenship and to help educate them about the dangers of drug usage.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Paid Duty Days				
Militia Duty	1,412	1,113	430	430
Emergency Duty	4,009	350	350	350
Drug Demand Reduction				
Adults Educated	2,500	2,520	2,600	2,620
Funeral Details Performed	2,259	2,300	2,400	2,450

Financial Summary

(Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	573,986	127,656	152,490	151,825	147,051	155,000	155,555	150,329
Other Expenses	263,000	187,223	219,256	218,571	196,320	260,231	258,310	223,726
<u>Other Current Expenses</u>								
Honor Guards	310,050	225,000	460,204	306,803	306,803	460,204	306,803	306,803
TOTAL-Soldiers, Sailors and Marines' Fund	1,147,036	539,879	831,950	677,199	650,174	875,435	720,668	680,858
<u>Additional Funds Available</u>								
Private Contributions	6,150	2,000	500	500	500	500	500	500
Federal Contributions								
12400 Military Construction, National	341,364	188,286	0	0	0	0	0	0
12401 Nat'l Guard Military Ops & Maint	286,423	200,000	245,000	245,000	245,000	245,000	245,000	245,000
99101 Army National Guard	53,531	80,000	80,000	80,000	80,000	80,000	80,000	80,000
TOTAL - All Funds	1,834,504	1,010,165	1,157,450	1,002,699	975,674	1,200,935	1,046,168	1,006,358

Operation of Military Units**PROGRAM: OFFICE OF EMERGENCY MANAGEMENT****Statutory Reference:**

C. G. S. 28-1a et seq.

Statement of Need and Program Objectives:

To develop and administer a comprehensive statewide Emergency Management Program that encompasses all hazards and includes mitigation, preparedness, response and recovery components to ensure the safety of the state's citizens in time of emergency.

Program Description:

The Director of Emergency Management heads the Office of Emergency Management. The Office serves as the administrative agency of the Governor's Domestic Preparedness Senior Steering

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Operations				
Days EOC Activated	45	20	20	20
Exercises	51	55	55	55
Support of Municipalities				
No. of Towns Receiving Grants	74	74	78	78
Funding to Towns (0,000)	70	93	93	93

Council and the Department of Justice Equipment Grant Program, coordinating and managing the state's overall preparedness response to a terrorism/homeland security incident.

The Office supports local communities in Emergency planning and response and is organized through five regional offices. It coordinates federal disaster and emergency planning and relief efforts in cooperation with the Federal Emergency Management Agency (FEMA).

The Office is also responsible for the administration and planning for nuclear emergencies in cooperation with the Department of Environmental Protection.

Personnel Summary

Permanent Full-Time Positions	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	12	4	0	16	16	15	16	15
Federal Contributions	23	0	0	23	23	17	23	17
<i>Other Positions Equated to Full Time</i>								
General Fund			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
			0	2	2	2	2	2

Financial Summary

(Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	797,154	903,920	1,016,939	1,012,502	980,666	1,060,391	1,064,189	1,028,438
Other Expenses	184,587	154,661	161,899	161,393	144,963	166,419	165,190	143,074

Budget-in-Detail

Capital Outlay

Equipment	0	950	1,261,940	1,161,410	1,000	1,222,940	853,720	1,000
TOTAL-General Fund	981,741	1,059,531	2,440,778	2,335,305	1,126,629	2,449,750	2,083,099	1,172,512

Additional Funds Available

Federal Contributions

16007 State Domestic Preparedness Eq	330,591	1,620,000	2,000,000	2,000,000	2,000,000	1,500,000	1,500,000	1,500,000
83503 Emergency Management Assistance	1,873,932	1,900,000	1,900,000	1,900,000	1,900,000	2,000,000	2,000,000	2,000,000
83531 Survivable Crisis Management	281,569	155,139	0	0	0	0	0	0
93667 Social Services Block Grant	101,180	0	0	0	0	0	0	0
TOTAL - All Funds	3,569,013	4,734,670	6,340,778	6,235,305	5,026,629	5,949,750	5,583,099	4,672,512

Office of Emergency Management

PROGRAM: MANAGEMENT SERVICES

Statutory Reference:

C. G. S. Title 27

Statement of Need and Program Objectives:

To improve the effectiveness and performance of the department through staff support in the areas of policy formulation, development and control of the budget, personnel, payroll, federal grant administration and records management.

Program Description:

Management Services encompasses the Office of the Adjutant General, Administrative Services and Historical Records.

The Adjutant General's Office provides leadership through the development of policy, the issuance of regulations and operational

monitoring to insure the established standards set are attained and maintained. The office also coordinates activities with the National Guard Bureau.

The Administrative Services Office is responsible for processing all financial transactions and preparing and monitoring the department's budget, as well as implementing personnel standards, preparing payrolls and maintaining state employee personnel records. It also authorizes purchases of supplies, services, materials and equipment.

Historical Records is responsible for maintaining approximately 300,000 military personnel records of those separated, discharged, or retired from the Connecticut National Guard and militia. It responds to public inquiries regarding veterans.

Personnel Summary

Permanent Full-Time Positions General Fund	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
	12	3	-1	14	14	14	14	14

Financial Summary

(Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	1,074,077	1,389,349	1,272,310	1,266,759	1,226,928	1,324,829	1,329,574	1,284,908
Other Expenses	228,110	210,144	220,011	219,323	196,996	226,173	224,503	194,445

Capital Outlay

Equipment	1,000	0	9,000	8,283	0	1,000	698	0
TOTAL-General Fund	1,303,187	1,599,493	1,501,321	1,494,365	1,423,924	1,552,002	1,554,775	1,479,353

Additional Funds Available

Special Funds, Non-Appropriated	98,354	15,000	17,000	17,000	17,000	19,000	19,000	19,000
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Federal Contributions

99101 Army National Guard	732	0	0	0	0	0	0	0
TOTAL - All Funds	1,402,273	1,614,493	1,518,321	1,511,365	1,440,924	1,571,002	1,573,775	1,498,353

Management Services

AGENCY FINANCIAL SUMMARY - GENERAL FUND

Current Expenses by Minor Object

	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Actual	Estimated	Requested	Recommended	Requested	Recommended
<u>Personal Services</u>						
Permanent Fulltime Positions	3,524,110	3,602,373	4,007,646	3,874,819	4,203,608	4,062,938
Other Positions	76,626	97,114	101,439	101,439	105,980	105,980
Other	627,870	253,841	339,237	319,420	320,251	337,179
Overtime	179,753	90,900	93,627	84,264	96,436	77,761
TOTAL-Personal Services Gross	4,408,359	4,044,228	4,541,949	4,379,942	4,726,275	4,583,858
Less Reimbursements						
Less Turnover	0	0	-4,567	-4,567	-4,584	-4,584
Less Unsettled Collective Brg Contract Costs	0	0	0	-90,866	0	-166,621
Less Early Retirement Plan Accruals	0	0	0	-70,000	0	-70,048
TOTAL-Personal Services Net	4,408,359	4,044,228	4,537,382	4,214,509	4,721,691	4,342,605

Other Expenses-Contractual Services

Advertising	1,016	983	1,028	983	1,057	983
Printing And Binding	9,162	16,507	17,271	16,507	17,755	16,507
Dues and Subscriptions	2,922	2,633	2,755	2,633	2,832	2,633
Utility Services	906,998	982,827	1,035,227	853,957	1,065,783	831,724
Rents, Storage & Leasing	19,177	19,305	20,197	19,305	20,762	19,305

Telecommunication Services	64,656	67,108	70,212	67,108	72,178	67,108
General Repairs	133,515	117,906	123,360	117,906	126,814	117,906
Motor Vehicle Expenses	75,692	70,055	73,296	70,055	75,349	70,055
Insurance	240	0	0	0	0	0
Fees For Outside Professional Services	100,093	62,725	65,626	62,725	67,464	62,725
Fees For Non-Professional Services	918	0	0	0	0	0
DP Services, Rentals and Maintenance	117,218	114,568	119,867	114,568	123,224	114,568
Postage	9,007	9,629	10,074	9,629	10,356	9,629
Travel	16,958	10,906	11,411	10,906	11,730	10,906
Other Contractual Services	457,408	339,821	383,405	360,921	436,517	391,043
<i>Other Expenses-Commodities</i>						
Agricultural, Horticultural, and Dairy	94,065	91,667	98,165	93,667	103,575	98,667
Books	1,108	98	102	98	104	98
Law Enforcement, Clothing\Personal Supplies	22,081	18,275	19,121	18,275	19,656	18,275
Maintenance and Motor Vehicle Supplies	63,791	80,716	84,450	80,716	87,208	80,716
Fuel	72,415	118,888	134,343	131,083	136,740	131,083
Office Supplies	32,956	24,161	25,279	24,161	25,987	24,161
Highway Materials	17,416	0	0	0	0	0
Miscellaneous Commodities	41,263	22,844	23,901	22,844	24,571	22,844
TOTAL-Other Expenses Gross	2,260,075	2,171,622	2,319,090	2,078,047	2,429,662	2,090,936
Less Reimbursements	0	-78,938	-14,888	-14,888	-15,038	-15,038
TOTAL-Other Expenses Net	2,260,075	2,092,684	2,304,202	2,063,159	2,414,624	2,075,898

AGENCY FINANCIAL SUMMARY - SOLDIERS, SAILORS AND MARINES' FUND

<i>Current Expenses by Minor Object</i>	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Other Current Expenses</i>						
Honor Guards	310,050	225,000	460,204	306,803	460,204	306,803
TOTAL-Other Current Expenses	310,050	225,000	460,204	306,803	460,204	306,803

<i>Character & Major Object Summary</i>	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	4,408,359	4,044,228	4,537,382	4,517,565	4,214,509	4,721,691	4,738,619	4,342,605
Other Expenses Net	2,260,075	2,092,684	2,304,202	2,297,001	2,063,159	2,414,624	2,396,798	2,075,898
Capital Outlay	1,000	950	1,351,315	1,243,665	1,000	1,442,390	1,006,915	1,000
TOTAL-General Fund Net	6,669,434	6,137,862	8,192,899	8,058,231	6,278,668	8,578,705	8,142,332	6,419,503
Other Current Expenses	310,050	225,000	460,204	306,803	306,803	460,204	306,803	306,803
TOTAL-Soldiers, Sailors and Marines' Fund Net	310,050	225,000	460,204	306,803	306,803	460,204	306,803	306,803
<i>Additional Funds Available</i>								
Special Funds, Non-Appropriated	98,354	15,000	17,000	17,000	17,000	19,000	19,000	19,000
Bond Funds	363,556	1,124,726	0	0	0	0	0	0
Federal Contributions	11,504,813	12,384,425	11,461,861	11,461,861	11,461,861	11,380,740	11,380,740	11,380,740
Private Contributions	1,319,815	4,149,500	2,336,498	2,336,498	2,336,498	2,336,498	2,336,498	2,336,498
TOTAL-All Funds Net	20,266,022	24,036,513	22,468,462	22,180,393	20,400,830	22,775,147	22,185,373	20,462,544

COMMISSION ON FIRE PREVENTION AND CONTROL

AGENCY DESCRIPTION:

The Commission on Fire Prevention and Control trains and certifies fire-fighting personnel and provides information/assistance services to the fire protection community and the citizens of the state with the goal

of reducing death, injury and property damage due to fire. The Commission is made up of 14 members appointed by the Governor representing the statewide fire service organizations.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	<u>2003-2004</u>	<u>2004-2005</u>
• Annualization of FY 03 Reductions	-10,927	-10,927
• Remove Inflation	-17,275	-34,628
• Transfer Equipment to CEPF	-159,400	-152,400
• Layoffs Necessitated by Failure to Achieve Concessions	-75,519	-75,519
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-51,931	-107,958
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-8,000	-8,000
• Elimination of Payments to Volunteer Fire Companies	-260,000	-260,000

AGENCY PROGRAMS:

Personnel Summary

Permanent Full-Time Positions	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	21	2	0	23	23	21	23	21

Other Positions Equated to Full Time

General Fund	2001-2002	2002-2003	2003-2004	2003-2004	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>	<u>Recommended</u>
General Fund	4	4	4	4	4	4	4	4

Agency Programs by Total Funds (Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
State Fire Administration	3,694,026	3,620,839	4,177,756	4,033,479	3,510,358	4,245,704	4,116,373	3,582,899
TOTAL Agency Programs - All Funds Gross	3,694,026	3,620,839	4,177,756	4,033,479	3,510,358	4,245,704	4,116,373	3,582,899
Less Turnover								
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-51,931	0	0	-107,958
Less Early Retirement Plan Accruals	0	0	0	0	-8,000	0	0	-8,000
TOTAL Agency Programs - All Funds Net	3,694,026	3,620,839	4,177,756	4,033,479	3,450,427	4,245,704	4,116,373	3,466,941
<u>Summary of Funding</u>								
General Fund Net	2,441,873	2,417,901	2,959,818	2,815,541	2,232,489	3,027,766	2,898,435	2,249,003
Bond Funds	168,738	125,000	150,000	150,000	150,000	150,000	150,000	150,000
Federal Contributions	15,477	10,000	0	0	0	0	0	0
Private Contributions	1,067,938	1,067,938	1,067,938	1,067,938	1,067,938	1,067,938	1,067,938	1,067,938
TOTAL Agency Programs - All Funds Net	3,694,026	3,620,839	4,177,756	4,033,479	3,450,427	4,245,704	4,116,373	3,466,941

PROGRAM: STATE FIRE ADMINISTRATION

Statutory Reference:

C. G. S. Sections 7-323j-p and 13a-248

Statement of Need and Program Objectives:

To reduce the death, injury and property damage due to fire, accidents, natural and man-made disasters by raising the fire and life safety education awareness level of the public and by increasing the proficiency of firefighters through education and technical assistance programs.

Program Description:

The three major activities of the Office of State Fire Administration are (1) training, (2) certification of fire fighting personnel and (3) information/assistance services to the fire protection community and the citizens of the state.

Training The Training Division of the Connecticut Fire Academy offers 95 individual training programs. Fire service personnel in Connecticut can choose from: Firefighter I & II; Instructor I, II; Hazardous Materials Awareness, Operational and Technician; Vehicle Rescue I, II, III; Pump

Operator; and Fire Officer I, II, III, along with a number of special fire officer seminars and technical specialty courses.

Each program has a complete curriculum guide, some of which are provided to the eight regional fire schools and local fire departments, saving thousands of dollars in local curriculum development expenses and reducing duplication of efforts.

Most courses are run in local facilities and are taught by per diem adjunct instructors. Programs are delivered in every part of the state making them readily available to all of Connecticut's 30,000 fire service personnel.

The Connecticut Fire Academy, a state-of-the-art training facility, began operation in February 1994. This facility serves as the focal point for fire service training and education in the state. Hands-on and technical/specialty training programs are conducted at this facility.

Certification The Certification Division offers 15 levels of professional competency testing in accordance with nationally developed standards. Certification is a voluntary program available to the state's career and volunteer fire service personnel. The system has seen tremendous growth and acceptance by the fire service statewide. Many fire

departments are making certification mandatory at the local level through by-law and contract requirements. The agency's system is nationally accredited by the National Board on Fire Service Professional Qualifications and the International Fire Service Accreditation Congress.

Information and Assistance Services Information/assistance services provide persons interested in fire prevention and control with access to a network of resources and provide services that are beyond the resources of individual local fire departments, such as:

- Free loan library of audio visual aids and books on fire prevention and suppression.
- Mailing lists maintained by audience.
- Testing procedures for hiring or promoting fire service personnel.
- Access to federal programs.
- Juvenile fire-setting intervention training.
- Advise other state agencies regarding the purchase of fire fighting equipment and apparatus.
- Fire safety media campaigns and exhibits.
- Public education escape trailer and robotic devices available to local communities.

Assist local communities with volunteer firefighter recruitment and retention.

Information Dissemination.

Administration of the Statewide Fire Rescue Disaster Response Plan.

Actively communicate with constituency via e-mail listserv and agency web site.

Outcome Measure:

To increase the number of participants in agency programs by expanding advertising via US Postal Service, the ConneCT web site and the agency's internet home page ct.gov/cfpc.

To increase customer satisfaction through greater automation of such activities as on line registration and individual student lookups of records and scores through the new internet portal.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Firefighters tested	3,201	3,277	3,300	3,350
Firefighters certified	1,498	1,436	1,530	1,610
Participating Fire Depts. (340 total)	322	325	325	325
Courses developed, taught	375	310	350	375
Persons trained	6,115	12,117	15,000	16,000
Film Movements	1,422	1,401	1,500	1,500
Volunteer Fire Co. Highway Claims	2,420	2,740	0	0
Fire Safety Education Programs	80	88	100	125
Persons impacted by services	1,500,000	1,600,000	1,600,000	1,600,000
Education material distribution	10,000	11,500	12,000	14,000
Student contact hours	111,826	100,612	110,000	115,000

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005	
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>	
<i>Permanent Full-Time Positions</i>									
General Fund	21	2	0	23	23	21	23	21	
<i>Other Positions Equated to Full Time</i>									
General Fund				<u>Actual</u> 4	<u>Estimated</u> 4	<u>Requested</u> 4	<u>Recommended</u> 4	<u>Requested</u> 4	<u>Recommended</u> 4

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,471,955	1,587,723	1,779,627	1,752,671	1,677,152	1,854,903	1,825,212	1,749,693
Other Expenses	594,918	592,778	646,206	643,370	615,168	663,828	660,723	615,168
<u>Capital Outlay</u>								
Equipment	1,000	1,000	273,985	159,500	100	249,035	152,500	100
<u>Other Current Expenses</u>								
FIREFIGHTERS' MEMORIAL	100,000	0	0	0	0	0	0	0
<u>Pmts to Other Than Local Governments</u>								
Payments to Volunteer Fire Companies	274,000	236,400	260,000	260,000	0	260,000	260,000	0
TOTAL-General Fund	2,441,873	2,417,901	2,959,818	2,815,541	2,292,420	3,027,766	2,898,435	2,364,961
<u>Additional Funds Available</u>								
Bond Funds	168,738	125,000	150,000	150,000	150,000	150,000	150,000	150,000
Private Contributions	1,067,938	1,067,938	1,067,938	1,067,938	1,067,938	1,067,938	1,067,938	1,067,938
Federal Contributions								
83547 Counter-Terrorism Training	15,477	10,000	0	0	0	0	0	0
TOTAL - All Funds	3,694,026	3,620,839	4,177,756	4,033,479	3,510,358	4,245,704	4,116,373	3,582,899

State Fire Administration

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Personal Services</i>						
Permanent Fulltime Positions	1,084,189	1,167,431	1,344,323	1,267,853	1,404,226	1,329,671
Other Positions	378,039	400,185	386,005	360,000	395,655	365,000
Other	9,727	15,177	44,199	44,199	49,372	49,372
Overtime	0	4,930	5,100	5,100	5,650	5,650
TOTAL-Personal Services Gross	1,471,955	1,587,723	1,779,627	1,677,152	1,854,903	1,749,693
Less Reimbursements						
Less Turnover						
Less Unsettled Collective Brg Contract Costs	0	0	0	-51,931	0	-107,958
Less Early Retirement Plan Accruals	0	0	0	-8,000	0	-8,000
TOTAL-Personal Services Net	1,471,955	1,587,723	1,779,627	1,617,221	1,854,903	1,633,735

Other Expenses-Contractual Services

Advertising	240	240	251	240	258	240
Printing And Binding	11,832	11,790	12,343	11,790	12,689	11,790
Dues and Subscriptions	1,341	1,336	1,399	1,336	1,438	1,336
Utility Services	165,830	165,234	173,927	165,234	179,256	165,234
Rents, Storage & Leasing	10,282	10,245	17,386	16,905	17,686	16,905
Telecommunication Services	31,683	31,569	39,387	35,069	40,312	35,069
General Repairs	17,924	17,860	18,698	17,860	19,222	17,860
Motor Vehicle Expenses	24,101	24,014	25,142	24,014	25,846	24,014
Fees For Outside Professional Services	1,160	1,156	1,210	1,156	1,244	1,156
Fees For Non-Professional Services	123,697	123,251	129,040	123,251	132,653	123,251
DP Services, Rentals and Maintenance	23,617	23,532	36,867	35,762	37,827	35,762
Postage	15,998	15,940	16,689	15,940	17,156	15,940
Travel	18,148	18,082	18,932	18,082	19,462	18,082
Other Contractual Services	14,496	14,445	15,123	14,445	15,546	14,445

Other Expenses-Commodities

Agricultural, Horticultural, and Dairy	18,781	18,713	19,401	18,713	19,828	18,713
Books	40,209	40,064	41,945	40,064	43,119	40,064
Maintenance and Motor Vehicle Supplies	10,066	10,030	10,501	10,030	10,795	10,030
Fuel	13,271	13,223	13,467	13,223	13,467	13,223
Office Supplies	24,817	24,728	25,889	24,728	26,614	24,728
Miscellaneous Commodities	27,425	27,326	28,609	27,326	29,410	27,326
TOTAL-Other Expenses Gross	594,918	592,778	646,206	615,168	663,828	615,168
Less Reimbursements						
TOTAL-Other Expenses Net	594,918	592,778	646,206	615,168	663,828	615,168

Other Current Expenses

FIREFIGHTERS' MEMORIAL	100,000	0	0	0	0	0
TOTAL-Other Current Expenses	100,000	0	0	0	0	0

Pmts to Other Than Local Govts

Payments to Volunteer Fire Companies	274,000	236,400	260,000	0	260,000	0
TOTAL-Pmts to Other Than Local Govts	274,000	236,400	260,000	0	260,000	0

Character & Major Object Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	1,471,955	1,587,723	1,779,627	1,752,671	1,617,221	1,854,903	1,825,212	1,633,735
Other Expenses Net	594,918	592,778	646,206	643,370	615,168	663,828	660,723	615,168
Capital Outlay	1,000	1,000	273,985	159,500	100	249,035	152,500	100
Other Current Expenses	100,000	0	0	0	0	0	0	0
Payments to Other Than Local Governments	274,000	236,400	260,000	260,000	0	260,000	260,000	0
TOTAL-General Fund Net	2,441,873	2,417,901	2,959,818	2,815,541	2,232,489	3,027,766	2,898,435	2,249,003
<i>Additional Funds Available</i>								
Bond Funds	168,738	125,000	150,000	150,000	150,000	150,000	150,000	150,000
Federal Contributions	15,477	10,000	0	0	0	0	0	0
Private Contributions	1,067,938	1,067,938	1,067,938	1,067,938	1,067,938	1,067,938	1,067,938	1,067,938
TOTAL-All Funds Net	3,694,026	3,620,839	4,177,756	4,033,479	3,450,427	4,245,704	4,116,373	3,466,941

DEPARTMENT OF BANKING

AGENCY DESCRIPTION:

<http://www.state.ct.us/dob/>

The Department of Banking is responsible for the regulation and examination of financial institutions and various related entities, which are chartered, licensed or registered by the state. The purpose of such regulation is to ensure the safety and soundness of these institutions and to protect the public's interest. In this regard, the Banking Commissioner is charged with administering the banking and credit union laws of the state as well as the laws regarding securities, tender offers and business opportunities. The Banking Commissioner also administers the Truth-in-Lending Act and other consumer credit laws and a major portion of the law concerning rental security deposits.

The department has four major units: Bank and Credit Union Regulation, the Consumer Credit Division, the Securities and Business Investments Division and Management Services.

The Bank Examination Division is responsible for the supervision of state-chartered bank and trust companies, savings banks and savings & loan associations and uninsured banks. The division also supervises foreign bank offices, bank holding companies and licenses money forwarders and check cashing services and has responsibility for analyzing applications for new charters, acquisitions, mergers, branches and changes in corporate structure. The Credit Union Division is responsible for the supervision of state-chartered credit unions and is also responsible for analyzing applications for new charters, mergers and requests for field of membership expansions.

The Consumer Credit Division is responsible for the enforcement of Connecticut's laws concerning small loan companies, sales finance

companies, debt adjusters, secondary mortgage lenders and brokers, first mortgage lenders and brokers, consumer collection agencies and other consumer credit laws.

The Securities and Business Investments Division is responsible for the registration of securities and business opportunity offerings for sale in Connecticut; the registration of broker-dealers, investment advisers and their agents and branch offices; the examination of broker-dealer, investment adviser and branch office registrants; and the enforcement of the state's securities, business opportunity and tender offer laws.

Management Services consists of the Banking Commissioner's office, the Business Office, The Government Relations and Communications Division, The Legal Division, The MIS unit and The Human Resources Department. Operating collectively, Management Services is responsible for establishing the required policies and guidelines needed to manage and operate the agency.

During the past fiscal year, the department assisted thousands of Connecticut consumers and investors who contacted the agency with inquiries and complaints on regulated matters. Under the provisions of Section 36a-65 of the Connecticut General Statutes, depository institutions supervised by the department pay fees and assessments in a sufficient amount to cover that portion of the department's expenses not funded by the various license, registration and other fees collected by the agency. The department is thus self-sustaining and operates under the state's Banking Fund, which is separate from the state's general fund.

AGENCY PROGRAM INDEX

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RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	2003-2004	2004-2005
• Annualization of FY 03 Reductions	-343,414	-343,414
• Remove Inflation	-79,169	-160,577
• Layoffs Necessitated by Failure to Achieve Concessions	-485,265	-488,385
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-369,796	-787,468
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-4,787	-4,787
• Miscellaneous Reduction in Personal Services and Other Expenses	-332,081	-332,081

AGENCY PROGRAMS:

<i>Personnel Summary</i>	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Banking Fund	117	26	0	143	143	132	143	132
<i>Agency Programs by Total Funds (Net of Reimbursements)</i>	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Management Services	3,896,630	4,597,240	5,569,110	5,364,281	4,652,872	5,791,547	5,512,555	4,755,484
Bank and Credit Union Regulation	5,282,184	6,058,241	6,492,813	6,392,744	6,139,913	6,897,033	6,772,717	6,496,913
Securities and Business Investments	3,025,392	3,469,323	3,881,493	3,799,015	3,600,810	4,005,060	3,946,674	3,737,678
Consumer Credit	1,288,302	1,459,792	1,577,203	1,545,790	1,463,519	1,619,220	1,599,856	1,512,483
TOTAL Agency Programs - All Funds Gross	13,492,508	15,584,596	17,520,619	17,101,830	15,857,114	18,312,860	17,831,802	16,502,558
Less Turnover	0	0	-165,210	-201,356	-201,356	-173,928	-206,356	-206,356
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-369,796	0	0	-787,468
Less Early Retirement Plan Accruals								
TOTAL Agency Programs - All Funds Net	13,492,508	15,584,596	17,355,409	16,900,474	15,285,962	18,138,932	17,625,446	15,508,734
<i>Summary of Funding</i>								
Banking Fund Net	13,479,322	15,554,596	17,315,409	16,860,474	15,245,962	18,093,932	17,580,446	15,463,734
Special Funds, Non-Appropriated	12,990	0	0	0	0	0	0	0
Private Contributions	196	30,000	40,000	40,000	40,000	45,000	45,000	45,000

TOTAL Agency Programs - All Funds Net	13,492,508	15,584,596	17,355,409	16,900,474	15,285,962	18,138,932	17,625,446	15,508,734
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PROGRAM: BANK AND CREDIT UNION REGULATION**Statutory Reference:**

C.G.S. Title 36a, Chapters 664a, b, c; 665a and b; 666, 667 and 668

Statement of Need and Program Objectives:

To safeguard depositor funds by regulating state-chartered depository institutions including state bank and trust companies, savings banks, savings and loan associations, uninsured banks, licensed entities and credit unions.

Program Description:

The major activities to effect regulation include the following: conducts examinations of state-chartered depository institutions, holding companies and foreign banking organizations to ensure compliance with statutory and regulatory requirements; prepares a Report of

Program Measure

Percent of Institutions Examined
Percent of complaints that are resolved within 90 days
Percent of CRA reviews where compliance is confirmed

Examination for each institution examined to evaluate safety and soundness of the institution and following each examination, discusses the findings with the institution's management, including boards of directors; reviews periodic Reports of Condition and Income submitted by financial institutions to monitor changes; process applications for new charters, mergers and acquisitions, establishing new branches, purchase/sale of branches, conversions, trust powers and service corporations and other similar requests requiring approval of the Commissioner; coordinates examinations with other state and federal regulatory authorities; monitors compliance with the Community Reinvestment Act; supervises licensing of check cashing services, issuers of money orders and traveler checks and money transmitters; and investigates and responds to complaints received.

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Percent of Institutions Examined	70	75	93	93
Percent of complaints that are resolved within 90 days	90	90	99	99
Percent of CRA reviews where compliance is confirmed	100	95	100	100

Personnel Summary

Permanent Full-Time Positions
Banking Fund

As of 06/30/2002	2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005	
<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
48	8	0	56	56	55	56	55

Financial Summary

(Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	3,242,388	3,647,923	4,024,421	4,024,421	3,988,005	4,217,713	4,217,713	4,180,316
Other Expenses	469,043	659,162	773,198	766,481	626,789	786,544	787,524	625,840
Capital Outlay								
Equipment	1,278	134,100	2,000	1,285	1,285	120,000	88,235	88,235
Other Current Expenses								
Fringe Benefits	1,393,784	1,457,745	1,570,191	1,600,557	1,523,834	1,646,082	1,679,245	1,602,522
Indirect Overhead	171,191	159,311	123,003	0	0	126,694	0	0
TOTAL-Banking Fund	5,277,684	6,058,241	6,492,813	6,392,744	6,139,913	6,897,033	6,772,717	6,496,913
Additional Funds Available								
Special Funds, Non-Appropriated	4,500	0	0	0	0	0	0	0
TOTAL - All Funds	5,282,184	6,058,241	6,492,813	6,392,744	6,139,913	6,897,033	6,772,717	6,496,913

Bank and Credit Union Regulation**PROGRAM: SECURITIES AND BUSINESS INVESTMENTS****Statutory Reference:**

C.G.S. Title 36b

Statement of Need and Program Objectives

To protect the Connecticut investing public by discharging enforcement, examination and registration responsibilities under the Connecticut Uniform Securities Act, the Connecticut Business Opportunity Investment Act and the Connecticut Tender Offer Act. To ultimately provide full and adequate disclosure thereby enabling the investing public to make informed investment decisions.

Program Description:

Full and adequate disclosure is assured by the following activities: examining broker-dealer and investment adviser main offices and branches; Investigating alleged violations of state securities and business opportunity investment laws; registering broker-dealer and investment adviser firms and their agents; registering public offerings of securities and business opportunities; Reviewing notices of exempt securities offerings; educating the Connecticut investing public by publishing the Quarterly Securities Bulletin; receiving, processing and resolving Connecticut investor complaints and inquiries.

Program Measure

Percent of investigations that are closed within one year of being opened
Percent of written investor complaints resolved within 120 days
Number of Agent Licensee Filings Processed
Number of Firm Licensee and Notice Filers Processed
Number of Investment Company Filings Processed
Number of Exemption Filings Processed

2001-2002	2002-2003	2003-2004	2004-2005
<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
84	84	75	75
70	72	40	40
103,319	105,000	110,000	110,000
3,531	3,700	4,000	4,000
7,587	7,800	7,500	7,500
2,015	3,000	2,300	2,300

Personnel Summary

Permanent Full-Time Positions
Banking Fund

As of 06/30/2002	2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005	
<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
26	9	0	35	35	33	35	33

Financial Summary (Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,860,560	2,092,888	2,372,101	2,372,101	2,299,927	2,476,560	2,476,560	2,406,513
Other Expenses	266,724	423,632	453,771	450,230	368,176	455,707	462,593	367,620
Capital Outlay								
Equipment	0	0	30,000	19,265	19,265	0	0	0
Other Current Expenses								
Fringe Benefits	798,899	835,561	916,582	917,419	873,442	956,683	962,521	918,545
Indirect Overhead	93,748	87,242	69,039	0	0	71,110	0	0
TOTAL-Banking Fund	3,019,931	3,439,323	3,841,493	3,759,015	3,560,810	3,960,060	3,901,674	3,692,678
Additional Funds Available								
Special Funds, Non-Appropriated	5,265	0	0	0	0	0	0	0
Private Contributions	196	30,000	40,000	40,000	40,000	45,000	45,000	45,000
TOTAL - All Funds	3,025,392	3,469,323	3,881,493	3,799,015	3,600,810	4,005,060	3,946,674	3,737,678
Securities and Business Investments								

PROGRAM: CONSUMER CREDIT

Statutory Reference:

Title 36a, Chapters 668 and 669 of the General Statutes

Statement of Need and Program Objectives:

To assure that participants in the granting and servicing of consumer credit deal fairly and lawfully with users of consumer credit in Connecticut and to promote the informed use of credit by active enforcement of the state's consumer credit laws, dissemination of information to consumers and creditors and identification of problem areas requiring statutory or regulatory changes.

Program Description:

The objectives are achieved by enforcing laws concerning: secondary mortgage lenders and brokers, first mortgage lenders and brokers, small loans, creditors' collection practices, sales finance companies, debt adjusters, truth in lending/fair credit billing, interest and finance charge rebates, consumer credit reports, retail installment sales financing, mortgage processing, mortgage servicing and consumer collection agencies.

The department ensures that only qualified applicants receive licenses. The following entities are licensed: small loan companies, sales finance companies, secondary mortgage loan lenders and brokers, consumer collection agencies, debt adjusters and first mortgage lenders and brokers.

Licensed entities and entities engaging in regulated activities are examined or inspected to determine compliance with the law. Formal or informal enforcement activities are conducted as necessary.

Investigation of Complaints/Responses to Written Inquiries; Responses are made to all written complaints and inquiries. Corrective action is required with respect to violations of law. Disputes are informally resolved where possible, i.e., when no litigation is involved or anticipated). Information is provided to creditors and consumers concerning obligations and rights under applicable credit laws. Additionally, staff responds to inquiries, providing advice and counseling related to credit problems to both businesses and consumers.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Percent of Examinations/Inspections that result in compliance	95	95	95	95
Percent of written complaints concluded within 90 days	80	80	80	80

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Banking Fund	13	1	0	14	14	13	14	13

Financial Summary

Financial Summary (Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	802,420	905,361	961,083	961,083	928,794	1,012,166	1,011,666	979,176
Other Expenses	104,415	162,014	175,085	170,780	139,655	176,819	175,472	139,446
Capital Outlay								
Equipment	0	0	32,000	20,549	20,549	0	0	0
Other Current Expenses								
Fringe Benefits	342,558	358,279	377,681	393,378	374,521	397,941	412,718	393,861
Indirect Overhead	36,684	34,138	31,354	0	0	32,294	0	0
TOTAL-Banking Fund	1,286,077	1,459,792	1,577,203	1,545,790	1,463,519	1,619,220	1,599,856	1,512,483
Additional Funds Available								
Special Funds, Non-Appropriated	2,225	0	0	0	0	0	0	0
TOTAL - All Funds	1,288,302	1,459,792	1,577,203	1,545,790	1,463,519	1,619,220	1,599,856	1,512,483
Consumer Credit								

PROGRAM: MANAGEMENT SERVICES

Statutory Reference:

C.G.S. Title 36a, Chapter 664a

Statement of Need and Program Objectives:

To establish the required policies and guidelines needed to manage and operate the Department of Banking. To direct and supervise the various agency divisions in their regulation of Connecticut's financial

Budget-in-Detail

and other institutions. To provide important support functions to assist line divisions in their regulatory responsibilities. To directly assist and serve agency customers, including the general public, regulated entities and government officials.

Program Description:

Management Services encompasses the following units: the Banking Commissioner sets overall policy for the agency and directs management in the achievement of its regulatory and supervisory responsibilities. The Business Office is responsible for handling the agency's accounting, budgeting, fiscal, payroll, purchasing and

financial reporting functions. The Government Relations and Communications Division coordinates the department's legislative program, manages media relations, helps educate the public about financial services and serves as the agency's liaison in labor relations. The Legal Division provides legal counsel to the commissioner and agency divisions. The MIS Unit provides data processing and office automation support and the Personnel Office handles employment benefits and professional development activities.

Personnel Summary

Permanent Full-Time Positions Banking Fund	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
	30	8	0	38	38	31	38	31

**Financial Summary
(Net of Reimbursements)**

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	2,002,093	2,249,421	2,507,101	2,540,177	2,158,923	2,624,350	2,679,970	2,294,651
Other Expenses	933,819	1,375,242	1,849,663	1,449,625	1,185,430	2,002,697	1,489,435	1,183,644

Capital Outlay

Equipment	0	0	144,200	92,601	92,601	50,000	36,765	36,765
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Other Current Expenses

Fringe Benefits	853,742	892,920	990,063	980,399	933,404	1,034,074	1,028,598	981,602
Indirect Overhead	105,976	79,657	78,083	301,479	282,514	80,426	277,787	258,822
TOTAL-Banking Fund	3,895,630	4,597,240	5,569,110	5,364,281	4,652,872	5,791,547	5,512,555	4,755,484

Additional Funds Available

Special Funds, Non-Appropriated	1,000	0	0	0	0	0	0	0
TOTAL - All Funds	3,896,630	4,597,240	5,569,110	5,364,281	4,652,872	5,791,547	5,512,555	4,755,484

Management Services

AGENCY FINANCIAL SUMMARY - BANKING FUND

Current Expenses by Minor Object	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Actual	Estimated	Requested	Recommended	Requested	Recommended

Personal Services

Permanent Fulltime Positions	7,619,839	8,570,719	9,469,564	8,984,299	9,913,243	9,424,858
Other Positions	131,213	145,723	149,855	117,774	162,159	130,078
Other	151,085	170,651	236,437	265,076	245,887	297,220
Overtime	5,324	8,500	8,850	8,500	9,500	8,500
TOTAL-Personal Services Gross	7,907,461	8,895,593	9,864,706	9,375,649	10,330,789	9,860,656
Less Reimbursements						
Less Turnover	0	0	-165,210	-201,356	-173,928	-206,356
Less Unsettled Collective Brg Contract Costs	0	0	0	-369,796	0	-787,468
Less Early Retirement Plan Accruals						
TOTAL-Personal Services Net	7,907,461	8,895,593	9,699,496	8,804,497	10,156,861	8,866,832

Other Expenses-Contractual Services

Advertising	1,124	16,300	16,756	3,778	17,225	3,778
Printing And Binding	21,667	32,750	33,667	27,682	34,610	27,682
Dues and Subscriptions	61,126	76,534	84,806	64,689	87,180	64,689
Rents, Storage & Leasing	485,062	884,998	889,041	980,265	893,197	980,265
Telecommunication Services	66,859	107,912	115,849	82,041	122,428	82,041
General Repairs	21,770	25,699	36,515	21,721	32,398	21,721
Motor Vehicle Expenses	14,269	17,796	18,295	15,042	18,808	15,042
Fees For Outside Professional Services	510,310	586,000	1,044,984	475,663	1,177,589	475,663
Fees For Non-Professional Services	1,379	39,560	45,000	33,437	46,000	33,437
DP Services, Rentals and Maintenance	129,667	228,649	235,344	186,263	241,921	186,263
Postage	52,315	69,385	75,251	58,646	77,359	58,646
Travel	363,860	515,074	606,596	378,937	623,581	378,937
Other Contractual Services	4,673	18,815	19,343	10,903	19,886	10,903

Other Expenses-Commodities

Agricultural, Horticultural, and Dairy	1,510	2,530	5,629	4,682	5,753	4,682
Books	3,218	3,277	8,509	7,574	8,747	7,574
Maintenance and Motor Vehicle Supplies	1,990	2,306	2,371	1,949	2,438	1,949
Office Supplies	29,960	61,715	74,724	35,615	76,815	35,615
Miscellaneous Commodities	3,242	2,250	10,537	2,663	10,832	2,663
TOTAL-Other Expenses Gross	1,774,001	2,691,550	3,323,217	2,391,550	3,496,767	2,391,550

Less Reimbursements	0	-71,500	-71,500	-71,500	-75,000	-75,000
TOTAL-Other Expenses Net	1,774,001	2,620,050	3,251,717	2,320,050	3,421,767	2,316,550

Other Current Expenses

Fringe Benefits	3,388,983	3,544,505	3,854,517	3,705,201	4,034,780	3,896,530
Indirect Overhead	407,599	360,348	301,479	282,514	310,524	258,822
TOTAL-Other Current Expenses	3,796,582	3,904,853	4,155,996	3,987,715	4,345,304	4,155,352

Character & Major Object Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	7,907,461	8,895,593	9,699,496	9,696,426	8,804,497	10,156,861	10,179,553	8,866,832
Other Expenses Net	1,774,001	2,620,050	3,251,717	2,837,116	2,320,050	3,421,767	2,915,024	2,316,550
Capital Outlay	1,278	134,100	208,200	133,700	133,700	170,000	125,000	125,000
Other Current Expenses	3,796,582	3,904,853	4,155,996	4,193,232	3,987,715	4,345,304	4,360,869	4,155,352
TOTAL-Banking Fund Net	13,479,322	15,554,596	17,315,409	16,860,474	15,245,962	18,093,932	17,580,446	15,463,734
<u>Additional Funds Available</u>								
Special Funds, Non-Appropriated	12,990	0	0	0	0	0	0	0
Private Contributions	196	30,000	40,000	40,000	40,000	45,000	45,000	45,000
TOTAL-All Funds Net	13,492,508	15,584,596	17,355,409	16,900,474	15,285,962	18,138,932	17,625,446	15,508,734

INSURANCE DEPARTMENT

AGENCY DESCRIPTION:

To protect the consumer by administering and enforcing the insurance laws in the most responsive and cost effective manner.

To ensure financial reliability and responsibility of all licensed entities while maintaining an open, competitive market.

AGENCY PROGRAM INDEX

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Licensing	220	Market Conduct	223
Consumer Affairs Division	221	Management Services	224
Life and Health	222		

The functions of the Office of the Managed Care Ombudsman are being merged with the Insurance Department via a partial reallocation to effect economies. OMCO is being eliminated as part of the Governor's initiative to streamline state government. The Managed Care Advocacy Unit will exist within the Consumer Affairs Division of the Insurance Department.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services	2003-2004	2004-2005
• Annualization of FY 03 Reductions	-432,622	-432,622
• Remove Inflation	-82,034	-166,359
• Layoffs Necessitated by Failure to Achieve Concessions	-858,099	-867,736
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-483,846	-1,018,419
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-100,000	-120,000
• Miscellaneous Reductions in Other Expenses and Equipment	-310,000	-310,000
Reallocations or Transfers		
• Managed Care Advocacy Unit	285,951	305,094

AGENCY PROGRAMS:

Personnel Summary	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Insurance Fund	159	15	0	174	174	161	174	161
<i>Other Positions Equated to Full Time</i>			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
Insurance Fund			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
			2	2	1	1	1	1

Agency Programs by Total Funds (Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Management Services	6,628,939	6,164,464	7,399,863	6,914,622	6,198,003	7,661,251	6,960,077	6,166,669
Examination	6,470,980	6,847,189	7,464,637	7,395,273	6,743,494	7,822,350	7,746,442	7,074,588
Licensing	1,521,425	1,570,883	1,622,190	1,606,430	1,511,224	1,665,022	1,682,836	1,584,051
Life and Health	1,165,749	1,201,058	1,281,823	1,287,571	1,266,448	1,317,906	1,326,724	1,304,271
Property and Casualty Division	1,007,395	1,064,148	1,105,734	1,120,480	1,102,985	1,153,735	1,170,078	1,151,882
Market Conduct	1,290,273	1,439,445	1,507,973	1,521,400	1,498,603	1,576,443	1,591,115	1,567,299
Consumer Affairs Division	2,017,791	2,069,511	2,343,839	2,302,621	2,330,836	2,457,207	2,412,752	2,449,544
TOTAL Agency Programs - All Funds Gross	20,102,552	20,356,698	22,726,059	22,148,397	20,651,593	23,653,914	22,890,024	21,298,304
Less Turnover	0	0	-150,000	-150,000	-150,000	-175,000	-175,000	-175,000
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-483,846	0	0	-1,018,419
Less Early Retirement Plan Accruals								
TOTAL Agency Programs - All Funds Net	20,102,552	20,356,698	22,576,059	21,998,397	20,017,747	23,478,914	22,715,024	20,104,885
Summary of Funding								
Insurance Fund Net	19,871,812	20,114,238	22,312,846	21,735,184	19,754,534	23,216,245	22,452,355	19,842,216
Private Contributions	230,740	242,460	263,213	263,213	263,213	262,669	262,669	262,669
TOTAL Agency Programs - All Funds Net	20,102,552	20,356,698	22,576,059	21,998,397	20,017,747	23,478,914	22,715,024	20,104,885

PROGRAM: EXAMINATION

Statutory Reference: Section 38a-14

Statement of Need and Program Objectives:

The Insurance Department has a statutory mandate to monitor the financial condition of insurance companies licensed to transact the business of insurance in the State of Connecticut in order to protect policyholders, claimants and the public by ensuring that only solvent, financially well managed insurers are licensed to do business in Connecticut. "Insurer" includes life insurance companies, property/casualty insurance companies, surplus line carriers, health maintenance organizations, fraternal benefit societies, title insurance companies, mortgage guaranty insurance companies, insurance departments of savings banks, approved reinsurers and risk retention/purchasing groups.

Program Description:

The principal functions of the Financial Regulation Division are financial analysis, company licensing and the financial condition examination of all Connecticut domiciled insurers.

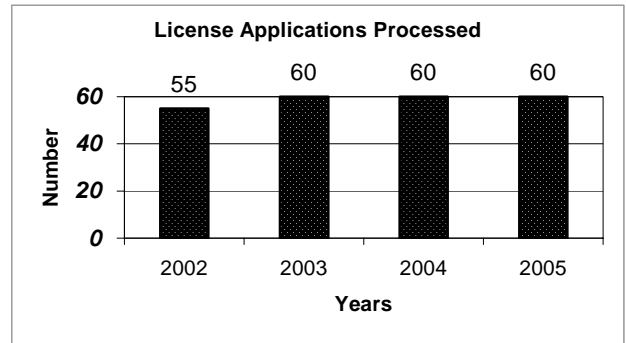
Financial analysis is done through a quarterly review of the financial statements of licensed insurers, using a priority-based system and employing accounting practices and procedures as adopted by the National Association of Insurance Commissioners. The review and approval of domestic company mergers and acquisitions are conducted pursuant to the statutory standards of review. Other activities include redemptions, amendments to licenses and transactions required to be filed for prior approval under Connecticut's holding company act.

The Division reviews the applications of insurers incorporated in other states that desire to be admitted to do business in Connecticut. Effective solvency regulation begins by identifying potential concerns prior to licensing.

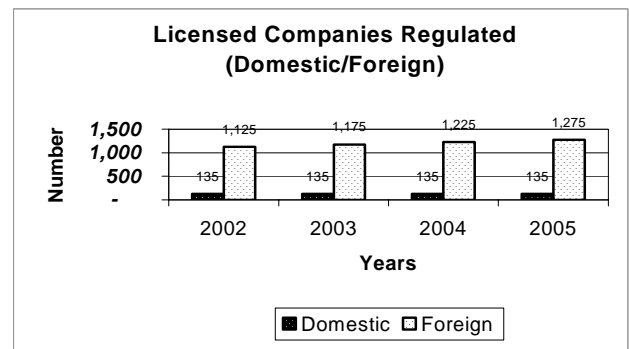
In addition, the Division handles formation and licensing of new Connecticut domiciled insurers. The Division makes recommendations for the revocation of licenses or authority to do business in this state when its review indicates the financial condition of an insurer is such that it may jeopardize Connecticut policyholders and claimants.

The Division conducts on-site financial condition examinations of Connecticut chartered companies at least once every five years. The number of financial condition examinations completed during any one year is a function of the priority-based system in place. The companies with a higher degree of risk are examined more frequently than those with a lower priority risk.

The number of license applications processed in prior year and



projected number of applications to be processed.



Total number of licensed companies regulated. All financial examinations have been completed in accordance with the Connecticut General Statutes

Program Measure

License applications Processed
 Licensed Companies Regulated (Domestic/Foreign)
 Domestic
 Foreign
 Annual valuation of life reserves

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
License applications Processed	55	60	60	60
Licensed Companies Regulated (Domestic/Foreign)				
Domestic	135	135	135	135
Foreign	1,125	1,175	1,225	1,275
Annual valuation of life reserves	33	33	34	34

Personnel Summary

Permanent Full-Time Positions
 Insurance Fund

As of 06/30/2002	2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005	
<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
56	9	0	65	65	58	65	58

Financial Summary (Net of Reimbursements)

Personal Services
 Other Expenses
Other Current Expenses
 Fringe Benefits
 TOTAL-Insurance Fund
Examination

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Requested</u>	<u>Requested</u>	<u>Services</u>	<u>Requested</u>
Personal Services	4,398,986	4,769,125	5,154,698	5,154,698	4,613,476	5,405,088	5,405,088	4,848,349
Other Expenses	187,312	206,392	237,235	223,338	188,072	243,877	229,591	188,117
<u>Other Current Expenses</u>								
Fringe Benefits	1,884,682	1,871,672	2,072,704	2,017,237	1,941,946	2,173,385	2,111,763	2,038,122
TOTAL-Insurance Fund	6,470,980	6,847,189	7,464,637	7,395,273	6,743,494	7,822,350	7,746,442	7,074,588

PROGRAM: : LICENSING AND INVESTIGATION

Statutory Reference: Section 38a-11 and Chapter 702

Statement of Need and Program Objectives:

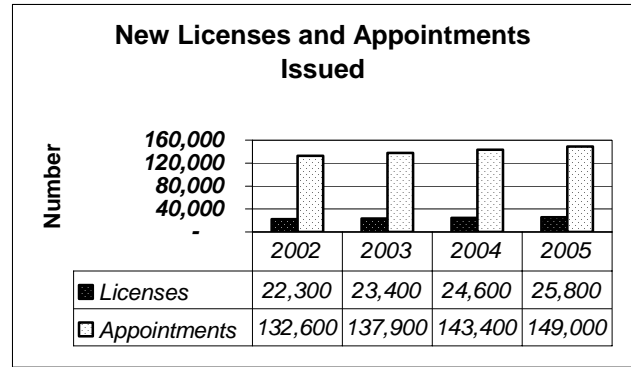
To ensure that Connecticut citizens that purchase any form of insurance (property, casualty, life, accident, health, ect.) are protected against adverse effects of incompetence, financial irresponsibility or poor moral character by: (1) licensing all individuals, partnerships, corporations, associations and firms performing insurance services and (2) administering a program of continuing education for insurance producers.

Program Description

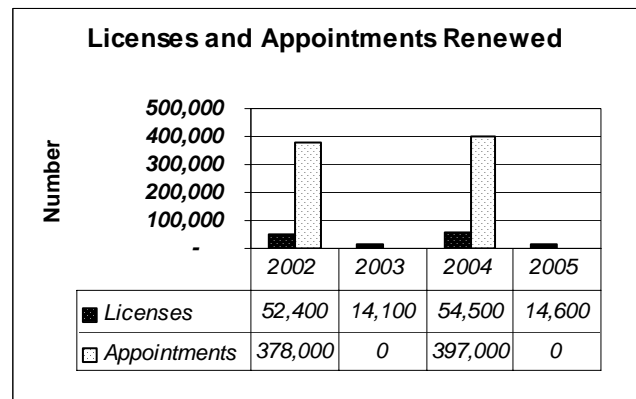
The Department strives to assure quality through licensing thirteen categories of individuals and entities, selling or servicing insurance in the following manner:

Establishes and reviews educational standards and requirements to be used by all parties for pre-license training; monitors examinations provided by an outside examination firm; and develops and administers license examinations for special lines of insurance.

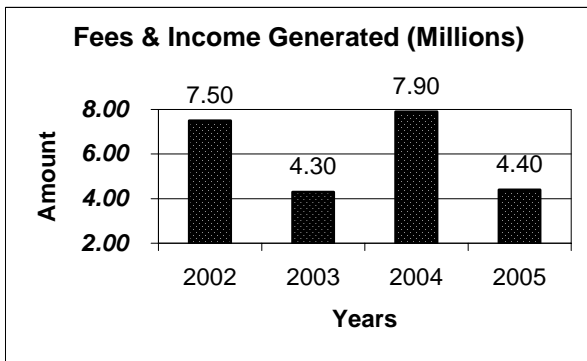
Determines qualifications of applicants, issues initial licenses and renews existing licenses for the following classes: producer, casualty adjuster, motor vehicle physical damage appraiser, premium finance company, fraternal agent, public adjuster, insurance consultant, surplus lines broker, viatical settlement broker, reinsurance intermediary, bail bond agent, managing general agent and rental car company. This Division has the responsibility of maintaining official records of the 71,000 licensees and 470,000 company appointments. This Division also collects the premium tax due from Surplus Lines Brokers.



Total number of licenses and appointments issued and projected to be issued.



Total number of licenses and appointments renewed and projected to be renewed. Producer licenses and appointments are renewed every even year regardless of the year of issuance.



Fees and income are generated through the issuance and renewal of licenses and appointments. As stated above, renewals occur every two years.

Program Measure

License Applications Received
Co. Appointment Applications Rec.
New Licenses Issued
New Company Appointments
Licenses Renewed
Company Appointments Renewed
Fees and Income Generated (\$000)

	2001-2002 <u>Actual</u>	2002-2003 <u>Estimated</u>	2003-2004 <u>Projected</u>	2004-2005 <u>Projected</u>
License Applications Received	15,000	15,250	15,500	15,500
Co. Appointment Applications Rec.	123,000	124,000	125,000	125,000
New Licenses Issued	22,300	23,400	24,600	25,800
New Company Appointments	132,600	137,900	143,400	149,000
Licenses Renewed	52,400	14,100	54,500	14,600
Company Appointments Renewed	378,000	-	397,000	-
Fees and Income Generated (\$000)	7.5	4.3	7.9	4.4

Personnel Summary

Permanent Full-Time Positions
Insurance Fund

	As of 06/30/2002	2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005	
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Insurance Fund	17	1	0	18	18	16	18	16

Financial Summary

(Net of Reimbursements)

	2001-2002 <u>Actual</u>	2002-2003 <u>Estimated</u>	2003-2004 <u>Requested</u>	Current <u>Services</u>	2003-2004 <u>Recommended</u>	2004-2005 <u>Requested</u>	Current <u>Services</u>	2004-2005 <u>Recommended</u>
Personal Services	982,901	1,046,177	1,043,445	1,040,445	980,560	1,096,050	1,092,550	1,031,993
Other Expenses	118,999	108,803	159,076	117,736	99,145	128,150	121,032	99,168
<u>Other Current Expenses</u>								
Fringe Benefits	419,525	415,903	419,669	448,249	431,519	440,822	469,254	452,890
TOTAL-Insurance Fund Licensing	1,521,425	1,570,883	1,622,190	1,606,430	1,511,224	1,665,022	1,682,836	1,584,051

PROGRAM: CONSUMER AFFAIRS DIVISION

Statutory Reference: Sections 38a-9 and 38a-10

Statement of Need and Program Objectives:

To receive and review complaints from residents of this state concerning their insurance and managed care plans, including claims disputes and serve as mediator to such disputes and to determine whether statutory requirements and contractual obligations within the Insurance Commissioner's jurisdiction have been fulfilled. To conduct outreach programs necessary to properly inform and educate the public on insurance and managed care matters.

Program Description:

The Consumer Affairs Division reviews complaints in order to answer questions, mediate disputes and inform and educate the public on insurance matters.

The Consumer Affairs Examiners respond to all forms of insurance inquiries, reviews and mediates complaints and examines contracts and other data pertinent to these inquiries and complaints. Approximately 100,000 telephone calls are received and over 14,000 written complaints are responded to annually. In addition, the Consumer Affairs Division provides over 6,000 Insurance Educational pamphlets and provides information to over 6,000 individuals annually at various locations throughout the state.

Examiners document all written and telephone complaints received and submit quarterly reports to the Commissioner. Such reports contain the number and types of complaints received and the number of such complaints, which have been resolved. The findings of such reports and suggestions for legislative initiatives are reported to the joint

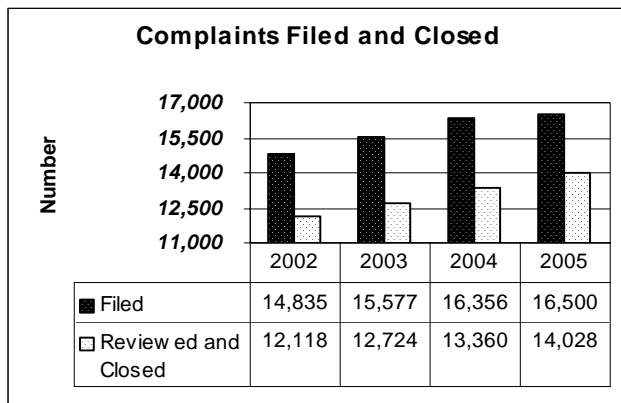
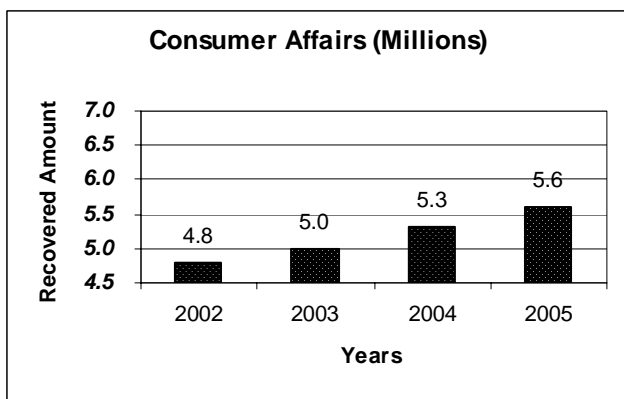
standing committee of the General Assembly on or before January 15 of each year.

The Division's Medical/Social Outreach Program, under the directions of its Utilization Review Nurse, undertook educating the medical community on insurance matters, reviewing complaint files involving medical necessity and representing the Insurance Department on a number of committees including Birth to Three, Children and Special Health Care Needs, The Diabetes Educational Committee, the Husky Plan and the Connecticut Medical Managed Care Council.

The division oversees an independent arbitration procedure for the settlement of disputes between claimants and insurance companies concerning auto physical damage and automobile property damage liability claims.

The Managed Care Advocacy Unit (MCAU) within Consumer Affairs Division assists self-insured managed care consumers with plan selections, understanding their rights and responsibilities and accessing services through information, referral and assistance; Provides information to the public, providers, agencies and others regarding problems and concerns of health care consumers and make recommendations to resolve those concerns.

The MCAU maintains a toll-free number to assist and provide information to consumers; serves as a mediator and assists consumers with filing complaints and appeals; reviews consumers' health insurance records with written consent of any consumers. Approximately 1500 telephone calls are received via the toll-free number and over 250 require case management.



Total dollars recovered for consumers and estimated to be recovered.

Total written complaints filed, addressed and closed for the Division

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	Actual	Estimated	Projected	Projected
Recovered to Consumers (\$M)	4.8	5	5.3	5.6
Complaints Filed	14,835	15,577	16,356	16,500
Complaints Reviewed and Closed	12,118	12,724	13,360	14,028

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005	
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended	
Permanent Full-Time Positions Insurance Fund	22	1	0	23	23	22	23	22	
Other Positions Equated to Full Time Insurance Fund				2001-2002 Actual	2002-2003 Estimated	2003-2004 Requested	2003-2004 Recommended	2004-2005 Requested	2004-2005 Recommended
				2	2	1	1	1	1

Financial Summary (Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	1,322,043	1,390,484	1,569,904	1,569,904	1,533,645	1,647,664	1,647,664	1,617,200
Other Expenses	101,458	78,418	105,115	84,854	172,106	108,059	87,230	176,766

Other Current Expenses

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Fringe Benefits	561,664	566,262	631,258	610,301	587,523	662,526	638,900	616,620
TOTAL-Insurance Fund	1,985,165	2,035,164	2,306,277	2,265,059	2,293,274	2,418,249	2,373,794	2,410,586

Budget-in-Detail

Additional Funds Available

Private Contributions	32,626	34,347	37,562	37,562	37,562	38,958	38,958	38,958
TOTAL - All Funds	2,017,791	2,069,511	2,343,839	2,302,621	2,330,836	2,457,207	2,412,752	2,449,544

Consumer Affairs Division

PROGRAM: LIFE AND HEALTH

Statutory Reference: Chapters 700b and 700c of the General Statutes

Statement of Need and Program Objectives:

To protect all life and health insurance policyholders in Connecticut from unfair and deceptive policies. To ensure that premium rates are neither inadequate nor excessive. To oversee the regulation of managed care organizations and utilization review companies

Program Description:

All life and health insurance policies must be approved by the Life and Health Division prior to being sold in Connecticut to ensure compliance with statutes, regulations and bulletins. Premium rates are reviewed for individual health, HMO, Medicare supplement, long-term care and credit insurance policies. Rate increase requests are disapproved if

they are judged to be excessive, inadequate or unfairly discriminatory. The managed care subunit oversees the external appeals and expedited review processes, produces a managed care report card, licenses utilization review companies and registers preferred provider networks.

Approximately 15,000 filings are reviewed annually for the nearly 500 insurance companies, fraternal and health care centers licensed to sell life and health products.

Three entities were chosen through an RFP process to review external appeals. There were 42 appeals filed in 2000 and 67 in 2001.

Approximately 10,000 managed care report cards are distributed each year.

Licenses were issued to or renewed for 120 utilization review companies in 2001.

Personnel Summary

Permanent Full-Time Positions
Insurance Fund

As of 06/30/2002	2002-2003	2002-2003	2003-2004	2003-2004	2003-2004	2004-2005	2004-2005
Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
9	0	0	9	9	9	9	9

Financial Summary

(Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	716,875	736,465	784,970	784,970	784,970	814,876	814,876	814,876
Other Expenses	36,086	53,016	59,228	57,368	48,309	60,887	58,975	48,322
<u>Other Current Expenses</u>								
Fringe Benefits	305,781	299,919	315,636	323,244	311,180	327,661	338,391	326,591
TOTAL-Insurance Fund	1,058,742	1,089,400	1,159,834	1,165,582	1,144,459	1,203,424	1,212,242	1,189,789

Additional Funds Available

Private Contributions	107,007	111,658	121,989	121,989	121,989	114,482	114,482	114,482
TOTAL - All Funds	1,165,749	1,201,058	1,281,823	1,287,571	1,266,448	1,317,906	1,326,724	1,304,271

Life and Health

PROGRAM: PROPERTY AND CASUALTY DIVISION

Statutory Reference: Section 38a-8 and Chapter 700 of the General Statutes

Statement of Need and Program Objectives:

To protect policyholders and the public against excessive, inadequate or unfairly discriminatory rates by ensuring that the personal lines insurance markets are competitive to a reasonable degree and by increasing related insurance information available to the public. To regulate the property and casualty lines of insurance (other than personal lines) to ascertain that rates are reasonable for the coverage provided. To protect Connecticut policyholders against insurance rates which are excessive, inadequate or unfairly discriminatory. To perform financial examinations of self-insurance pools, plans and associations and to perform rate making examinations of other organizations for the protection of members and the public.

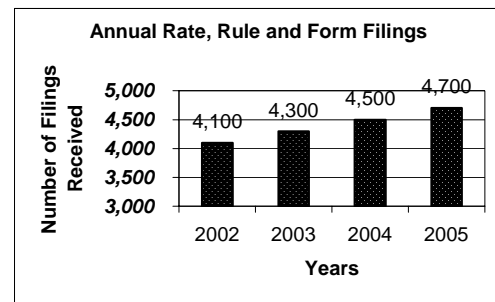
Program Description:

The division administers insurance programs which involve 636 property and casualty insurance companies licensed to write such insurance in Connecticut. The premium volume written by these companies in Connecticut for 2001 was \$5.5 billion.

- The division regulates forms, rules, rates and rating plans for all property and casualty insurance; approves self-insurance programs for groups, associations and municipalities for both workers' compensation insurance and automobile insurance; licenses rating advisory and joint underwriting organizations; and examines rating organizations.
- The division measures the degree of competition in the state market on a geographic and product basis for personal risk insurance. Tests include comparisons of profit anticipated in each individual rate filing with a department estimate of reasonable profit for that filing and a comparison of rate changes to changes in consumer price indices on an industry-wide basis. In the event

of insufficient competition, the division will recommend that the commissioner institute the regulation of the affected insurance rates. If the company has violated this standard, the division will recommend disapproval. It reviews insurance policy forms for reasonableness, consistency with similar policies on the market, readability and compliance with statutory requirements.

- The division reviews and makes recommendations concerning rate and form filings for the residual market plans, which provide insurance for persons who are unable to obtain coverage from a company voluntarily. It also studies the operation of these plans and makes recommendations for improvements.



Total number of rate, rule and form filings for the year and projected to be filed in the future.

Program Measure

Filings processed for forms/rates
Percent completed within 60 days

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
	4,100	4,300	4,500	4,700
	85	85	85	85

Personnel Summary

Permanent Full-Time Positions
Insurance Fund

As of 06/30/2002	2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>
10	0	0	10	10	10	10

Financial Summary

(Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	694,360	733,404	763,876	763,876	763,876	797,418	797,418	797,418
Other Expenses	15,016	32,072	34,704	34,704	29,224	35,676	35,676	29,231
<u>Other Current Expenses</u>								
Fringe Benefits	298,019	298,672	307,154	321,900	309,885	320,641	336,984	325,233
TOTAL-Insurance Fund	1,007,395	1,064,148	1,105,734	1,120,480	1,102,985	1,153,735	1,170,078	1,151,882

Property and Casualty Division

PROGRAM: MARKET CONDUCT

Statutory Reference: Section 38a-15

Statement of Need and Program Objectives:

To review the activities of insurance companies doing business in this state with special emphasis on underwriting procedures, claims and consumer complaint handling and actual servicing of insurance policies issued to Connecticut residents. To provide further protection to the insurance consumer by investigating alleged violations of laws and regulations by individuals or organizations, with administrative action taken as warranted.

Program Description:

The division conducts on-site examinations of insurers' and licensed producers' books and records as they relate to coverage written for Connecticut citizens and commercial enterprises. To assure statutory compliance, the scope of an examination includes a review of underwriting techniques, claim resolution and complaint handling records. Random document samples of policy declarations, cancellations and non-renewals are retrospectively analyzed for adherence to statutory mandates. The division verifies that rates being charged for various lines of insurance fall within approved parameters and that premium calculations are correct.

The division monitors the marketing and solicitation practices of insurers and their representatives by examining advertising materials, agent training procedures, consumer complaints and client files. Examiners may visit the offices of agents representing insurers being reviewed to verify statutory compliance and to make recommendations when necessary. As part of the marketing and solicitation review, the Market Conduct division uses a consumer survey in an attempt to

gather information from consumers to evaluate their concerns and needs. The survey focuses on questions of interest of the buying public specifically related to life, health and long-term care. Questions range from and thus provide information on, agent's performance to the consumer's understanding of the policy purchased.

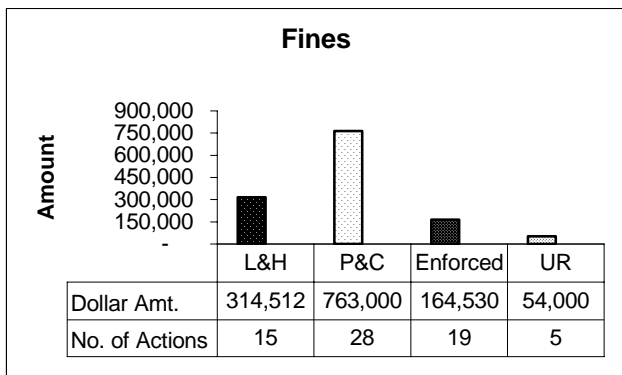
This division monitors the conduct of medical utilization review companies to ensure that they operate in compliance with Managed Care Act and other applicable statutes and regulations. The compliance program includes the gathering and analysis of data concerning the authorization of payment for health care services and on-site examinations of the companies' activities.

To provide further protection to the insurance consumer by investigating alleged violations of laws and regulations by individuals or organizations, with administrative actions taken as warranted, including fines, suspensions and revocations of licenses.

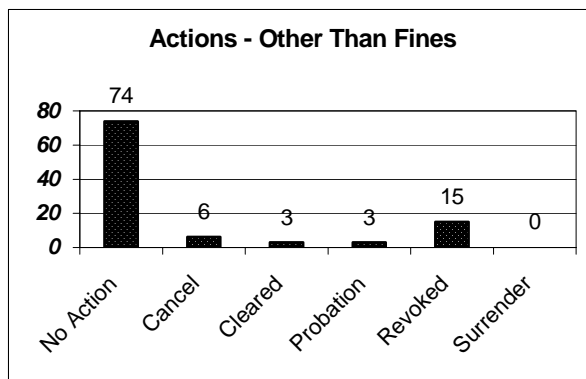
The division conducts investigations of licensees when possible violations of laws are alleged or suspected. If as a result of these investigations, further administrative action is required, the division, in conjunction with the Legal Division, pursues the proper administrative action. Where reviews result in serious statutory violations or serious mistreatment or deficiencies, the division will perform a follow up examination within six months to insure compliance.

This division has incorporated National Association of Insurance Commissioners' guidelines and technology into the market conduct exam procedures for the purpose of realizing standardization within the regulatory process for more efficient reviews and communication.

The Division opened a total of 152 files and closed 169 files for the past fiscal year.



The Division imposed a total of 67 administrative actions resulting in \$1,296,042 in penalties.



The Division conducted 101 enforcement investigations, involving licensees of the Department, resulting in actions other than fines. In total, 75 administrative actions were reported to the NAIC

Budget-in-Detail

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Licensee examinations completed	169	160	170	175
Resulted in administrative action	67	70	70	75

Personnel Summary

Permanent Full-Time Positions Insurance Fund	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
	12	0	0	12	12	12	12	12

Financial Summary

(Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	814,647	922,379	964,221	964,221	964,221	1,008,038	1,008,038	1,008,038
Other Expenses	34,502	44,981	52,377	48,673	40,987	53,844	50,035	40,997
<u>Other Current Expenses</u>								
Fringe Benefits	350,017	375,630	387,713	404,844	389,733	405,332	423,813	409,035
TOTAL-Insurance Fund	1,199,166	1,342,990	1,404,311	1,417,738	1,394,941	1,467,214	1,481,886	1,458,070
<u>Additional Funds Available</u>								
Private Contributions	91,107	96,455	103,662	103,662	103,662	109,229	109,229	109,229
TOTAL - All Funds	1,290,273	1,439,445	1,507,973	1,521,400	1,498,603	1,576,443	1,591,115	1,567,299

Market Conduct

PROGRAM: MANAGEMENT SERVICES

Statutory Reference: Section 38a-8

Statement of Need and Program Objectives:

To plan, organize, direct and support all administrative operations of the Department of Insurance in order to ensure that programs can be accomplished in an efficient and effective manner.

Program Description:

The Office of the Commissioner directs the day-to-day operations of the Department. The Office is responsible for developing and overseeing all aspects of Department policy and ensuring that the Department's mission, which is to protect consumers and regulate the insurance industry, is achieved and maintained.

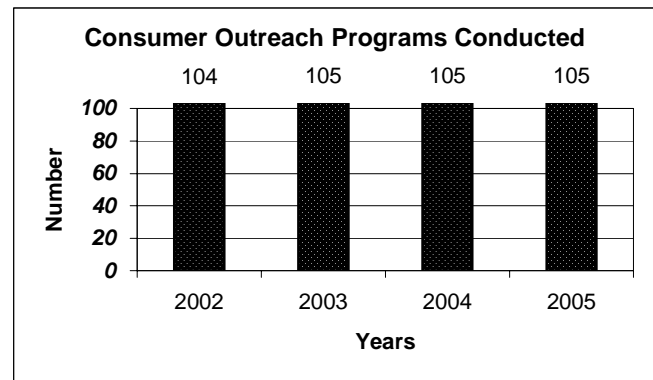
The Business Office is responsible for all functions relating to budget and fiscal management services which include: preparation and administration of the department's budget; payroll preparation; purchase of all equipment, goods and services required by the department; payment of all expenses incurred; and collection and deposit of all fees and assessments levied and received by the department.

The Legal Division drafts, monitors and analyzes legislation proposals; manages the drafting and adoption of department regulations; participates in department hearings involving rates, license enforcement and acquisitions and mergers of insurance companies; and acts as liaisons with the Office of the Attorney General. Additionally, this office monitors the operations of the two insurance guaranty associations and manages the insurance company receivership activities on behalf of the Insurance Commissioner as a Court appointed receiver.

The Computer Systems Support Unit is responsible for all computer-related functions. The unit monitors all hardware and software to make sure it serves the needs of the Department in a responsive, innovative and cost effective manner. It also is responsible for the integrity, accuracy and effectiveness of all shared data for meeting the business needs of the department and it ensures that all computer output is delivered on a timely basis.

The Personnel Administration Unit is responsible for recruitment, promotions, separations, time and attendance, workers' compensation, labor relations, training, performance evaluations, development and implementation of the Affirmative Action Plan.

The Federal/International Relations Office was established in April 2000 to address issues arising from financial services modernization and globalization of the economy as they relate to the insurance industry in Connecticut. It serves as liaison to the federal financial service agencies in compliance with the applicable provisions of the Gramm-Leach-Bliley Act that pertain to the functional regulation of insurance and is responsible for oversight of federal and international issues that may impact the regulation of insurance. The Connecticut Insurance Department chairs the NAIC's Coordinating with Federal Regulators Working Group and is a regular participant in cross-sectoral meetings on common issues facing the financial services industry. The Fraud Unit coordinates the Insurance Departments' communication on insurance fraud allegations with other state and federal agencies, consumers, insurers, law enforcement and industry groups. The unit develops information useful in alerting Connecticut consumers to the dangers and costs of insurance fraud and, conducts a program of consumer outreach and education to promote the prevention, detection and reporting of insurance fraud in the state.



Total number of consumer outreach programs conducted and projected to be conducted.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Regulations promulgated	3	4	5	5
Fines imposed and revenue (\$)	1,311,024	900,000	1,000,000	1,000,000

Personnel Summary	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Permanent Full-Time Positions	33	4	0	37	37	34	37	34
Insurance Fund								
Financial Summary	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	2,172,427	2,296,358	2,651,023	2,657,282	2,463,019	2,783,050	2,797,153	2,591,270
Other Expenses	2,854,173	2,285,479	2,884,521	2,472,372	2,081,969	2,942,352	2,540,831	2,081,852
<u>Capital Outlay</u>								
Equipment	175,060	187,150	199,000	199,000	129,150	169,000	169,000	101,750
<u>Other Current Expenses</u>								
Fringe Benefits	924,244	914,435	1,065,319	985,553	948,768	1,116,849	1,031,735	995,757
Indirect Overhead	503,035	481,042	600,000	600,415	575,097	650,000	421,358	396,040
TOTAL-Insurance Fund	6,628,939	6,164,464	7,399,863	6,914,622	6,198,003	7,661,251	6,960,077	6,166,669
Management Services								

AGENCY FINANCIAL SUMMARY - INSURANCE FUND

Current Expenses by Minor Object	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	10,837,773	11,360,719	12,359,638	11,635,773	12,909,407	12,191,865
Other Positions	85,633	229,917	158,048	158,048	159,621	159,621
Other	177,697	297,756	404,451	304,946	471,156	351,658
Overtime	1,136	6,000	10,000	5,000	12,000	6,000
TOTAL-Personal Services Gross	11,102,239	11,894,392	12,932,137	12,103,767	13,552,184	12,709,144
Less Reimbursements						
Less Turnover	0	0	-150,000	-150,000	-175,000	-175,000
Less Unsettled Collective Brg Contract Costs	0	0	0	-483,846	0	-1,018,419
Less Early Retirement Plan Accruals						
TOTAL-Personal Services Net	11,102,239	11,894,392	12,782,137	11,469,921	13,377,184	11,515,725
<u>Other Expenses-Contractual Services</u>						
Advertising	3,953	5,000	10,280	44,500	10,568	44,500
Printing And Binding	8,911	20,300	20,869	19,285	21,454	19,285
Dues and Subscriptions	83,149	51,205	52,638	39,845	54,111	39,845
Utility Services	45,185	50,400	51,055	48,166	51,719	48,166
Rents, Storage & Leasing	1,085,403	1,239,767	1,274,480	1,177,764	1,310,165	1,177,764
Telecommunication Services	54,242	55,680	60,980	52,895	62,688	52,895
General Repairs	138,525	99,226	102,004	46,263	104,861	46,263
Motor Vehicle Expenses	57,390	55,000	62,705	52,249	64,461	52,249
Fees For Outside Professional Services	912,993	368,295	768,224	470,682	808,197	470,682
Fees For Non-Professional Services	97,563	49,668	70,140	47,184	75,284	47,184
DP Services, Rentals and Maintenance	311,969	327,000	391,504	287,445	354,265	287,445
Postage	164,982	128,092	193,280	113,686	163,312	118,327
Travel	135,425	153,118	199,837	109,757	205,433	109,757
Other Contractual Services	17,592	13,076	13,442	12,423	13,818	12,423
<u>Other Expenses-Commodities</u>						
Books	443	2,499	2,568	2,374	2,639	2,374
Maintenance and Motor Vehicle Supplies	7,856	7,000	9,568	6,650	10,066	6,650
Office Supplies	139,856	123,536	146,152	104,358	154,403	104,358
Miscellaneous Commodities	76,826	50,000	51,400	15,499	52,839	15,499
<u>Other Expenses-Sundry</u>						
Sundry - Other Items	5,283	10,299	51,130	8,787	52,562	8,787
TOTAL-Other Expenses Gross	3,347,546	2,809,161	3,532,256	2,659,812	3,572,845	2,664,453
Less Reimbursements						
TOTAL-Other Expenses Net	3,347,546	2,809,161	3,532,256	2,659,812	3,572,845	2,664,453
<u>Other Current Expenses</u>						
Fringe Benefits	4,743,932	4,742,493	5,199,453	4,920,554	5,447,216	5,164,248
Indirect Overhead	503,035	481,042	600,000	575,097	650,000	396,040
TOTAL-Other Current Expenses	5,246,967	5,223,535	5,799,453	5,495,651	6,097,216	5,560,288

Budget-in-Detail

<i>Character & Major Object Summary</i>	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	11,102,239	11,894,392	12,782,137	12,785,396	11,469,921	13,377,184	13,387,787	11,515,725
Other Expenses Net	3,347,546	2,809,161	3,532,256	3,039,045	2,659,812	3,572,845	3,123,370	2,664,453
Capital Outlay	175,060	187,150	199,000	199,000	129,150	169,000	169,000	101,750
Other Current Expenses	5,246,967	5,223,535	5,799,453	5,711,743	5,495,651	6,097,216	5,772,198	5,560,288
TOTAL-Insurance Fund Net	19,871,812	20,114,238	22,312,846	21,735,184	19,754,534	23,216,245	22,452,355	19,842,216
<u>Additional Funds Available</u>								
Private Contributions	230,740	242,460	263,213	263,213	263,213	262,669	262,669	262,669
TOTAL-All Funds Net	20,102,552	20,356,698	22,576,059	21,998,397	20,017,747	23,478,914	22,715,024	20,104,885

OFFICE OF CONSUMER COUNSEL

AGENCY DESCRIPTION:

The Office of Consumer Counsel (OCC) is an independent state agency with the responsibility of advocating for Connecticut consumers' interests in all matters with respect to utility related services.

To help ensure that all of Connecticut's consumers receive the highest level of utility related services at the lowest overall cost, OCC is authorized to participate in any regulatory or judicial proceedings, federal or state, affecting such interests.

The OCC is a party to all contested matters before the Department of Public Utility Control (DPUC) and is authorized to appeal decisions in court.

OCC fulfils its statutory responsibility primarily by representing the interests of Connecticut's utility consumers in proceedings before the DPUC, which determines rates and services. Utilities, suppliers, aggregators and telecommunications service providers spend millions of dollars annually seeking favorable decisions on rate, service and policy matters with far reaching impacts. OCC often is the only party in a proceeding that scrutinizes, evaluates and prosecutes the full array of issues on behalf of all consumers and that presents alternatives more beneficial to consumers.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	<u>2003-2004</u>	<u>2004-2005</u>
• Annualization of FY 03 Reductions	-62,497	-62,497
• Remove Inflation	-13,632	-28,054
• Layoffs Necessitated by Failure to Achieve Concessions	-108,948	-108,948
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-56,778	-121,089
• Reduce Agency Personal Services	-14,021	-14,021
• Reduce Out-of-State Travel	-5,000	-5,000

AGENCY PROGRAMS:

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Consumer Counsel and Public Utility Fund	18	1	-1	18	19	16	19	16
<i>Other Positions Equated to Full Time</i>			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
Consumer Counsel and Public Utility Fund			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
			1	1	1	1	1	1

Agency Programs by Total Funds (Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Utility Consumer Advocacy & Assistance	2,452,143	2,534,751	2,858,915	2,621,476	2,417,378	2,962,612	2,608,693	2,390,173
TOTAL Agency Programs - All Funds Gross	2,452,143	2,534,751	2,858,915	2,621,476	2,417,378	2,962,612	2,608,693	2,390,173
Less Turnover								
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-56,778	0	0	-121,089
Less Early Retirement Plan Accruals								
TOTAL Agency Programs - All Funds Net	2,452,143	2,534,751	2,858,915	2,621,476	2,360,600	2,962,612	2,608,693	2,269,084
<u>Summary of Funding</u>								
Consumer Counsel/Public Utility Fund Net	2,452,143	2,534,751	2,858,915	2,621,476	2,360,600	2,962,612	2,608,693	2,269,084
TOTAL Agency Programs - All Funds Net	2,452,143	2,534,751	2,858,915	2,621,476	2,360,600	2,962,612	2,608,693	2,269,084

PROGRAM: UTILITY CONSUMER ADVOCACY AND ASSISTANCE

Statutory Reference:

C.G.S. Sections 16-2a and 16-49

Statement of Need and Program Objectives:

To protect the interests of Connecticut's utility consumers and to help provide them with the lowest utility rates possible commensurate with the highest levels and best array of services.

Program Description:

The Office of Consumer Counsel fulfills its legislative mandate by representing consumers before the Department of Public Utility Control, state and federal courts, the Federal Energy Regulation Commission, the Federal Communication Commission and other forums. The office has been successful in the dismissal and reduction of rate increase requests. A great deal of attention is devoted to providing better services at the lowest possible costs for Connecticut consumers and advocating for those changes. Creation of opportunities to lower customers bills is important to increasing the competitiveness of Connecticut business and the economic well being of Connecticut consumers.

The office has made significant efforts to inform consumers of matters affecting rates and services of utility companies. Issues such as fuel adjustment clauses, rate design, access to and the quality of cable television service, rate increases, proposed regulations and utility system reliability have been discussed with consumers on an individual basis and with consumer groups.

The interests of Connecticut utility consumers are protected and advocated by the Office of Consumer Counsel in a multitude of

proceedings involving broad areas such as rates, quality of service, rule making and regulatory policy. This occurs before the Department of Public Utility Control (DPUC) and other state and federal regulatory agencies. The office has the same responsibilities with respect to state or federal court cases that affect Connecticut utility consumers. In such forums the office analyzes and evaluates relevant economic and management factors; current and proposed state and federal law and policies and decisions of the DPUC and other administrative bodies with particular regard to statutory and regulatory consistency. The office also assesses the potential for successful judicial appeal. It then formulates positions that serve the interests of Connecticut utility consumers and advances positions accordingly.

While litigation in administrative and judicial arenas is the primary role and responsibility of the office, significant resources are devoted to educating and providing technical assistance and information to individuals and groups of consumers, other state agencies and members of the General Assembly. These activities assist consumers in resolution of their disputes with utility companies and they assist the OCC in more effective consumer representation. These activities also include compilation of data and the provision of information and testimony to other bodies.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Interventions	267	530	535	540
Cases decided by DPUC	520	525	530	535
Consumer complaints	192	250	275	300

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Consumer Counsel and Public Utility Fund	18	1	-1	18	19	16	19	16

Other Positions Equated to Full Time

	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Consumer Counsel and Public Utility Fund	1	1	1	1	1	1

Financial Summary

(Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,206,454	1,331,279	1,443,389	1,345,316	1,226,368	1,505,052	1,404,890	1,285,942
Other Expenses	516,927	465,428	618,716	548,716	505,588	635,938	563,138	505,588
Capital Outlay								
Equipment	18,197	16,000	16,524	14,600	14,600	16,542	12,100	12,100
Other Current Expenses								
Fringe Benefits	512,972	532,139	580,387	568,414	536,386	605,181	594,119	562,091
Indirect Overhead	197,593	189,905	199,899	144,430	134,436	199,899	34,446	24,452
TOTAL-Consumer Counsel/Public Utility Fund	2,452,143	2,534,751	2,858,915	2,621,476	2,417,378	2,962,612	2,608,693	2,390,173

Utility Consumer Advocacy & Assistance**AGENCY FINANCIAL SUMMARY - CONSUMER COUNSEL AND PUBLIC UTILITY FUND**

Current Expenses by Minor Object	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Personal Services						
Permanent Fulltime Positions	1,192,475	1,313,519	1,378,830	1,191,754	1,436,011	1,249,314
Other Positions	506	2,760	31,000	0	33,000	0
Other	10,987	11,000	29,059	30,614	31,041	32,628
Overtime	2,486	4,000	4,500	4,000	5,000	4,000
TOTAL-Personal Services Gross	1,206,454	1,331,279	1,443,389	1,226,368	1,505,052	1,285,942
Less Reimbursements						
Less Turnover						
Less Unsettled Collective Brg Contract Costs	0	0	0	-56,778	0	-121,089
Less Early Retirement Plan Accruals						
TOTAL-Personal Services Net	1,206,454	1,331,279	1,443,389	1,169,590	1,505,052	1,164,853

Other Expenses-Contractual Services

Printing And Binding	396	300	308	286	317	286
Dues and Subscriptions	51,283	49,000	50,372	46,751	51,782	46,751
Utility Services	13,340	13,650	13,948	13,027	14,237	13,027
Rents, Storage & Leasing	174,115	174,000	178,872	166,015	183,881	166,015
Telecommunication Services	9,825	10,000	10,280	9,541	10,568	9,541
General Repairs	2,116	2,000	2,056	1,908	2,114	1,908
Motor Vehicle Expenses	4,208	4,000	4,112	3,816	4,227	3,816
Fees For Outside Professional Services	58,139	33,891	150,000	75,480	154,200	75,480
Fees For Non-Professional Services	58,414	60,000	61,680	57,246	63,407	57,246
DP Services, Rentals and Maintenance	16,279	15,250	15,677	14,550	16,116	14,550
Postage	5,957	6,000	6,168	5,725	6,341	5,725
Travel	15,103	14,350	14,752	8,691	15,165	8,691
Other Contractual Services	10,868	11,880	12,212	11,335	12,554	11,335

Other Expenses-Commodities

Agricultural, Horticultural, and Dairy	236	200	204	191	208	191
Books	552	500	514	477	528	477
Maintenance and Motor Vehicle Supplies	701	700	720	668	740	668
Office Supplies	18,937	18,000	18,504	17,174	19,022	17,174

Other Expenses-Sundry

Sundry - Other Items	76,458	51,707	78,337	72,707	80,531	72,707
TOTAL-Other Expenses Gross	516,927	465,428	618,716	505,588	635,938	505,588
Less Reimbursements						
TOTAL-Other Expenses Net	516,927	465,428	618,716	505,588	635,938	505,588

Other Current Expenses

Fringe Benefits	512,972	532,139	580,387	536,386	605,181	562,091
Indirect Overhead	197,593	189,905	199,899	134,436	199,899	24,452
TOTAL-Other Current Expenses	710,565	722,044	780,286	670,822	805,080	586,543

Character & Major Object Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	1,206,454	1,331,279	1,443,389	1,345,316	1,169,590	1,505,052	1,404,890	1,164,853
Other Expenses Net	516,927	465,428	618,716	548,716	505,588	635,938	563,138	505,588
Capital Outlay	18,197	16,000	16,524	14,600	14,600	16,542	12,100	12,100
Other Current Expenses	710,565	722,044	780,286	712,844	670,822	805,080	628,565	586,543
TOTAL-Consumer Counsel/Public Utility	2,452,143	2,534,751	2,858,915	2,621,476	2,360,600	2,962,612	2,608,693	2,269,084
Fund Net								

DEPARTMENT OF PUBLIC UTILITY CONTROL

AGENCY DESCRIPTION:

<http://www.state.ct.us/dpuc/>

The Department of Public Utility Control (DPUC) regulates public service companies in order to balance the public's need for adequate service at affordable rates with providers' need to make a reasonable return on their investment. Electric, gas, water, telephone and cable television companies come under the department's purview.

Decisions are made by five commissioners who are appointed to four-year terms by the Governor with the advice and consent of the legislature.

The DPUC incorporates the activities of the Connecticut Siting Council. The department is funded from a separate Consumer Counsel and Public Utility Control Fund.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	2003-2004	2004-2005
• Annualization of FY 03 Reductions	-365,279	-357,256
• Remove Inflation	-61,644	-125,013
• Layoffs Necessitated by Failure to Achieve Concessions	-385,805	-396,357
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-349,065	-715,345
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-324,039	-333,730
• Miscellaneous Reductions Across Accounts	-205,967	-205,967

AGENCY PROGRAMS:

Personnel Summary

Permanent Full-Time Positions	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Consumer Counsel and Public Utility Fund	149	10	0	159	159	146	159	146

Other Positions Equated to Full Time

	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Actual	Estimated	Requested	Recommended	Requested	Recommended
Consumer Counsel and Public Utility Fund	1	1	1	1	1	1

Agency Programs by Total Funds (Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Public Service Company Regulation	17,787,735	19,460,312	20,935,845	20,859,694	19,516,960	21,816,716	21,471,394	20,053,071
TOTAL Agency Programs - All Funds Gross	17,787,735	19,460,312	20,935,845	20,859,694	19,516,960	21,816,716	21,471,394	20,053,071
Less Turnover	0	0	-98,500	-211,500	-211,500	-101,200	-217,300	-217,300
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-349,065	0	0	-715,345
Less Early Retirement Plan Accruals								
TOTAL Agency Programs - All Funds Net	17,787,735	19,460,312	20,837,345	20,648,194	18,956,395	21,715,516	21,254,094	19,120,426
Summary of Funding								
Consumer Counsel/Public Utility Fund Net	16,405,751	17,993,103	19,353,357	19,164,206	17,472,407	20,169,332	19,707,910	17,574,242
Siting Council	1,381,984	1,467,209	1,483,988	1,483,988	1,483,988	1,546,184	1,546,184	1,546,184
TOTAL Agency Programs - All Funds Net	17,787,735	19,460,312	20,837,345	20,648,194	18,956,395	21,715,516	21,254,094	19,120,426

PROGRAM: PUBLIC SERVICE COMPANY REGULATION

Statutory Reference:

C.G.S. Title 16 and Chapters 445, 446a, and 446e

Statement of Need and Program Objectives:

To achieve reasonable and nondiscriminatory rates, safe and adequate service and efficient operations - while assuring revenues adequate for the operator - through the regulation of public service companies.

Program Description:

Recent events have led the department to pursue this goal through the following complementary courses of action:

Conducting management audits of the public service companies. performing research and analysis to provide data and support for adjudicatory decisions; monitoring and enforcement of utility safety requirements; resolving individual consumer complaints; Increasing consumers' knowledge of their rights and counter-balancing utility companies' rate increase requests with an independently prepared, presented and defended opposing case.

The department schedules, coordinates, issues legal notices, conducts public hearings and adjudicates all contested cases. In rate cases, the technical units analyze information provided by parties, including depreciation schedules, construction and design, cost appropriateness, prior expense submissions, expense projections, return on equity, revenue requirements, proposals to issue additional debt or equity capital, appropriate expense and capitalization levels, supply alternatives, revenue projections and rate structures for different customer classes.

The department conducts investigations into generic issues, such as electric retail wheeling, the implementation of the Federal Energy Regulatory Commission's Order No. 636 by Connecticut's local gas distribution companies, the external costs and benefits of energy consumption and electric utilities' plans regarding permit allowance revenues from federal Clean Air Act amendments. In these investigations, staff analyzes the issues for compatibility with and furtherance of state energy policy; technical feasibility; costs compared

to benefits and long and short-term effects on ratepayers, utilities, the environment and the state's overall economic development.

The department also conducts or sponsors management audits of specific utility functions (e.g. long range planning, management information systems, human resources, inventory) to require companies to improve service and lower costs for their customers. A unit within the DPUC also monitors compliance with state and federal safety standards and investigates utility-related fatalities and accidents.

Consumer services programs involve responding to utility customers' complaints and requests for information. Response mechanisms include negotiating payment arrangements, investigating and mediating disputes over billing and service, checking the accuracy of bills and analyzing complaints to detect systematic problems affecting groups of consumers. The program promotes public understanding of the department's decisions and policies by mailing information and administrative procedures to consumers. Staff participates in rate proceedings by reviewing utility-proposed rate amendments, filing proposed modifications and testifying at hearings.

The Connecticut Siting Council reviews and acts on applications for approval of sites for construction, operation and maintenance of

facilities for electric generation and transmission, fuel transmission, telecommunications, hazardous waste management, low-level radioactive waste management and ash residue management.

The Council accepts and processes applications within strict statutory time limits. Consideration must be given to probable adverse environmental effects, public need for proposed facilities, public health and safety and local land use regulations, which the council's ruling may supersede or override. The council must also respond to requests for rulings on the applicability of statutory and regulatory provisions to various projects and actions involving regulated facilities. To effectively discharge the primary responsibility of issuing decisions, the council encourages full public participation, including ample notice and the holding of public hearings in or near the site communities. The council and its staff must also conform to all state administrative procedures; conduct necessary research into relevant subjects; conduct reviews of annual electric forecasts filed by electric utilities; participate in activities of various interagency boards and task forces; communicate and coordinate activities with related state and federal agencies and respond to public, legislative and media inquiries.

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
Consumer Counsel and Public Utility Fund	149	10	0	159	159	146	159	146
<i>Other Positions Equated to Full Time</i>			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
Consumer Counsel and Public Utility Fund			Actual	Estimated	Requested	Recommended	Requested	Recommended
			1	1	1	1	1	1

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
<i>(Net of Reimbursements)</i>								
Personal Services	9,972,008	11,052,763	11,871,040	11,865,323	11,130,479	12,402,855	12,443,973	11,688,886
Other Expenses	2,044,750	2,161,023	2,336,405	2,336,405	2,011,023	2,399,774	2,399,774	2,011,023
<i>Capital Outlay</i>								
Equipment	83,957	174,833	175,950	169,950	141,034	176,400	164,500	135,584
<i>Other Current Expenses</i>								
Fringe Benefits	4,144,002	4,440,638	4,738,131	4,682,969	4,439,200	4,951,622	4,903,963	4,660,194
Indirect Overhead	160,469	152,446	318,331	309,059	301,036	327,881	1,000	1,000
Nuclear Energy Advisory Council	565	11,400	12,000	12,000	10,200	12,000	12,000	10,200
TOTAL-Consumer Counsel/Public Utility Fund	16,405,751	17,993,103	19,451,857	19,375,706	18,032,972	20,270,532	19,925,210	18,506,887
<i>Additional Funds Available</i>								
Siting Council	1,381,984	1,467,209	1,483,988	1,483,988	1,483,988	1,546,184	1,546,184	1,546,184
TOTAL - All Funds	17,787,735	19,460,312	20,935,845	20,859,694	19,516,960	21,816,716	21,471,394	20,053,071
Public Service Company Regulation								

AGENCY FINANCIAL SUMMARY - CONSUMER COUNSEL AND PUBLIC UTILITY FUND

Current Expenses by Minor Object

	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Actual	Estimated	Requested	Recommended	Requested	Recommended
<i>Personal Services</i>						
Permanent Fulltime Positions	9,230,860	9,788,098	10,706,716	10,342,180	11,171,963	10,844,625
Other Positions	55,611	295,181	115,143	70,143	117,247	72,247
Other	624,757	977,668	1,055,962	732,423	1,118,243	785,013
Overtime	60,780	74,258	76,486	69,000	79,501	71,100
TOTAL-Personal Services Gross	9,972,008	11,135,205	11,954,307	11,213,746	12,486,954	11,772,985
Less Reimbursements	0	-82,442	-83,267	-83,267	-84,099	-84,099
Less Turnover	0	0	-98,500	-211,500	-101,200	-217,300
Less Unsettled Collective Brg Contract Costs	0	0	0	-349,065	0	-715,345
Less Early Retirement Plan Accruals						
TOTAL-Personal Services Net	9,972,008	11,052,763	11,772,540	10,569,914	12,301,655	10,756,241
<i>Other Expenses-Contractual Services</i>						
Advertising	84,260	73,738	96,363	82,870	99,061	82,869
Printing And Binding	8,078	10,925	11,253	9,656	11,590	9,655
Dues and Subscriptions	105,786	102,686	120,981	104,040	124,368	104,040

Budget-in-Detail

Utility Services	67,588	75,191	75,191	66,711	75,191	66,710
Rents, Storage & Leasing	836,376	942,458	968,847	833,184	995,975	833,184
Telecommunication Services	86,682	96,433	99,133	85,252	101,909	85,252
General Repairs	26,778	29,790	30,624	26,336	31,481	26,335
Motor Vehicle Expenses	31,551	35,100	36,083	31,031	37,093	31,029
Fees For Outside Professional Services	6,347	7,061	7,259	6,242	7,462	6,242
Fees For Non-Professional Services	372,571	362,480	434,309	373,495	446,470	373,495
DP Services, Rentals and Maintenance	164,680	183,203	188,332	161,960	193,605	161,959
Postage	58,848	65,468	67,301	57,877	69,185	57,877
Travel	96,277	68,370	89,547	77,007	92,054	77,007
<i><u>Other Expenses-Commodities</u></i>						
Books	7,737	8,607	8,848	7,609	9,096	7,609
Maintenance and Motor Vehicle Supplies	3,624	4,032	4,145	3,564	4,261	3,564
Office Supplies	58,940	65,571	67,407	57,968	69,294	57,966
Miscellaneous Commodities	4,396	4,891	5,028	4,324	5,168	4,322
<i><u>Other Expenses-Sundry</u></i>						
Sundry - Other Items	24,231	26,957	27,712	23,855	28,488	23,885
TOTAL-Other Expenses Gross	2,044,750	2,162,961	2,338,363	2,012,981	2,401,751	2,013,000
Less Reimbursements	0	-1,938	-1,958	-1,958	-1,977	-1,977
TOTAL-Other Expenses Net	2,044,750	2,161,023	2,336,405	2,011,023	2,399,774	2,011,023
<i><u>Other Current Expenses</u></i>						
Fringe Benefits	4,144,002	4,440,638	4,738,131	4,439,200	4,951,622	4,660,194
Indirect Overhead	160,469	152,446	318,331	301,036	327,881	1,000
Nuclear Energy Advisory Council	565	11,400	12,000	10,200	12,000	10,200
TOTAL-Other Current Expenses	4,305,036	4,604,484	5,068,462	4,750,436	5,291,503	4,671,394

Character & Major Object Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	9,972,008	11,052,763	11,772,540	11,653,823	10,569,914	12,301,655	12,226,673	10,756,241
Other Expenses Net	2,044,750	2,161,023	2,336,405	2,336,405	2,011,023	2,399,774	2,399,774	2,011,023
Capital Outlay	83,957	174,833	175,950	169,950	141,034	176,400	164,500	135,584
Other Current Expenses	4,305,036	4,604,484	5,068,462	5,004,028	4,750,436	5,291,503	4,916,963	4,671,394
TOTAL-Consumer Counsel/Public Utility Fund Net	16,405,751	17,993,103	19,353,357	19,164,206	17,472,407	20,169,332	19,707,910	17,574,242
<i><u>Additional Funds Available</u></i>								
Siting Council	1,381,984	1,467,209	1,483,988	1,483,988	1,483,988	1,546,184	1,546,184	1,546,184
TOTAL-All Funds Net	17,787,735	19,460,312	20,837,345	20,648,194	18,956,395	21,715,516	21,254,094	19,120,426

OFFICE OF THE MANAGED CARE OMBUDSMAN

AGENCY DESCRIPTION:

The Office of the Managed Care Ombudsman (OMCO) was established by the Connecticut General Assembly in 1999. The office was created to promote and protect the interests of covered persons

under managed care organization (MCO) health plans in Connecticut. A major responsibility of the office involves educating consumers about their rights and how to advocate on their own behalf when they have a problem or concern about their managed care/HMO health plan.

The office is being eliminated as part of the Governor's initiative to streamline state government. The functions of OMCO are being merged with the Insurance Department via a partial reallocation of resources to effect economies. The Managed Care Advocacy Unit will exist within the Consumer Affairs Division of the Insurance Department.

RECOMMENDED SIGNIFICANT CHANGES

	2003-2004	2004-2005
Reductions to Current Services		
• Annualization of FY 03 Reductions	-20,444	-20,444
• Remove Inflation	-7,924	-16,074
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-4,190	-6,967
• Eliminate the Info-Line Contract	-78,000	-79,589
<i>The toll-free line will be administered via OMCO personnel.</i>		
• Reduce Other Expenses	-42,000	-42,000
• Downsize the Office of Managed Care Ombudsman	-256,096	-257,539
<i>Eliminates the Managed Care Ombudsman and Insurance Program Manager positions and associated funding.</i>		
Reallocations or Transfers		
• Merge the Office of the Managed Care Ombudsman into the Department of Insurance	-285,951	-305,094
<i>Transfers the Insurance Program Manager, the Administrative Assistant and associated funding to the Department of Insurance.</i>		

AGENCY PROGRAMS:

Personnel Summary	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
Insurance Fund	3	1	0	4	4	0	4	0
<i>Other Positions Equated to Full Time</i>			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
Insurance Fund			Actual	Estimated	Requested	Recommended	Requested	Recommended
			1	0	0	0	0	0
Agency Programs by Total Funds (Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Office of Managed Care Ombudsman	663,799	687,042	759,383	694,605	0	795,887	727,610	0
TOTAL Agency Programs - All Funds Gross	663,799	687,042	759,383	694,605	0	795,887	727,610	0
Less Turnover								
Less Unsettled Collective Brg Contract Costs								
Less Early Retirement Plan Accruals								
TOTAL Agency Programs - All Funds Net	663,799	687,042	759,383	694,605	0	795,887	727,610	0
Summary of Funding								
Insurance Fund Net	663,799	687,042	759,383	694,605	0	795,887	727,610	0
TOTAL Agency Programs - All Funds Net	663,799	687,042	759,383	694,605	0	795,887	727,610	0

PROGRAM: OFFICE OF MANAGED CARE OMBUDSMAN

Statutory Reference:

Public Act 99-284

Statement of Need and Program Objectives:

Assist managed care consumers with plan selections, understanding their rights and responsibilities and accessing services through information, referral and assistance.

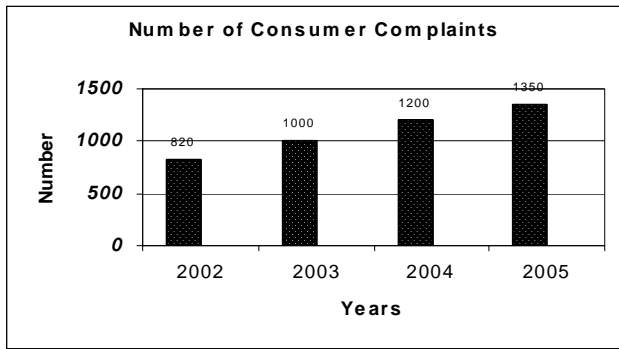
Program Description:

The Office of the Managed Care Ombudsman: maintains a toll-free number to assist and provide information to consumers; facilitates public comment on managed care policies; tracks complaints from the

public and quantifies these complaints in order to make legislative and regulatory recommendations on behalf of consumers and analyzes and monitors federal, state and local policies related to health insurance consumers and makes recommendations as necessary.

Assists consumers with managed care selection by providing information, referral and assistance to individuals about means of obtaining health insurance coverage and services; assist consumers with filing complaints and appeals and reviews consumers' health insurance records with written consent of any consumers.

Budget-in-Detail



Personnel Summary

Permanent Full-Time Positions

Insurance Fund	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
	3	1	0	4	4	0	4	0

Other Positions Equated to Full Time

Insurance Fund	2001-2002	2002-2003	2003-2004	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
	1	0	0	0	0	0	0

Financial Summary

(Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	264,638	298,584	316,014	287,269	0	330,887	304,354	0
Other Expenses	286,351	268,899	308,800	290,975	0	328,950	299,125	0

Capital Outlay

Equipment	0	0	7,500	0	0	3,000	2,600	0
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Other Current Expenses

Fringe Benefits	112,810	119,559	127,069	114,439	0	133,050	120,182	0
Indirect Overhead	0	0	0	1,922	0	0	1,349	0
TOTAL-Insurance Fund	663,799	687,042	759,383	694,605	0	795,887	727,610	0

Office of Managed Care Ombudsman

AGENCY FINANCIAL SUMMARY - INSURANCE FUND

Current Expenses by Minor Object

	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	261,341	296,627	280,354	0	294,637	0
Other Positions	666	0	31,410	0	32,000	0
Other	2,631	1,957	4,250	0	4,250	0
TOTAL-Personal Services Gross	264,638	298,584	316,014	0	330,887	0
Less Reimbursements						
Less Turnover						
Less Unsettled Collective Brg Contract Costs						
Less Early Retirement Plan Accruals						
TOTAL-Personal Services Net	264,638	298,584	316,014	0	330,887	0

Other Expenses-Contractual Services

Advertising	31,402	70,000	83,000	0	92,750	0
Printing And Binding	3,982	25,000	28,500	0	32,000	0
Dues and Subscriptions	862	1,200	1,200	0	1,200	0
Rents, Storage & Leasing	3,098	0	0	0	0	0
Telecommunication Services	1,995	0	0	0	0	0
Motor Vehicle Expenses	3,757	0	0	0	0	0
Fees For Outside Professional Services	174,431	147,448	166,500	0	169,500	0
Fees For Non-Professional Services	9,291	0	0	0	0	0
DP Services, Rentals and Maintenance	17,884	1,800	1,800	0	1,800	0
Postage	3,266	2,000	3,500	0	4,000	0
Travel	15,718	12,601	13,300	0	14,000	0
Other Contractual Services	8,728	0	0	0	0	0

Other Expenses-Commodities

Books	509	250	300	0	400	0
Maintenance and Motor Vehicle Supplies	399	600	700	0	800	0
Office Supplies	7,714	2,000	3,000	0	4,500	0
Miscellaneous Commodities	2,185	6,000	7,000	0	8,000	0

Other Expenses-Sundry

Office of the Managed Care Ombudsman

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Regulation and Protection

Sundry - Other Items	1,130	0	0	0	0	0
TOTAL-Other Expenses Gross Less Reimbursements	286,351	268,899	308,800	0	328,950	0
TOTAL-Other Expenses Net	286,351	268,899	308,800	0	328,950	0
<i>Other Current Expenses</i>						
Fringe Benefits	112,810	119,559	127,069	0	133,050	0
TOTAL-Other Current Expenses	112,810	119,559	127,069	0	133,050	0

<i>Character & Major Object Summary</i>	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	264,638	298,584	316,014	287,269	0	330,887	304,354	0
Other Expenses Net	286,351	268,899	308,800	290,975	0	328,950	299,125	0
Capital Outlay	0	0	7,500	0	0	3,000	2,600	0
Other Current Expenses	112,810	119,559	127,069	116,361	0	133,050	121,531	0
TOTAL-Insurance Fund Net	663,799	687,042	759,383	694,605	0	795,887	727,610	0

DEPARTMENT OF CONSUMER PROTECTION AND AGRICULTURE

AGENCY DESCRIPTION:

<http://www.state.ct.us/dcp/>

The Department of Consumer Protection is a regulatory agency responsible for protecting citizens from marketplace fraud and physical injury. This protection is achieved through the licensure, inspection, investigation, enforcement and public education activities in eight major programs: the Regulation of Food and Standards; the Regulation of Drugs, Cosmetics and Medical Devices; the Regulation of Alcoholic Liquor; the Regulation of Occupational and Professional Licensing; the Regulation of Trade Practices; the Bureau of Agriculture; the Regional Market and Management Services. The Department's enforcement operations for Liquor Control, Drug Control and Food & Standards Divisions are consolidated under the Chief of Enforcement Operations. The extent of the Department's regulatory oversight is unique among State agencies since its jurisdiction frequently interacts with that of almost every other Connecticut state agency. In addition, the

Department enforces the state version of critical federal laws and works closely with those federal agencies. Examples include: the Connecticut Unfair Trade Practices Act (Federal Trade Commission); the Connecticut Pure Food, Drug and Cosmetic Act (the U. S. Food and Drug Administration); the Connecticut State Child Protection Act (the U. S. Consumer Product Safety Commission); and the Connecticut Weights and Measures Act (the National Institute of Standards and Technology.)

A safe and equitable marketplace requires the Agency's constant vigilance against unexpected, as well as ongoing, health, safety and product-related problems. The Department of Consumer Protection must be able to mobilize staff at any time in order to respond quickly and effectively to a food, drug, or product safety emergency or an economic crisis affecting Connecticut's citizens.

AGENCY PROGRAM INDEX

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The functions of the Department of Agriculture and the Regional Market Fund are being merged with the Department of Consumer Protection to effect economies.

RECOMMENDED SIGNIFICANT CHANGES

	2003-2004	2004-2005
Reductions to Current Services		
• Annualization of FY 03 Reductions	-20,555	-20,555
• Remove Inflation	-31,970	-67,600
• Transfer Equipment to CEPF	-248,500	-351,900
• Layoffs Necessitated by Failure to Achieve Concessions	-624,808	-624,808
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-386,495	-797,390
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-129,077	-203,936
• Eliminate Summer Worker Positions	-19,618	-20,800
Reallocations or Transfers		
• Consolidate Functions of the Department of Agriculture to the Department of Consumer Protection and Agriculture	4,578,377	4,355,412
• Reallocate the Regional Market Fund to the Department of Consumer Protection and Agriculture	790,024	833,932

AGENCY PROGRAMS:

Personnel Summary	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
General Fund	170	4	0	174	175	210	175	210
Regional Market Operation Fund	0	0	0	0	0	9	0	9
Federal Contributions	1	0	0	1	1	1	1	1
Private Contributions	24	0	4	28	25	27	25	27
<i>Other Positions Equated to Full Time</i>								
			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
General Fund			Actual	Estimated	Requested	Recommended	Requested	Recommended
Regional Market Operation Fund			8	8	8	9	8	9
			0	0	0	1	0	1
Agency Programs by Total Funds (Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Management Services	3,416,621	3,770,132	4,390,623	4,220,203	3,705,383	4,628,474	4,476,294	3,947,779
Regulation of Food and Standards	2,043,682	2,284,273	2,269,321	2,265,971	2,129,853	2,463,835	2,448,822	2,203,382
Regul Drugs, Cosmetics & Med Devices	1,067,380	1,141,181	1,236,410	1,230,010	1,227,592	1,329,617	1,298,038	1,293,134

Regulation of Alcoholic Liquor	2,789,305	2,776,227	2,934,577	2,899,577	2,850,046	3,008,827	3,008,827	2,954,257
Regul Occupat & Professional Licensing	1,317,744	1,485,899	1,519,304	1,516,812	1,413,126	1,610,981	1,610,981	1,502,758
Regulation of Trade Practices	2,596,938	3,000,843	2,851,979	2,793,245	2,654,367	2,961,986	2,902,234	2,758,226
Bureau of Agriculture	0	0	0	0	5,790,456	0	0	4,874,191
Regional Market	0	0	0	0	796,759	0	0	871,108
TOTAL Agency Programs - All Funds Gross	13,231,670	14,458,555	15,202,214	14,925,818	20,567,582	16,003,720	15,745,196	20,404,835
Less Turnover	0	0	-153,209	-35,000	-35,833	-163,472	-35,000	-39,339
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-392,397	0	0	-811,358
Less Early Retirement Plan Accruals	0	0	0	0	-129,077	0	0	-222,805
TOTAL Agency Programs - All Funds Net	13,231,670	14,458,555	15,049,005	14,890,818	20,010,275	15,840,248	15,710,196	19,331,333
<u>Summary of Funding</u>								
General Fund Net	10,838,458	11,458,597	12,713,347	12,555,160	15,672,514	13,474,668	13,344,616	15,613,039
Regional Market Operation Fund Net	0	0	0	0	790,024	0	0	833,932
Bond Funds	18,653	91,224	0	0	0	0	0	0
Federal Contributions	114,623	155,650	99,204	99,204	620,983	98,000	98,000	616,779
Private Contributions	2,259,936	2,753,084	2,236,454	2,236,454	2,926,754	2,267,580	2,267,580	2,267,583
TOTAL Agency Programs - All Funds Net	13,231,670	14,458,555	15,049,005	14,890,818	20,010,275	15,840,248	15,710,196	19,331,333

PROGRAM: REGULATION OF FOOD AND STANDARDS

Statutory Reference:

C.G.S. Chapters 416, 417, 418, 419a, 419b, 420a, 420d, 743b, 750, 751,752, and 753

Statement of Need and Program Objectives:

To protect citizens from the hazards of all adulterated, contaminated, or unsanitary food by regulating all persons and businesses which manufacture or sell food products in the State of Connecticut. To ensure that measurements are correct and protect both buyer and seller in marketplace transactions involving the determination of quantity and quality.

Program Description:

The objectives of the Regulation of Food and Standards Program are achieved through the integration of four agency business functions into a comprehensive action plan. These activities are:

Enforcement

The Food and Standards Division conducts inspections of food-processing plants, warehouses and retail food stores, bakeries, non-alcoholic beverage plants, frozen dessert plants, vending machine locations, apple juice/cider plants, gasoline stations and all weighing and measuring devices used commercially, such as retail store scales, motor truck scales, petroleum meters and home delivery truck meters. It also checks the packaging, labeling, unit pricing, scanning and advertising of food products and non-food items, as well as restaurant menus, advertisements and gasoline station price signs, to ensure that the contents and their weights, are represented correctly. New models of weighing and measuring devices are examined by the Division and tested in the laboratory or field prior to their use, sale and distribution to ensure that they meet the requirements of the Department. The Division also tests motor fuel for compliance with State and Federal standards and works cooperatively with the State Police on the Overweight Truck Enforcement program and the Calibration of Portable Wheel Load Weighers program. The Division's investigation of consumer complaints entails sample collection, interviews with consumers, manufacturers, wholesalers and retailers and, in many cases, laboratory analysis. Pursuant to a Memorandum of Understanding with the Department of Environmental Protection, the Food and Standards Division is responsible for the enforcement and compliance requirements of the Stage II Vapor Recovery Program. This function includes the inspection and testing of gasoline dispensers and the collection of oxygenated fuel samples, to ensure compliance with Federal standards. The Division also oversees and supplements the inspection work performed by municipal sealers of weights and measures.

Crisis Response

The Food and Standards Division is an integral part of the State's inter-agency network for rapid response to food crises during emergencies,

natural disasters and nuclear-related emergencies. Food involved in fires, floods, vehicular accidents and other emergencies is inspected for contamination or adulteration and may be embargoed or designated for destruction. Two of the most important crisis response functions are those which pertain to product-tampering incidents and to Federal or State recalls of food and drug products. Both of these situations entail communication with manufacturers and distributors, the collection of samples for testing, the possible removal of products from store shelves and a complete monitoring of the incident. In this regard, a close working relationship exists with the Federal Food and Drug Administration, the Federal Bureau of Investigation, the Connecticut Agricultural Experiment Station, the Department's Drug Control Division and other agencies at the federal, state and municipal levels. The Division must also respond immediately to cases where special problems develop that represent a serious threat to public health and safety.

Information and Referral

The Food and Standards Division receives written and telephone inquiries from both citizens and licensees who are seeking information about food products, food-handling facilities, laboratory services, weights and measures devices, gasoline stations, petroleum products, product recalls, advertisements, State and Federal laws and numerous other items. The Division provides the advisements requested or refers the consumer to the appropriate source of the information or assistance needed. The Division's State Standards Center provides information, assistance and guidance on measurement to business, industry, governmental agencies and educational institutions. The Food and Standards Division also provides speakers and materials to consumer groups, civic and professional organizations, schools and trade shows to further the public education and outreach efforts that are an important component of its enforcement program.

The Measurement Laboratory

The Food and Standards Division houses the State of Connecticut Measurement Center which has custody of the physical standards of mass, length, volume and temperature (clinical thermometer standards). The Department must maintain its accreditation from the U. S. Department of Commerce National Institute of Standards and Technology (NIST) in order to ensure that the calibration services it provides to private and public sector customers are certifiable. Businesses and industries in the State must utilize NIST standards, which guarantee uniform measurement, in order to compete successfully in the national and international marketplace. Calibration services are also performed on the standards used by other state agencies, municipalities, registered dealers of weighing and measuring devices, institutions and on those carried by the Division's field inspectors.

Program Measure

Percentage of scheduled inspections conducted annually	2001-2002	2002-2003	2003-2004	2004-2005
	Actual	Estimated	Projected	Projected
	81	81	81	81

Budget-in-Detail

Percentage of weighing and measuring device tests scheduled/completed	65	71	72	72
Percentage of consumer complaints/investigated	100	100	100	100
Percentage of sample analysis scheduled/collected and analyzed	100	100	100	100
Percentage of weighed packages rejected	44	43	43	43

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Permanent Full-Time Positions	28	0	0	28	28	26	28	26
General Fund	3	0	0	3	3	3	3	3
Private Contributions								

Financial Summary

(Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	1,569,097	1,710,545	1,728,251	1,728,251	1,638,993	1,808,173	1,793,173	1,703,915
Other Expenses	197,657	203,963	212,963	209,723	203,963	215,645	215,645	203,963

Capital Outlay

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Equipment	0	0	41,210	41,100	0	144,513	144,500	0
TOTAL-General Fund	1,766,754	1,914,508	1,982,424	1,979,074	1,842,956	2,168,331	2,153,318	1,907,878

Additional Funds Available

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Bond Funds	18,653	91,224	0	0	0	0	0	0
Private Contributions	258,275	278,541	286,897	286,897	286,897	295,504	295,504	295,504
TOTAL - All Funds	2,043,682	2,284,273	2,269,321	2,265,971	2,129,853	2,463,835	2,448,822	2,203,382

Regulation of Food and Standards

PROGRAM: REGULATION OF DRUGS, COSMETICS AND MEDICAL DEVICES

Statutory Reference:

C.G.S. Chapters 382, 400j, 416, 417, 418, 419, 420b, 420c and 368p

Statement of Need and Program Objectives:

To protect the health and safety of Connecticut citizens by regulating all persons and firms involved in the legal distribution of drugs, cosmetics and medical devices in order to detect and prevent the diversion of drugs from those channels.

Program Description:

The objectives of the Regulation of Drugs, Cosmetics and Medical Devices Program are achieved through the integration of three agency business functions into a comprehensive action plan. These activities are:

Enforcement

The Drug Control Division is the only entity in the State of Connecticut with both regulatory and enforcement (administrative and criminal) authority relating to the distribution of legal controlled drugs. Its oversight includes: all Connecticut health care practitioners who are authorized to prescribe controlled drugs; all in-state manufacturers, wholesalers and laboratories which handle controlled drugs and/or other drugs, medical devices and cosmetics and, all out-of-state wholesalers that distribute drugs, cosmetics and/or devices within the State of Connecticut. The Division conducts inspections which include, but are not limited to: in-state pharmacies; institutional health care facilities; drug treatment programs; laboratories; individual practitioners' controlled substance stocks and, manufacturers and wholesalers, of drugs, cosmetics and medical devices. A single routine inspection requires from 2 to 63 person hours, depending upon the type of facility being inspected. The Division conducts re-inspections and special inspections for reasons that may include non-compliance, suspected excess drug purchases, or pharmacy robberies. It receives and supervises the destruction of drug stocks from legal sources and evidence from law enforcement authorities. The Division also investigates: diversion, loss and misuse of drugs from all legal sources; reported instances of non-compliance involving persons and firms in the legal distribution chain; reports of excess drug purchases by legal distributors and consumer complaints involving drugs, cosmetics and/or medical devices. The Drug Control Division prepares and executes, both arrest warrants and search and seizure warrants. It also prepares investigative reports for the appropriate licensing authority and provides testimony at criminal trials and administrative hearings.

Crisis Response

The Drug Control Division is an important component of the State's inter-agency network for rapid response to emergencies and natural disasters. Drugs, cosmetics and/or medical devices involved in fires, floods, vehicular accidents and other emergency situations, are inspected for contamination or adulteration and then, if necessary, designated for destruction. Two of the most important crisis response functions are those which pertain to product-tampering incidents and to the Federal or State recall of drug products, since potential public harm may occur as a result of the distribution of damaged or subpotent products. Both of these situations entail communication with manufacturers and distributors, the collection of samples for testing, the possible removal of products from store shelves and a complete monitoring of the incident. In this regard, a close working relationship exists with the U. S. Drug Enforcement Administration, the Federal Food and Drug Administration, the Federal Bureau of Investigation, the Department's Food and Standards Division, the Connecticut Agricultural Experiment Station and other agencies at both the state and municipal levels. Drug Control agents must also respond immediately to cases of drug abuse, or misuse, by health care practitioners and to cases where special problems develop that represent a serious threat to public health and safety.

Information and Referral

The Drug Control Division receives written and telephone inquiries from citizens, licensees, law enforcement officers and health care practitioners seeking information about pharmaceutical products, drugs, cosmetics, medical devices, pharmacists, pharmacies, health care practitioners, product recalls, advertisements, State and Federal laws and numerous other items. It provides the information requested, or refers the consumer to the appropriate source for the advisements and/or assistance needed. The Drug Control Division provides: consultation to health care organizations and practitioners regarding the development of drug distribution systems; training programs for municipal and state Police officers; seminars and in-service training for health care professionals and newsletters and publications to health care practitioners and facilities. The Division maintains a specialized Website on the World Wide Web which provides information relating to the distribution of drug products in the State for inquiry by consumers, health-care professionals, law enforcement personnel and others. The Division also provides speakers and materials to consumer groups, civic and professional organizations, schools and trade shows to further the public education and outreach efforts that are an important component of its enforcement program.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Percentage of scheduled inspection hours carried out annually	91	100	100	100
Percentage of assigned investigations resulting in administrative or criminal actions	69	69	69	69
Percentage of inspections decreased, eliminated or reduced in scope as a function of increased compliance in the industry	5	5	5	5

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	14	0	0	14	14	14	14	14
			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
<i>Other Positions Equated to Full Time</i>			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund			1	1	1	1	1	1

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	963,617	1,029,458	1,132,188	1,132,188	1,132,188	1,222,730	1,197,730	1,197,730
Other Expenses	83,703	86,404	95,222	88,822	86,404	97,887	91,308	86,404
TOTAL-General Fund	1,047,320	1,115,862	1,227,410	1,221,010	1,218,592	1,320,617	1,289,038	1,284,134
<i>Additional Funds Available</i>								
Private Contributions	5,635	319	0	0	0	0	0	0
Federal Contributions								
16002 LEA- Dangerous Drugs- State Leg	14,425	25,000	9,000	9,000	9,000	9,000	9,000	9,000
TOTAL - All Funds	1,067,380	1,141,181	1,236,410	1,230,010	1,227,592	1,329,617	1,298,038	1,293,134
Regul Drugs, Cosmetics & Med Devices								

PROGRAM: REGULATION OF ALCOHOLIC LIQUOR**Statutory Reference:**

C.G.S. Sections 30-1 through 30-113

Statement of Need and Program Objectives:

To protect the health and safety of Connecticut citizens by regulating all persons and firms involved in the distribution, sale and dispensing of alcoholic liquor in order to prevent sales to minors and intoxicated persons, guarantee product integrity and ensure that licensed premises are safe and sanitary.

Program Description:

The objectives of the Regulation of Alcoholic Liquor Program are achieved through the integration of three agency business functions into a comprehensive action plan. These activities are:

Enforcement

The Liquor Control Division conducts inspections and investigations to ensure compliance with the provisions of State laws and regulations pertaining to the importation, manufacture and sale of alcoholic liquor. Potential permittees are investigated to assess eligibility for licensure while establishments with permits are inspected to ensure that safety, sanitary conditions and suitability of conduct requirements are met. Field agents investigate alleged violations of the State Liquor Control Act such as: the sale of alcohol to minors and intoxicated persons; deceptive or unfair trade practices; pricing; brands registration; reported instances of non-compliance; the conduct of premises as it pertains to adult entertainment, suspected illicit drug violations, gambling and discriminatory acts and consumer complaints involving alcoholic liquor. The Division seizes alcoholic liquor products, maintains the evidence for hearings and court cases and subsequently supervises the destruction of these products. The Liquor Control agents prepare investigative reports and may testify in Federal or state court and before administrative proceedings that result in dispositions of violations by fining, suspending, or revoking liquor permits. In this

regard, a close working relationship exists with law enforcement agencies at all levels. Liquor Control agents must also respond to cases where special problems develop that represent a serious threat to public health and safety.

Liquor Control Commission

The Liquor Control Commission is a 3 member regulatory commission within the Department that is chaired by the Commissioner of Consumer Protection. The Commission oversees provisional permits and is utilized by the Department to hold formal and informal administrative hearings regarding allegations which include, but are not limited to: suitability of applicants and permit premises; sales to minors and intoxicated persons; obtaining liquor permits by fraud; conduct on permittee premises and other activities as are delegated to the Liquor Control Commission by the Commissioner of Consumer Protection.

Information and Referral

The Liquor Control Division receives written, electronic and telephone inquiries from citizens, licensees and law enforcement officers who are seeking information about permit holders, permit requirements, brands registrations, the State Liquor Law, acceptable identification and numerous other items. The Division provides the information requested or refers the consumer to the appropriate source for the advisements and/or assistance needed. The Liquor Control Division also: conducts training programs for Federal, State and local law enforcement agencies; provides training and consultation to permittees and servers and works with organizations such as Mothers Against Drunk Driving (MADD), the Governor's Prevention Partnership and the Connecticut Coalition to Stop Underage Drinking. The Division provides speakers and materials to special interest groups, civic and professional organizations and schools to further the public education and outreach efforts that are an important component of its enforcement program.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Percentage of complaint investigations, assigned in the past 12 months, that are completed	83	90	90	90
Percentage of new application investigations completed within 90 days	96	97	97	97

Budget-in-Detail

Percentage of assigned investigations resulting in administrative action	59	60	60	60
Percentage of assigned general inspections conducted annually	73	75	78	78

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	28	1	0	29	29	28	29	28
Private Contributions	9	0	1	10	10	10	10	10
			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
<i>Other Positions Equated to Full Time</i>			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund			1	1	1	1	1	1

Financial Summary

<i>(Net of Reimbursements)</i>	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,589,383	1,678,249	1,801,610	1,801,610	1,756,981	1,887,138	1,887,138	1,842,509
Other Expenses	169,640	175,052	188,554	188,554	183,652	184,993	184,993	175,052
<u>Capital Outlay</u>								
Equipment	0	0	35,000	0	0	0	0	0
TOTAL-General Fund	1,759,023	1,853,301	2,025,164	1,990,164	1,940,633	2,072,131	2,072,131	2,017,561
<u>Additional Funds Available</u>								
Private Contributions	1,001,650	882,926	909,413	909,413	909,413	936,696	936,696	936,696
Federal Contributions								
20600 State & Community Highway Safety	28,632	40,000	0	0	0	0	0	0
TOTAL - All Funds	2,789,305	2,776,227	2,934,577	2,899,577	2,850,046	3,008,827	3,008,827	2,954,257

Regulation of Alcoholic Liquor

PROGRAM: REGULATION OF TRADE PRACTICES

Statutory Reference:

C.G.S. Chapters 399a, 400, 403, 407, 407a, 416, 419d, 420, 420a, 420d, 734b, 735a, 735b, 735c, 737, 738b, 739, 740, 741, 743b, 743c, 743d, 743e, 743g, 743h, 743i, 743l, 743m, 743n, 743o, 743p, PA 02-81, and PA 02-131.

Statement of Need and Program Objectives:

The objectives of the Regulation of Trade Practices Program are achieved through the integration of several agency business functions into a comprehensive action plan. These activities are:

Enforcement

The Trade Practices Division receives complaints and conducts investigations to determine if violations exist. Documented violations are resolved by either voluntary compliance or referred for legal actions such as consent agreements, cease and desist orders, criminal arrest, injunctive action, restitution and civil penalties. In complaints where no statutory violations are found the Department provides informal mediation services to consumers and businesses. When no resolution is possible consumers are counseled on their available options and given advice for future preventative measures. The Trade Practices Division protects the health and safety of Connecticut citizens in their use of consumer products through enforcement of the State Child Protection Act. It conducts product testing, monitors injury/death statistics and identifies priority issues from consumer complaints. Recalls are initiated and monitored when products do not comply with mandatory safety standards. Manufacturers of hazardous substances are inspected to determine if cautionary labeling is accurate and complete. Inspections of bedding and upholstered furniture are conducted at all levels of the manufacturing and distribution chain. The Trade Practices Division also regulates closing out sales, home improvement contractors, health clubs, itinerant vendors, new home construction contractors and is responsible for developing and maintaining, a "No Call" list for consumers who do not wish to be contacted by telemarketers operating in the State of Connecticut. It administers the Lemon Law Arbitration Program, which provides an independent arbitration mechanism for settling disputes between consumers and automobile manufacturers regarding defective new cars and motorcycles. This Division also provides financial relief from fraudulent activities through its administration of the Home Improvement Guaranty Fund, the Health Club Guaranty Fund, the Itinerant Vendor Guaranty Fund and the New Home Construction Guaranty Fund.

Crisis Response

The Trade Practices Division recalls products that fail to meet mandatory safety standards. These recall actions entail communication with manufacturers and distributors, the collection of samples for testing, the possible removal of products from store shelves and a complete monitoring of the product removal from distribution. In this regard, a close working relationship exists with the Federal Consumer Product Safety Commission, the Connecticut Agricultural Experiment Station and other agencies at the Federal, state and municipal levels. The Division must also respond immediately to cases where emerging hazards develop for new products that represent a serious threat to public health and safety.

Information and Referral

The agency's Consumer Complaint Center is an important component of the Trade Practices Division. It serves the public by processing, referring, tracking, mediating and making final disposition on all written complaints received by the Department. The Complaint Center also: responds to Freedom of Information requests and inquiries for the complaint history of any business or person; provides documentation for the Department's Trade Practices Division and other staff; prepares complaint files for potential legal action; provides information to other state, local and federal agencies and provides ongoing updated information to consumers who write to the Department. Additionally, the Complaint Center provides important analyses of emerging trends and problem areas through its case management database information system. This analysis provides the Commissioner of Consumer Protection with the information necessary to direct industry-wide investigations, develop legislation, prepare statewide consumer alerts and prioritize staff assignments. The Complaint Center also operates the agency's toll-free telephone information line, which receives over 100,000 calls per year and is a service required by statute.

Public Charities Unit

The Trade Practices Program also includes the Public Charities Unit which is a joint program of the Department of Consumer Protection and the Attorney General's Office. Combining the administrative, investigatory and prosecutorial resources of the two agencies into one unit facilitates accomplishment of two interrelated program objectives. Registered charities are required to file annual financial reports that provide comprehensive information on their income and expenditures. Paid soliciting firms hired by charities are also required to register with the unit, to file a notice of each upcoming solicitation campaign and to

submit a post-campaign financial report. Reports and notices are reviewed for completeness and, where problems are noted, the charity or solicitor is asked to file an amended report. These sources provide the basis for an investigation of possible statutory violations which usually includes a detailed review of the alleged offender's financial records by the unit's auditor. If a violation is established, the unit proceeds with one or more of the following enforcement options: a civil suit in Superior Court, a criminal arrest or an administrative action to revoke or suspend the registration of the charity or the paid soliciting firm. The unit works closely with local police, attorneys general from

other states and various state and federal agencies. The Public Charities Unit compiles and disseminates comprehensive statistics on charitable activity in Connecticut as well as on the activity of paid soliciting firms and it receives and responds to complaints and inquiries from the public, businesses and law enforcement agencies. In 2000-2001, 7,438 charities and 75 professional fundraisers were registered. Eighteen legal proceedings resulted in the shutdown of fraudulent charities and the collection of \$81,000 in civil penalties and other monetary awards.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Percentage of investigations completed within 90 days	50	53	56	56
Percentage of consumer complaints completed within 60 days	44	49	51	51
Percentage of arbitration requests resolved within 90 days	99	99	99	99

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	28	1	0	29	30	26	30	26
Federal Contributions	1	0	0	1	1	1	1	1
Private Contributions	11	0	0	11	11	11	11	11

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
(Net of Reimbursements)								
Personal Services	1,439,522	1,528,880	1,646,130	1,594,696	1,460,808	1,726,740	1,671,922	1,538,034
Other Expenses	172,774	157,731	190,576	183,276	178,286	193,343	188,409	178,286
TOTAL-General Fund	1,612,296	1,686,611	1,836,706	1,777,972	1,639,094	1,920,083	1,860,331	1,716,320
<u>Additional Funds Available</u>								
Private Contributions	913,076	1,223,582	925,069	925,069	925,069	952,903	952,903	952,906
Federal Contributions								
66707 TSCA Title IV State Lead Grants	71,420	89,000	89,000	89,000	89,000	89,000	89,000	89,000
99125 Other Federal Assistance	146	1,650	1,204	1,204	1,204	0	0	0
TOTAL - All Funds	2,596,938	3,000,843	2,851,979	2,793,245	2,654,367	2,961,986	2,902,234	2,758,226

Regulation of Trade Practices

PROGRAM: REGULATION OF OCCUPATIONAL AND PROFESSIONAL LICENSING

Statutory Reference:

C.G.S. Chapters 382, 390, 391, 392, 393, 393b, 393c, 394, 396, 396a, 400b, 412, 416, 419c, 419e, 451,482, 734a, 735b, and 826.

Statement of Need and Program Objectives:

To protect Connecticut citizens from health and safety hazards and from unsafe or unscrupulous practitioners, by administering a professional licensing procedure that assures only qualified, competent individuals are licensed in the occupational trades and in several professional licensing categories. To protect the public health and safety through the enforcement of licensing obligations for numerous occupational and professional trades.

Program Description:

The objectives of the Regulation of Occupational and Professional Licensing Program are achieved through the integration of three agency business functions into a comprehensive action plan. These activities include:

Enforcement

The major responsibilities and activities of the Occupational and Professional Licensing Division include the administration of laws for approximately 83,000 licensees within approximately 33 areas and, where applicable, the administration of nationally standardized examinations as approved by each licensing board. License categories handled by the Division include, but are not limited to, plumbers, pipefitters, steamfitters, elevator repairers, well-drillers, real

estate salesmen and brokers, real estate appraisers, interstate land sales, architects, professional engineers, land surveyors, landscape architects, interior designers, mechanical contractors, television and radio repairers, major contractors, public service technicians, home inspectors, automatic fire sprinkler system layout technicians, mobile home parks, glaziers and pool and spa repairers. The Division ensures that applicants for licensure possess the required educational and training background by testing for specific knowledge of the licensed fields. It conducts inspections at worksites to ensure that all workers are properly licensed, investigates consumer complaints regarding the occupational and professional trades and visits the business locations of various license holders to examine their records. The Division provides financial relief to consumers from fraudulent activities through its administration of the Real Estate Guaranty Fund. The Occupational and Professional Licensing Program also includes the Athletic Unit which licenses and regulates, all professional boxing contestants, managers, athlete agents, referees, announcers, seconds, promoters and timekeepers.

Boards, Commissions and Councils

The Division provides administrative support to and works closely with, the following licensing boards, commissions and councils to administer and enforce laws relative to eligibility for licensure and to develop and administer testing procedures, which determine competency. These boards include the following: Plumbing and Piping Work Examining Board; Heating, Piping and Cooling Work Examining Board; Electrical

Budget-in-Detail

Work Examining Board; Elevator Craftsman Work Examining Board; Fire Protection Sprinkler Work Examining Board; Automotive and Flat Glass Work Examining Board; Home Inspector Licensing Board; the Architectural Licensing Board; the State Boards of Examiners for Professional Engineers and Land Surveyors; the State Board of Landscape Architects; the Real Estate Commission; the Real Estate Appraisal Commission; the Board of Examiners of Shorthand Reporters; the Major Contractor Advisory Council; the Boxing Promotion Commission and, the Mobile Manufactured Home Park Council.

Information and Referral

The Occupational and Professional Licensing Division receives written and telephone inquiries from citizens and licensees who are seeking information about licensing requirements, fees, State and local laws, licensees and numerous other items. It provides the information requested, or refers the consumer to the appropriate source for the advisements and/or assistance needed. The Division also provides speakers and materials to special interest groups, civic and professional organizations and schools to further the public education and outreach efforts that are an important component of its enforcement activities.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Percentage of complaint investigations referred for administration action	25	30	33	33
Percentage of new license applications approved within 33 days	65	75	75	75
Percentage of construction site inspections completed annually	40	50	60	60

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	22	1	0	23	23	21	23	21
Private Contributions	1	0	3	4	1	1	1	1
			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
<i>Other Positions Equated to Full Time</i>			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund			2	2	2	2	2	2

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
(Net of Reimbursements)								
Personal Services	1,098,263	1,007,941	1,283,317	1,283,317	1,183,809	1,370,797	1,370,797	1,271,039
Other Expenses	144,628	149,242	155,912	153,420	149,242	157,707	157,707	149,242
TOTAL-General Fund	1,242,891	1,157,183	1,439,229	1,436,737	1,333,051	1,528,504	1,528,504	1,420,281
<u>Additional Funds Available</u>								
Private Contributions	74,853	328,716	80,075	80,075	80,075	82,477	82,477	82,477
TOTAL - All Funds	1,317,744	1,485,899	1,519,304	1,516,812	1,413,126	1,610,981	1,610,981	1,502,758

Regul Occupat & Professional Licensing

PROGRAM: BUREAU OF AGRICULTURE

Statutory Reference:

C.G.S. Sections 22-127 through 22-259, 22-272 through 22-326g, 22-381 through 22-391, 26-192 through 26-294, 22-11c through 22-11g, 12-107a, b, c, e and f and 12-91. C.G.S. Chapters 422, 422a, and 424.

Statement of Need and Program Objectives:

To foster a healthy economic and environmental climate for agriculture by developing, promoting and regulating agricultural businesses; providing new job opportunities and ensuring a safe, wholesome and abundant food supply. The agency protects agricultural and aquacultural resources and enforces laws pertaining to domestic

animals in order to protect human welfare and assure the humane treatment of animals. The bureau promotes an understanding of the diversity of Connecticut's agriculture, its cultural heritage and its contribution to the state's economy.

Program Description:

The three functions of the program include: regulation and inspection, aquaculture development and coordination and agricultural development and resource preservation. For a detailed explanation of the functions please see the Department of Agriculture.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Animal diseases transmitted to humans due to enforcement of programs	0	0	0	0
Number of animals tested for disease	112,268	112,000	112,000	112,000
Rating for sanitation and product safety at milk processing plants resulting from program enforcement	90	90	90	90
Acres of new leases granted for cultivation of shellfish	4,850	6,000	6,300	7,200
Attendance at Ag Expo increasing consumer awareness of agriculture diversity and products	14,000	15,000	16,000	16,500
Connecticut Grown/Number of farmers participating in Wholesale Farmers' Initiative	35	40	50	60
Connecticut Grown/Number of farmers participating in Farmers' Markets	122	128	130	135
Wholesale market diversification and growth at Regional Market	0%	11%	32%	37%

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	0	0	0	0	0	50	0	50
Private Contributions	0	0	0	0	0	2	0	2

Other Positions Equated to Full Time General Fund	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
	0	0	0	1	0	1

Financial Summary (Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	0	0	0	0	3,525,856	0	0	3,323,986
Other Expenses	0	0	0	0	753,789	0	0	732,694
<u>Other Current Expenses</u>								
Oyster Program	0	0	0	0	93,575	0	0	93,575
Vibrio Bacterium Program	0	0	0	0	10,000	0	0	10,000
<u>Pmts to Other Than Local Governments</u>								
WIC Pgm for Fresh Produce for Seniors	0	0	0	0	88,267	0	0	88,267
Collection of Agricultural Statistics	0	0	0	0	1,200	0	0	1,200
Tuberculosis and Brucellosis Indemnity	0	0	0	0	1,000	0	0	1,000
Exhibits and Demonstrations	0	0	0	0	5,600	0	0	5,600
Connecticut Grown Product Promotion	0	0	0	0	15,000	0	0	15,000
WIC Coupon Program for Fresh Produce	0	0	0	0	84,090	0	0	84,090
TOTAL-General Fund	0	0	0	0	4,578,377	0	0	4,355,412
<u>Additional Funds Available</u>								
Private Contributions	0	0	0	0	690,300	0	0	0
Federal Contributions								
10162 Inspection Grading & Standardztn	0	0	0	0	3,500	0	0	3,500
10163 Market Protection and Promotion	0	0	0	0	3,000	0	0	0
10557 Special Supplement Food Pgm-WIC	0	0	0	0	409,879	0	0	409,879
10572 WIC Farmers Market Nutrition Pgm	0	0	0	0	105,400	0	0	105,400
TOTAL - All Funds	0	0	0	0	5,790,456	0	0	4,874,191

PROGRAM: REGIONAL MARKET

Statutory Reference:

C.G.S. Chapter 425, Section 22-62 through 22-78a

Statement of Need and Program Objectives:

To provide a central location for farmers and wholesalers to sell and distribute food and other agricultural products.

Program Description:

The Regional Market is a facility authorized by statute and located in Hartford. The market covers 32 acres and contains 230,386 square

feet of warehouse space, an active railroad spur and 144 stalls in the farmers' market. It is the largest perishable food distribution facility between Boston and New York. The market is operated by the state as a self-sustaining non-profit venture which is fully funded by fees generated from the operation of the market. The Connecticut Marketing Authority is the statutory body overseeing the operation and planning for the market.

Program Measure

Number of Regional Market Farm Market stalls rented	2001-2002	2002-2003	2003-2004	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
	275	285	297	301

Personnel Summary

Permanent Full-Time Positions Regional Market Operation Fund	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
	0	0	0	0	0	9	0	9

Other Positions Equated to Full Time

Regional Market Operation Fund	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
	0	0	0	1	0	1

Financial Summary

(Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	0	0	0	0	446,902	0	0	489,069
Other Expenses	0	0	0	0	342,857	0	0	358,539
<u>Capital Outlay</u>								
Equipment	0	0	0	0	7,000	0	0	23,500
TOTAL-Regional Market Operation Fund	0	0	0	0	796,759	0	0	871,108

Regional Market

PROGRAM: MANAGEMENT SERVICES

Statutory Reference:

C.G.S. Section 21a-11

Statement of Need and Program Objectives:

To coordinate and administer policies and programs designed to provide consumer protection to the general public through licensing, investigation, inspection, regulation, enforcement and education.

Program Description:

The nature of the Department's responsibilities demands constant vigilance against unexpected as well as ongoing health, safety and product-related problems. This is best accomplished by educational programs designed to prevent marketplace problems. Above all, it requires the ability to mobilize staff and resources in order to respond immediately and efficiently to food, drug, product safety and economic violations that threaten the physical and financial well being of the citizenry. Nine distinct areas mark Management Services.

The Office of the Commissioner sets the agency's course by identifying priorities and by anticipating marketplace problems. The office maintains a close working relationship with program-related Federal agencies such as the Food and Drug Administration, the U. S. Department of Agriculture, the Federal Trade Commission, the Drug Enforcement Administration, the Consumer Product Safety Commission, the Department of Justice, as well as the State Attorney General and other officials at all levels of government and representatives of relevant interests. Policy directives, oftentimes influenced by Federal or multi-state activity, are tailored to the needs of Connecticut's marketplace and are issued to agency program managers for study and action.

The Office of Enforcement Operations is responsible for coordinating the functions of the Drug Control Division, the Food and Standards Division and the Liquor Control Division. It acts to provide enhanced effectiveness, efficiency and uniformity of operation among these enforcement entities.

The Consumer Education Services Office is responsible for implementing the Department's statutory mandate to provide consumer education to the public. This entails a twofold approach of informing the public about the agency's functions as well as their individual rights and responsibilities as consumers. Outreach efforts include: personal interaction with consumers, community groups, business organizations, professional associations and federal, State and municipal agencies; development and distribution of educational programs and materials and participation in committees and councils to help gauge consumer interests and promote effective consumer advocacy. This unit also oversees the agency's internship and summer worker programs.

The Communications Office directs the communications operation for the entire agency and is the primary resource for keeping the public informed of consumer issues. This goal is achieved by working with all print and electronic media, writing press releases, advisories and commentaries and scheduling press conferences. Consumers are constantly kept alert to unsafe products and deceptive trade practices in addition to tips on preventing consumer problems. The Office also works closely with other state and federal agencies. Support to the Commissioner is a major component of activity and involves research on emerging issues, preparation of speeches and development of materials for press conferences, etc. The Office also handles hundreds of consumer inquiries each year.

The Legal Services Office provides in-house legal support services through administrative actions such as hearings, agreements containing consent orders, voluntary assurances, investigative demands and subpoenas. Problems referred by the divisions to this unit are often resolved at this level through formal or informal administrative action thus saving much time and money when compared to court actions. The drafting of regulations and declaratory rulings as well as the rendering of daily guidance to department personnel concerning matters under investigation are ongoing activities. This unit has frequent contact with federal officials, other state agencies and regulated parties.

The License Services Division is responsible for processing all the licenses, permits, registrations and certificates issued by the Department. In 2001-02, the division issued approximately 156,000 licenses in 181 different categories and this activity generated more than \$20 million in revenue.

The Human Resources Office is responsible for the administration of all agency human resource functions including, but not limited to, recruitment, personnel, labor relations, affirmative action, employee counseling and training.

The Business Office provides financial and administrative support services such as budgeting, accounting, accounts payable/receivable, payroll and procurement to the Department of Consumer Protection.

The Technical Systems Unit is responsible for providing information systems support services for the Department of Consumer Protection. Technical and operational support is provided directly to office and field employees. The Unit manages a computer network in a client/server environment. Over the past two years, the Unit has significantly increased systems and network reliability, security and ease-of-use through the adoption, implementation and enforcement of systems standards.

Program Measure

	2001-2002	2002-2003	2003-2004	2004-2005
	Actual	Estimated	Projected	Projected
Percentage of all enforcement employees to all agency staff	68	68	68	68
Percentage of all licensing employees to all agency staff	19	19	19	19
Percentage of renewal applications processed & licenses issued in less than 5 days	68	69	72	72
Percentage of renewal license applications processed electronically	0	8	15	15

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Permanent Full-Time Positions								
General Fund	50	1	0	51	51	45	51	45
			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
Other Positions Equated to Full Time			Actual	Estimated	Requested	Recommended	Requested	Recommended
General Fund			4	4	4	4	4	4

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
(Net of Reimbursements)								
Personal Services	3,077,037	3,387,402	3,485,353	3,496,433	3,219,290	3,715,074	3,675,394	3,397,319
Other Expenses	332,137	342,730	565,270	481,270	450,993	608,400	593,400	550,360

Capital Outlay

Equipment	1,000	1,000	305,000	207,500	100	305,000	207,500	100
TOTAL-General Fund	3,410,174	3,731,132	4,355,623	4,185,203	3,670,383	4,628,474	4,476,294	3,947,779
<u>Additional Funds Available</u>								
Private Contributions	6,447	39,000	35,000	35,000	35,000	0	0	0
TOTAL - All Funds	3,416,621	3,770,132	4,390,623	4,220,203	3,705,383	4,628,474	4,476,294	3,947,779

Management Services**AGENCY FINANCIAL SUMMARY - GENERAL FUND**

<i>Current Expenses by Minor Object</i>	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	9,399,800	9,760,424	10,415,124	12,883,048	10,861,678	13,294,422
Other Positions	160,247	248,421	256,460	305,401	267,699	318,213
Other	153,644	310,098	380,249	696,881	574,767	627,582
Overtime	23,228	24,500	26,000	33,579	27,500	35,307
TOTAL-Personal Services Gross	9,736,919	10,343,443	11,077,833	13,918,909	11,731,644	14,275,524
Less Reimbursements	0	-968	-984	-984	-992	-992
Less Turnover	0	0	-153,209	-35,000	-163,472	-35,000
Less Unsettled Collective Brg Contract Costs	0	0	0	-386,495	0	-797,390
Less Early Retirement Plan Accruals	0	0	0	-129,077	0	-203,936
TOTAL-Personal Services Net	9,736,919	10,342,475	10,923,640	13,367,353	11,567,180	13,238,206

Other Expenses-Contractual Services

Advertising	330	341	350	3,928	359	3,921
Printing And Binding	11,281	11,641	31,767	34,174	23,815	25,547
Dues and Subscriptions	27,037	27,899	28,680	40,583	29,481	40,558
Utility Services	0	0	0	18,661	0	18,625
Rents, Storage & Leasing	87,373	90,161	92,685	105,424	95,281	105,395
Telecommunication Services	108,007	111,452	139,573	155,691	117,782	150,623
General Repairs	6,870	7,088	7,286	47,633	7,491	30,728
Motor Vehicle Expenses	269,803	278,440	289,476	406,691	294,250	406,441
Insurance	0	0	0	200	0	200
Fees For Outside Professional Services	12,423	12,820	13,271	218,586	13,739	217,725
Fees For Non-Professional Services	48,152	49,690	51,081	52,384	52,512	52,380
DP Services, Rentals and Maintenance	87,466	93,734	225,358	195,703	204,056	218,096
Postage	206,866	192,911	219,441	265,516	225,586	265,415
Travel	24,431	25,209	25,916	48,945	26,642	48,899
Other Contractual Services	14,185	14,636	73,649	97,052	155,980	177,276

Other Expenses-Commodities

Agricultural, Horticultural, and Dairy	1,561	1,610	1,639	15,330	1,675	15,303
Books	344	356	366	2,241	377	2,238
Law Enforcement, Clothing\Personal Supplies	132	135	139	3,321	143	3,315
Maintenance and Motor Vehicle Supplies	66,702	68,831	70,758	108,958	72,738	108,880
Medical Supplies	10,753	11,097	11,407	27,372	11,727	27,340
Office Supplies	107,240	110,663	118,754	133,682	116,938	132,661
Highway Materials	0	0	0	872	0	870
Miscellaneous Commodities	6,688	6,901	7,094	22,437	7,294	22,406

Other Expenses-Sundry

Sundry - Other Items	2,895	2,987	3,071	4,209	3,157	4,207
TOTAL-Other Expenses Gross	1,100,539	1,118,602	1,411,761	2,009,593	1,461,023	2,079,049
Less Reimbursements	0	-3,480	-3,264	-3,264	-3,048	-3,048
TOTAL-Other Expenses Net	1,100,539	1,115,122	1,408,497	2,006,329	1,457,975	2,076,001

Other Current Expenses

Oyster Program	0	0	0	93,575	0	93,575
Vibrio Bacterium Program	0	0	0	10,000	0	10,000
TOTAL-Other Current Expenses	0	0	0	103,575	0	103,575

Pmts to Other Than Local Govts

WIC Pgm for Fresh Produce for Seniors	0	0	0	88,267	0	88,267
Collection of Agricultural Statistics	0	0	0	1,200	0	1,200
Tuberculosis and Brucellosis Indemnity	0	0	0	1,000	0	1,000
Exhibits and Demonstrations	0	0	0	5,600	0	5,600
Connecticut Grown Product Promotion	0	0	0	15,000	0	15,000
WIC Coupon Program for Fresh Produce	0	0	0	84,090	0	84,090
TOTAL-Pmts to Other Than Local Govts	0	0	0	195,157	0	195,157

AGENCY FINANCIAL SUMMARY - REGIONAL MARKET OPERATION FUND

<i>Current Expenses by Minor Object</i>	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Personal Services</i>						
Permanent Fulltime Positions	0	0	0	407,834	0	428,601
Other Positions	0	0	0	22,762	0	25,023
Other	0	0	0	10,852	0	29,827
Overtime	0	0	0	5,454	0	5,618
TOTAL-Personal Services Gross	0	0	0	446,902	0	489,069
Less Reimbursements						
Less Turnover	0	0	0	-833	0	-4,339
Less Unsettled Collective Brg Contract Costs	0	0	0	-5,902	0	-13,968
Less Early Retirement Plan Accruals	0	0	0	0	0	-18,869
TOTAL-Personal Services Net	0	0	0	440,167	0	451,893
<i>Other Expenses-Contractual Services</i>						
Dues and Subscriptions	0	0	0	132	0	132
Utility Services	0	0	0	43,395	0	43,395
Rents, Storage & Leasing	0	0	0	4,501	0	4,501
Telecommunication Services	0	0	0	2,572	0	2,572
General Repairs	0	0	0	63,100	0	63,100
Motor Vehicle Expenses	0	0	0	12,687	0	12,687
Insurance	0	0	0	1,008	0	1,008
Fees For Outside Professional Services	0	0	0	1,150	0	1,150
Postage	0	0	0	214	0	214
Travel	0	0	0	571	0	571
Other Contractual Services	0	0	0	12,393	0	12,393
<i>Other Expenses-Commodities</i>						
Agricultural, Horticultural, and Dairy	0	0	0	111	0	111
Law Enforcement, Clothing/Personal Supplies	0	0	0	467	0	467
Maintenance and Motor Vehicle Supplies	0	0	0	3,740	0	3,740
Fuel	0	0	0	3,276	0	3,276
Office Supplies	0	0	0	718	0	718
Miscellaneous Commodities	0	0	0	5,443	0	5,443
<i>Other Expenses-Sundry</i>						
Employee Fringe Benefit Costs	0	0	0	187,379	0	203,061
TOTAL-Other Expenses Gross	0	0	0	342,857	0	358,539
Less Reimbursements						
TOTAL-Other Expenses Net	0	0	0	342,857	0	358,539

<i>Character & Major Object Summary</i>	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	9,736,919	10,342,475	10,923,640	11,001,495	13,367,353	11,567,180	11,561,154	13,238,206
Other Expenses Net	1,100,539	1,115,122	1,408,497	1,305,065	2,006,329	1,457,975	1,431,462	2,076,001
Capital Outlay	1,000	1,000	381,210	248,600	100	449,513	352,000	100
Other Current Expenses	0	0	0	0	103,575	0	0	103,575
Payments to Other Than Local Governments	0	0	0	0	195,157	0	0	195,157
TOTAL-General Fund Net	10,838,458	11,458,597	12,713,347	12,555,160	15,672,514	13,474,668	13,344,616	15,613,039
Personal Services Net	0	0	0	0	440,167	0	0	451,893
Other Expenses Net	0	0	0	0	342,857	0	0	358,539
Capital Outlay	0	0	0	0	7,000	0	0	23,500
TOTAL-Regional Market Operation Fund Net	0	0	0	0	790,024	0	0	833,932
<i>Additional Funds Available</i>								
Bond Funds	18,653	91,224	0	0	0	0	0	0
Federal Contributions	114,623	155,650	99,204	99,204	620,983	98,000	98,000	616,779
Private Contributions	2,259,936	2,753,084	2,236,454	2,236,454	2,926,754	2,267,580	2,267,580	2,267,583
TOTAL-All Funds Net	13,231,670	14,458,555	15,049,005	14,890,818	20,010,275	15,840,248	15,710,196	19,331,333

DEPARTMENT OF LABOR

AGENCY DESCRIPTION:

<http://www.ctdol.state.ct.us/>

The mission of the Department of Labor (DOL) is to protect and promote the interests of Connecticut's workers and assist workers and employers to be competitive in the global economy.

The Department does this by providing a variety of services that benefit the workplace. These include: income support that assists workers between jobs and stimulates the local economy; protection on the job (through wage and safety regulations and on-site consultations); work-related training programs; job search and recruitment assistance (through the Connecticut Job Bank and local and regional job fairs); and maintenance of the collective bargaining relationship. As the Connecticut arm of the U.S. Bureau of Labor Statistics, DOL collects, analyzes and disseminates workforce data to inform businesses, the general public, government planners and policymakers about employment issues and trends.

Informational and enforcement responsibilities that serve both workers and employers are assigned to the department by statutes that cover the payment of wages, collection of Unemployment Insurance (UI) taxes, payment of UI benefits, health and safety, employment of minors, family and medical leaves, representation by labor organizations and resolution of labor disputes.

To ensure convenience, many services to workers and employers are available at the One-Stop Career Centers situated throughout the state. DOL's Web site is also highly utilized (1,488,651 hits in FY 2001-02) by job seekers and employers interested in job fairs, wage standards, unemployment insurance, labor market information and

America's Job Bank. Through a partnership with the state library system, DOL Internet access is also available at more than 100 public libraries in the state. This arrangement provides expanded hours of availability of DOL services.

In 2002, USDOL established new performance measures for the Wagner-Peyser Labor Exchange program. These include measures of entered employment, employment retention and customer satisfaction. The entered employment rate will be determined from UI wage records data. The test data from 1999 and 2000 suggest that Connecticut's annual entered employment rates will be substantial. In 1999, 81,332 individuals registered for Wagner-Peyser Employment Services and received staff assisted service. Of these, 73.4% entered employment. In 2000, 77,882 Wagner-Peyser registrants received staff-assisted services and 71.7% entered employment.

DOL's major programs, Unemployment Insurance (UI) and the Wagner-Peyser Labor Exchange, are federally funded. Federal funding for the administration of the state's UI program is tied to the unemployment rate. Connecticut unemployment has ranged from a high of 4.0 percent to a low of 2.1 percent during 2000-01, much lower than the national average.

Connecticut DOL continues to work with a coalition of business, labor and state and federal government agencies to develop federal legislation that would, among other things, increase administrative funding for Unemployment Insurance and Employment Services.

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RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	<u>2003-2004</u>	<u>2004-2005</u>
• Annualization of FY 03 Reductions	-217,864	-217,864
• Remove Inflation	-97,473	-220,561
• Transfer Equipment to CEPF	-176,745	-159,277
• Layoffs Necessitated by Failure to Achieve Concessions	-1,873,032	-1,878,253
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-347,114	-641,050
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-146,978	-143,089
• Eliminate the Vocational and Manpower Training Function	-1,418,536	-1,418,536
• Eliminate Funding for Occupational Health Clinics	-726,601	-746,946
• Eliminate State Summer Youth Employment Program (SYEP)	-621,656	-621,656
• Eliminate Opportunity Industrial Centers	-407,392	-407,392

New or Expanded Services

	<u>2003-2004</u>	<u>2004-2005</u>	<u>2005-2006</u>
• Complete and Implement the CT Works Business System (CTWBS)	1,000,000	433,000	0

AGENCY PROGRAMS:

<i>Personnel Summary</i>	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Permanent Full-Time Positions								
General Fund	135	11	0	146	146	121	146	121
Special Funds, Non-Appropriated	1	0	-1	0	0	0	0	0
Employment Sec. Admn. Fund	698	0	42	740	744	693	744	693
Private Contributions	16	0	-2	14	9	9	9	9

Budget-in-Detail

Other Positions Equated to Full Time General Fund	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
	3	0	0	0	0	0

Agency Programs by Total Funds (Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Workplace Conditions								
Wage and Workplace Standards	2,820,638	2,896,611	3,125,211	3,125,211	3,045,520	3,207,876	3,207,876	3,077,425
Workforce Job Train & Skill Developmnt								
Customized Job Training	3,835,070	3,254,940	2,992,569	2,992,569	0	3,092,605	3,092,605	0
Maint Collective Bargain Relationship								
Board of Labor Relations	889,417	941,447	1,078,450	1,078,450	1,115,775	1,131,552	1,131,552	1,124,868
Board of Mediation and Arbitration	1,132,191	1,332,005	1,609,874	1,603,374	1,637,525	1,703,174	1,696,674	1,639,419
TOTAL Program	2,021,608	2,273,452	2,688,324	2,681,824	2,753,300	2,834,726	2,828,226	2,764,287
Workplace Conditions								
Occupational Safety and Health	2,617,815	2,970,503	3,118,798	3,118,798	2,191,055	3,241,424	3,241,424	2,295,265
Labor Force Employment Services								
Employment Planning and Job Readiness	32,028,568	28,154,238	25,040,100	24,012,100	24,403,904	25,121,749	24,064,965	23,857,084
Unemployment Insurance	49,210,537	52,164,227	54,119,514	54,119,514	54,119,514	56,649,421	56,649,421	56,649,421
Promoting Economic Self-Sufficiency	21,360,780	15,826,616	18,247,500	15,326,616	15,136,998	18,450,030	15,226,616	15,036,998
TOTAL Program	102,599,885	96,145,081	97,407,114	93,458,230	93,660,416	100,221,200	95,941,002	95,543,503
Office of Research	2,171,546	2,356,149	2,232,751	2,232,751	2,369,123	2,272,052	2,272,052	2,314,931
Labor Force Employment Services								
Wagner/Peyser/Labor Exchange	15,337,345	18,170,274	18,214,658	18,214,658	18,214,420	18,862,380	18,862,380	18,861,898
Workforce Job Train & Skill Developmnt								
Apprenticeship	983,074	829,112	921,186	921,186	0	916,425	916,425	0
Management Services	12,179,589	13,497,024	13,533,008	13,533,008	13,505,102	13,972,843	13,972,843	13,892,925
TOTAL Agency Programs - All Funds Gross	144,566,570	142,393,146	144,233,619	140,278,235	135,738,936	148,621,531	144,334,833	138,750,234
Less Turnover	0	0	-178,964	-308,796	-308,796	-191,208	-321,040	-321,040
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-347,114	0	0	-293,936
Less Early Retirement Plan Accruals	0	0	0	0	-146,978	0	0	-143,089
TOTAL Agency Programs - All Funds Net	144,566,570	142,393,146	144,054,655	139,969,439	134,936,048	148,430,323	144,013,793	137,992,169
Summary of Funding								
General Fund Net	59,421,095	49,387,338	54,512,910	50,434,194	46,127,404	55,335,857	50,925,827	45,651,149
Workers' Compensation Fund Net	687,589	671,470	726,601	726,601	0	746,946	746,946	0
Special Funds, Non-Appropriated	868,794	320,047	100,000	100,000	100,000	0	0	0
Bond Funds	40,889	512,607	0	0	0	0	0	0
Employment Sec. Admn. Fund	80,070,853	89,674,447	88,193,076	88,193,076	88,193,076	91,812,912	91,812,912	91,812,912
Federal Contributions	422,926	521,537	21,968	21,968	21,968	22,408	22,408	22,408
Private Contributions	3,054,424	1,305,700	500,100	493,600	493,600	512,200	505,700	505,700
TOTAL Agency Programs - All Funds Net	144,566,570	142,393,146	144,054,655	139,969,439	134,936,048	148,430,323	144,013,793	137,992,169

PROGRAM: LABOR FORCE EMPLOYMENT SERVICES

Statutory Reference:

C.G.S. Chapters 565 and 567, Public Law 105-220, Subtitle B, Sec. 112 (b)(18)(C), Sec. 31-3j, Sec. 31-3k, Sec. 31-3o, Chapter 319oo, Public Act 00-192, Sec. 17b-694, as amended by P.A. 99-279, P.A. 00-1, June Special Session, Sec. 12-217y as amended by P.A. 99-203 and P.A. 00-174

Statement of Need and Program Objectives:

To provide job placement, supportive services and temporary financial assistance to individuals who are unemployed and/or are training for employment.

Program Description:

DOL programs include Employment Planning and Job Readiness, Promoting Economic Self Sufficiency, Wagner-Peyser/Labor Exchange and Unemployment Insurance.

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	2	0	0	2	0	0	0	0
Special Funds, Non-Appropriated	1	0	-1	0	0	0	0	0
Employment Sec. Admn. Fund	597	0	31	628	628	581	628	581
Private Contributions	3	0	-3	0	0	0	0	0

**Financial Summary
(Net of Reimbursements)**

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	160,504	164,651	165,725	165,725	196,601	170,550	170,550	186,644
Other Expenses	8,354	8,588	8,827	8,827	8,579	9,072	9,072	8,571
Other Current Expenses	47,228,047	37,208,507	41,174,797	37,225,913	37,397,233	41,524,005	37,243,807	36,830,233
TOTAL-General Fund	47,396,905	37,381,746	41,349,349	37,400,465	37,602,413	41,703,627	37,423,429	37,025,448

Additional Funds Available

Special Funds, Non-Appropriated	134,947	100,000	100,000	100,000	100,000	0	0	0
Bond Funds	0	309,905	0	0	0	0	0	0
Employment Sec. Admn. Fund	67,852,706	76,019,004	74,172,423	74,172,423	74,172,423	77,379,953	77,379,953	77,379,953
Federal Contributions	403,310	500,000	0	0	0	0	0	0
Private Contributions	2,149,362	4,700	0	0	0	0	0	0
TOTAL Agency Programs - All Funds Net	117,937,230	114,315,355	115,621,772	111,672,888	111,874,836	119,083,580	114,803,382	114,405,401

Labor Force Employment Services

SUBPROGRAM: EMPLOYMENT PLANNING AND JOB READINESS

WORKFORCE DEVELOPMENT FUNDS SFY 2003 DISTRIBUTION					
	Total WIA Availability	State Jobs First Employ Serv	Welfare To Work (Federal)	State Summer Youth	Total
Workforce Investment Board					
Bridgeport	5,773,599	1,729,045	289,930	127,787	7,920,361
Mid-Conn	2,472,470	1,235,697	43,168	76,330	3,827,665
Danbury/Torrington	1,128,758	261,203	0	N/A	1,389,961
Daniel/Windham	970,315	359,327	0	27,484	1,357,126
Hartford	6,273,112	2,566,976	316,739	150,013	9,306,840
New Haven	2,270,634	2,029,718	205,716	122,174	4,628,242
Southeast	1,076,801	588,523	0	58,570	1,723,894
Waterbury	2,569,012	829,511	66,046	54,298	3,518,867
Tech. Asst./Incentive	682,290	0	0	N/A	682,290
Total Board	23,216,991	9,600,000	921,599	616,656	34,355,246
Dept. of Labor	4,790,304	4,178,934	350,442	5000	9,324,680
Other Contractors	0	1,447,682	49,112	0	1,496,794
Total	28,007,295	15,226,616	1,321,153	621,656	45,176,720

Statutory Reference:

C.G.S. Chapter 567, Public Law 105-220, Subtitle B, Sec. 112 (b)(18)(C), Sec. 31-3j, Sec. 31-3k, and Sec. 31-3o

Statement of Need and Program Objectives:

To meet the employment needs of workers and employers and the need for a skilled workforce.

Program Description:

The Workforce Investment Act (WIA) is funded by the U.S. Department of Labor and administered by the CT DOL. It requires that workforce programs must be accountable, customer driven, locally designed and able to deliver high quality services to citizens and business. It expands on the Connecticut Works One-Stop system and brings state agency partners into the system. The WIA program monies are distributed for expenditure to the eight Workforce Investment Boards which assess regional job training needs and operate the One-Stop delivery system in their region.

WIA Administration includes a wide variety of administrative support and services. WIA mandates that programs be monitored through performance tracking. During the most recently completed program year for which final data is available, over 6,000 participants were served. Of those exiting services, more than 70% were employed or had another positive outcome.

The CT DOL's Rapid Response Unit provides information to workers affected by layoff and to their employers and unions. The Unit conducts informational sessions for workers affected by mass layoffs

and plant closings. At these sessions, workers learn about unemployment insurance benefits, job search assistance, the HUSKY Plan and community resources.

The National Emergency Grants and Rapid Response Unit works with the appropriate WIBS to request additional funding in cases of large layoffs and plant closings when regular WIA funding is not sufficient to support the numbers being separated. In Program Years 2001 and 2002, CT was awarded a total of \$3,888,050, of which \$2,736,402 is currently available to serve workers laid off from six CT companies.

The State-funded Summer Youth Employment program provided summer employment opportunities and job-related education for eligible youth. In Program Year 2001-02, the Workforce Investment Boards, working with Municipal Youth Service Bureaus, assisted 628 economically disadvantaged youth secure employment, paying at least minimum wage, for 15 to 25 hours per week.

The Job Corps program helps Connecticut's most vulnerable youth, ages 16 – 24, prepare to enter and stay in the workforce. DOL efforts directly link students with an array of DOL employment-related services. A coalition of state agencies supports and guides the Connecticut Job Corps Center, by providing an annual minimum of \$750,000 in services to benefit the Center. Services provided include a child day care center, additional instructors and counselors, volunteer tutors and coordination of reasonable accommodations for special needs students.

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Permanent Full-Time Positions								
General Fund	2	0	0	2	0	0	0	0
Employment Sec. Admn. Fund	1	0	5	6	6	6	6	6
Private Contributions	1	0	-1	0	0	0	0	0

Budget-in-Detail

Financial Summary (Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	160,504	164,651	165,725	165,725	196,601	170,550	170,550	186,644
Other Expenses	333	333	342	342	332	351	351	332
Other Current Expenses								
Workforce Investment Act	25,199,396	21,360,235	21,360,235	21,360,235	21,360,235	21,360,235	21,360,235	21,360,235
Workforce Investment Act Business System	1,000,000	0	1,028,000	0	1,000,000	1,056,784	0	433,000
Summer Youth Employment	656,879	621,656	639,062	639,062	0	656,956	656,956	0
TOTAL-General Fund	27,017,112	22,146,875	23,193,364	22,165,364	22,557,168	23,244,876	22,188,092	21,980,211
Additional Funds Available								
Employment Sec. Adm. Fund	3,312,845	6,002,663	1,846,736	1,846,736	1,846,736	1,876,873	1,876,873	1,876,873
Private Contributions	1,643,735	4,700	0	0	0	0	0	0
Federal Contributions								
11477 Fisheries Disaster Relief	54,876	0	0	0	0	0	0	0
TOTAL - All Funds	32,028,568	28,154,238	25,040,100	24,012,100	24,403,904	25,121,749	24,064,965	23,857,084
Employment Planning and Job Readiness								

SUBPROGRAM: PROMOTING ECONOMIC SELF-SUFFICIENCY

Statutory Reference:

C.G.S. Chapter 3190o, Public Act 00-192, Sec. 17b-694, as amended by P.A. 99-279, P.A. 00-1, June Special Session, Sec. 12-217y as amended by P.A. 99-203 and P.A. 00-174, Sec. 31 – 3g

Statement of Need and Program Objectives:

To provide eligible clients with workforce services that address barriers to employment, promote economic self-sufficiency and reduce the need for public assistance.

Program Description:

The goal of the *Jobs First Employment Services* program is to provide employment services to recipients of the Department of Social Services' Temporary Family Assistance program (TFA) in a manner designed: to enable TFA recipients to become employed and independent of cash assistance within 21 months; to remain independent of cash assistance and to achieve federally mandated work participation rates.

Welfare families with an adult or minor parent that is able to work generally have 21 months to reach independence through employment. These families are referred to as "time limited" welfare families and during the 21 months the parents are required to seek employment. Connecticut's Jobs First Employment Services program serves these families.

Connecticut's *Jobs First Employment Services* is a "balanced work first" program. This means that if the welfare recipient is capable of going to work, he or she is expected to work. It also means that if welfare recipients are capable of working, but need education or training to improve earnings to better support their families, they will be expected to work while receiving that training.

Jobs First Employment Services served 11,011 welfare recipients for the year July 2000 through June 2001. Of these, 4,890 entered employment at some time during that year. A range of services are provided including: assisting clients in preparing for a job and finding a

job, skill development, referral for vocational education, adult basic education and substance abuse and mental health treatment. Case managers assigned to welfare recipients who seek services at One-Stop Career Centers help them access the services needed including matching them to jobs that are available. Utilizing staff at One-Stop Career Centers, DOL provided direct assistance to 996 participants who obtained employment at an average wage of \$8.09 per hour. Additional services are provided by community-based organizations under contract with the WIBs while some are provided by other agencies and community resources. Some services are funded through TANF, some through federal Welfare to Work and some through other sources of funding. In October 2002, DOL implemented an automated Case Management Information System (CMIS) to support the Jobs First Employment Services and the federal Welfare to Work programs.

The *federal Welfare to Work* program provides grants to states to help hard to employ TFA recipients, associated non-custodial parents and others to obtain and retain employment. Recent changes to eligibility rules under this program allowed states to serve more people. A total of 11,665 were served in Connecticut between October 2000 and June 2001.

DOL is responsible for developing and implementing Connecticut's first statewide *Individual Development Account* (IDA) Initiative. Under this program, low-income individuals deposit modest savings from their earnings, which are matched on a 2:1 basis by private or public contributions. As the individuals save, community based organizations work with them to provide basic financial training as well as specific training related to their savings goals. When the savings goal has been met, the individual can use the money for one of five purposes: costs of education or job training, home purchase, starting a business, purchase of an automobile or leasing an apartment.

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Special Funds, Non-Appropriated	1	0	-1	0	0	0	0	0
Private Contributions	2	0	-2	0	0	0	0	0

Financial Summary
(Net of Reimbursements)

Other Current Expenses	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Project SOAR	798,221	0	0	0	0	0	0	0
Community Employment Incentive Program	1,037,803	0	0	0	0	0	0	0
Jobs First Employment Services	16,266,657	15,226,616	17,510,600	15,226,616	15,036,998	18,000,897	15,226,616	15,036,998
Welfare-to-Work Grant Program	2,052,891	0	200,000	0	0	0	0	0
Individual Development Accounts	0	0	334,100	0	0	343,455	0	0
Opportunity Certificate and AEITC	216,200	0	0	0	0	0	0	0
Opportunity Industrial Centers-Bridgeport	0	0	102,800	0	0	105,678	0	0

TOTAL-General Fund	20,371,772	15,226,616	18,147,500	15,226,616	15,036,998	18,450,030	15,226,616	15,036,998
<i>Additional Funds Available</i>								
Special Funds, Non-Appropriated	134,947	100,000	100,000	100,000	100,000	0	0	0
Private Contributions	505,627	0	0	0	0	0	0	0
Federal Contributions								
10561 Matching Grants-Food Stamp Pgm	348,434	500,000	0	0	0	0	0	0
TOTAL - All Funds	21,360,780	15,826,616	18,247,500	15,326,616	15,136,998	18,450,030	15,226,616	15,036,998

Promoting Economic Self-Sufficiency

SUBPROGRAM: WAGNER/PEYSER/LABOR EXCHANGE

Statutory Reference:

Chapters 565 and 567

Statement of Need and Program Objectives:

To fulfill the needs of Connecticut's workers and employers by operating a labor exchange that matches individuals seeking employment with employers seeking workers.

Program Description:

Under the Wagner-Peyser Act, DOL receives federal funding to operate a public labor exchange system. This exchange system matches individuals seeking employment with employers who have job openings and also provides related employment services. Federal funding for Wagner-Peyser employment services has remained at approximately \$9 million for the past 10 years. This poses a significant challenge to the state's efforts to maintain and enhance the competitiveness of our workforce.

DOL has responded to this challenge, in part, by developing and promoting the use of self-service resources for both job seekers and employers. For job seekers, these resources include job search tools such as computers, telephones, fax machines and newspapers, in addition to instructional videos, self-assessment software programs and Internet access. Internet access, available in every One-Stop Career Center in more than 100 public libraries, as well as through personal computers used in private households, allows individuals to search for job openings, post resumes on America's Job Bank and research companies and labor market information. In FY 2001-02, individuals searched Connecticut job openings through America's Job Bank 4,128,163 times and Connecticut job seekers registered 9,236 resumes. In FY 2001-02, 33,559 job seekers also utilized DOL's self-service resources.

In addition to self-service resources available to job seekers, DOL offers a variety of workshops in every Career Center. Workshop topics include job search skills, resume writing, interviewing techniques, Internet job search, communication skills and other topics that are often tailored to local needs. For job seeking customers needing assistance beyond self-service resources or services provided in a group setting, DOL provides job referrals, career counseling, aptitude and interest testing, referral to education or training and referral to supportive services.

In FY 2001-02, One-Stop Career Centers registered 164,562 persons; provided employment services to 76,378 individuals and made 22,416 job referrals.

The primary self-service resource for employers is the Internet-based America's Job Bank which allows employers to post job openings and perform searches of resumes that have been submitted by job seekers. In FY 2001-02, Connecticut employers registered 8,766 job orders, representing 20,989 job openings, into America's Job Bank. Employers also have the option of calling the Department's Centralized Job Bank to list job openings or obtain information. In FY 2001-02, DOL registered 28,246 job orders, representing 61,733 job openings into the DOL's Centralized Job Bank.

Special Population Groups:

Veterans and Disabled Veterans: DOL is committed to the federal mandate that veterans receive priority in all Wagner-Peyser funded services. All DOL staff in each One-Stop Career Center provide services to veterans with special emphasis given to services for disabled veterans. Additionally, each Center has specialized veteran staff to provide employment and training services exclusively to veterans. The veterans' representatives also devote a portion of their time to outstation and outreach activities bringing DOL services to

veterans who may be unaware of the programs available to them. In FY 2001-02, DOL served 12,075 veterans and directly helped 2,758 of them obtain employment.

Unemployment Claimants: Claimants are required to register for employment services as a condition of eligibility for Unemployment Compensation benefits. The Worker Profiling and Reemployment Services program, also known as "Profiling", identifies individuals who are likely to exhaust their unemployment benefits before returning to their previous or similar employment. DOL provides additional services to these customers to speed their return to the workforce. A total of 13,080 individuals were selected for participation in the Profiling program in FY 2000-01.

Shared Work Program: This voluntary program provides an alternative to layoffs for employers faced with a temporary decline in business. Rather than laying off a percentage of the workforce to cut costs, an employer may reduce the hours and wages of all or a particular group of employees. The employees whose hours and wages are reduced can receive partial unemployment compensation benefits to supplement their lost wages.

People with Disabilities: DOL is an active participant in and provides staff support to the Governor's Committee on Employment of People with Disabilities. It is the mission of the Committee to promote the employment of people with disabilities by creating statewide interest in the rehabilitation and employment of people with disabilities and by obtaining and maintaining cooperation from all public and private groups in this field. With the support of DOL, the Committee has established four statewide initiatives: Connecticut Youth Leadership Forum (CTYLF), Connecticut Business Leadership Network (CTBLN), High School/High Tech (HS/HT) and Start on Success (SOS).

Migrant and Seasonal Farm workers (MSFWs): DOL is committed to providing MSFWs equal access to the full range of employment services available to the general population. The Department's State Monitor Advocate ensures compliance with all laws concerning migrant and seasonal farm workers.

Trade Adjustment Assistance (TAA): The TAA Program is available to workers whose jobs have been impacted by foreign imports. TAA offers a variety of benefits and reemployment services to help unemployed workers prepare for and obtain suitable jobs. Through TAA, workers may receive retraining, job search and relocation assistance and weekly Trade Readjustment Assistance (TRA) Allowances following exhaustion of their unemployment benefits. Approximately 1,200 individuals were certified for TAA in FY 2000-01 and approximately 500 were enrolled in training. The U.S. Department of Labor certified 23 companies as eligible for TAA with an additional 6 more applications currently pending. Additionally, 7 companies were certified under the NAFTA Program for companies affected by import activity from either Canada or Mexico.

Alien Labor Certification (ALC): This program is the first step in the application process for aliens who wish to pursue employment in the United States, either on a temporary or a permanent basis in both non-agricultural and agricultural employment environments. Federal law allows employers who have been unsuccessful in securing U.S. workers to fill positions to petition the INS to fill their jobs with foreign nationals (aliens). CT DOL follows federal procedures to ensure that there are insufficient U.S. workers who are able, willing, qualified and available to fill these positions. Further, it must be established that the employment of the alien will not adversely affect the wages and working conditions of U.S. workers.

Personnel Summary	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
<i>Permanent Full-Time Positions</i>	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Employment Sec. Admn. Fund	138	0	8	146	146	99	146	99
Financial Summary	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Other Expenses	8,021	8,255	8,485	8,485	8,247	8,721	8,721	8,239
TOTAL-General Fund	8,021	8,255	8,485	8,485	8,247	8,721	8,721	8,239
<u>Additional Funds Available</u>								
Employment Sec. Admn. Fund	15,329,324	18,162,019	18,206,173	18,206,173	18,206,173	18,853,659	18,853,659	18,853,659
TOTAL - All Funds	15,337,345	18,170,274	18,214,658	18,214,658	18,214,420	18,862,380	18,862,380	18,861,898
Wagner/Peyser/Labor Exchange								

SUBPROGRAM: UNEMPLOYMENT INSURANCE

Statutory Reference:

C.G.S. Chapter 567

Statement of Need and Program Objectives:

To reduce the financial hardship of workers unemployed for short periods of time, encourage stability in the workforce by paying benefits to eligible workers covered under the Unemployment Insurance Program and to stimulate the local economy by maintaining purchasing power.

Program Description:

Unemployment Insurance (UI) provides a cushion from the effects of unemployment through partial wage replacement. The program is an economic stabilizer that helps to maintain the purchasing power of the unemployed. Benefits are payable to an eligible unemployed individual for 26 weeks within a 52 week period. The average claimant collects 15 of the 26 weeks of unemployment insurance. From March 10, 2002, until December 31, 2002 a federally funded 13-week extension was in effect. Employers are not charged for these extended benefits. Since the original extension has expired, subsequent federal action provided for additional extended UI assistance through May 31, 2003.

Other federal unemployment programs administered by the DOL include Disaster Unemployment Assistance for loss of earnings due to natural disaster and Trade Adjustment Assistance to individuals out of work as a result of increased imports.

Initial unemployment claims are filed through an automated telephone system, "Dial to File". Separation packets (English and Spanish versions), which include the separation notice or "pink slip", for use with this system may be obtained by calling (860) 263-6635 or by download from DOL's Internet site (<http://www.ctdol.state.ct.us/tic/sep-packet.html>). For a number of years, weekly continued claims have been filed using this automated TeleBenefits system. The use of technology to streamline these processes has allowed DOL to better serve those seeking employment services.

Employers continue to use the UC-62V, Vacation Shutdown Claim for Unemployment, for temporary layoffs of 6 weeks or less.

Eligibility determinations through interviews with claimants and employers are conducted by telephone or in person at 10 Adjudications Centers throughout the state. Staff in these offices assist the claimant in developing a work-search plan (Profiling).

An independent, statutory Appeals Division consisting of referees and a Board of Review ensures the right of appeal to all parties on any unemployment decision regarding the award or denial of unemployment benefits. This ensures that all parties receive due process. Claimants and employers may use one of the forms listed on DOL's Internet site (<http://www.ctdol.state.ct.us/appeals/apfrmnt.htm>) to file an electronic appeal in unemployment compensation matters.

DOL also provides assistance to the Department of Social Services in the collection of child support payments owed by UI claimants.

The UI Tax Division collects and accounts for taxes used to pay unemployment benefits. It also registers and maintains records for all registered employers; conducts field investigations to determine if an employer is subject to UI law and performs audits of taxable employers to ensure conformance with the law.

Outcome Measure:

Fiscal Year	1997	1998	1999	2000	2001
UI Benefits Paid <i>(in millions)</i>	\$411.6	\$361.5	\$376.1	\$370.4	\$404.4
Employers Registered	94,079	94,653	94,848	96,167	97,127
FY Collections <i>(in millions)</i>	\$604.1	\$608.7	\$475	\$353.5	\$313.7

Personnel Summary	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
<i>Permanent Full-Time Positions</i>	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Employment Sec. Admn. Fund	458	0	18	476	476	476	476	476
Financial Summary	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
<u>Additional Funds Available</u>								
Bond Funds	0	309,905	0	0	0	0	0	0
Employment Sec. Admn. Fund	49,210,537	51,854,322	54,119,514	54,119,514	54,119,514	56,649,421	56,649,421	56,649,421
TOTAL - All Funds	49,210,537	52,164,227	54,119,514	54,119,514	54,119,514	56,649,421	56,649,421	56,649,421
Unemployment Insurance								

PROGRAM: OFFICE OF RESEARCH

Statutory Reference:

C.G.S. Section. 31-2 and Sec. 31-3a

Statement of Need and Program Objectives:

To collect, analyze and disseminate an array of data on workforce issues and trends that allow employers, workers and those who assist them to make informed economic, workforce and career decisions. To serve as an information resource to users including federal, state and local government agencies, legislators, libraries, labor and employer organizations, economists, business location firms and the public at large.

Program Description:

The Office of Research is the State's leading producer of data on the economy, workforce, occupations and careers. It also prepares a variety of resources for assessing the State's needs for skilled workers, for assisting in economic development initiatives for aiding in the program planning of education and training providers and for guiding the career choices of job seekers and students. This Labor Market Information (LMI) is provided in numerous publications and other resources in print and on the Internet.

Web-based LMI for employers, job seekers, students and others includes the *Connecticut Job & Career ConneCTion (JCC)*, a 2001 national award recipient from the National Association of State Workforce Agencies. The *JCC* includes job descriptions, education

and training requirements, wage information and employment projections for nearly 900 occupations, making it the most extensive source of local information on jobs and careers in Connecticut.

The *Connecticut Education & Training ConneCTion*, the most comprehensive source of information on education and training in Connecticut, includes information on over 250 providers and 5,700 training programs and courses in the State.

The *Information for Workforce Investment Planning (IWIP)* publication provides Workforce Investment Board planners with labor market information for use in developing their local workforce development plans.

Connecticut Career Paths provides vast information on career opportunities in Connecticut. Last year, 125,000 copies were printed and distributed to high schools, vocational-technical schools, colleges and universities, employment offices, vocational rehabilitation offices, adult education centers, libraries, correctional institutions and other organizations and individuals throughout Connecticut.

The Office of Research is the leading provider of job fairs in Connecticut, bringing more than 500 companies and 12,000 job seekers together through 12 job fairs in FY 2001-02.

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
General Fund	3	0	0	3	3	3	3	3
Employment Sec. Admn. Fund	19	0	1	20	20	20	20	20
Private Contributions	2	0	0	2	0	0	0	0

Financial Summary

(Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	237,410	250,564	255,777	255,777	392,543	265,000	265,000	308,679
Other Expenses	10,112	13,700	14,084	14,084	13,690	14,480	14,480	13,680
TOTAL-General Fund	247,522	264,264	269,861	269,861	406,233	279,480	279,480	322,359

Additional Funds Available

Bond Funds	390	4,890	0	0	0	0	0	0
Employment Sec. Admn. Fund	1,825,227	1,936,995	1,962,890	1,962,890	1,962,890	1,992,572	1,992,572	1,992,572
Private Contributions	98,407	150,000	0	0	0	0	0	0
TOTAL - All Funds	2,171,546	2,356,149	2,232,751	2,232,751	2,369,123	2,272,052	2,272,052	2,314,931

Office of Research

PROGRAM: WORKFORCE JOB TRAINING AND SKILL DEVELOPMENT

Statutory Reference:

C.G.S. Sections 31-3a to 31-3g and 31-51a to 31-51e

Statement of Need and Program Objectives:

To address the needs of workers and the unmet human resource needs of business and industry for a skilled workforce by promoting, developing, implementing and monitoring formal or customized

innovative job matching and job training programs and increase the participation of minorities and females in those programs.

Program Description:

To provide a variety of services which help to keep the state's economy sound and competitive by training and retraining workers and assisting workers and employers through job counseling and job placement to meet workforce needs.

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
General Fund	26	0	-2	24	24	0	24	0

Financial Summary

(Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	1,588,614	1,555,211	1,684,129	1,684,129	0	1,726,644	1,726,644	0
Other Expenses	205,251	108,062	126,603	126,603	0	130,144	130,144	0
Capital Outlay	635	635	17,526	17,526	0	8,350	8,350	0
Other Current Expenses	2,266,373	1,825,928	2,085,497	2,085,497	0	2,143,892	2,143,892	0
TOTAL-General Fund	4,060,873	3,489,836	3,913,755	3,913,755	0	4,009,030	4,009,030	0

Additional Funds Available

Special Funds, Non-Appropriated	733,847	220,047	0	0	0	0	0	0
Bond Funds	19,863	10,169	0	0	0	0	0	0
Private Contributions	3,561	364,000	0	0	0	0	0	0
TOTAL Agency Programs - All Funds Net	4,818,144	4,084,052	3,913,755	3,913,755	0	4,009,030	4,009,030	0

Workforce Job Train & Skill Developmnt

SUBPROGRAM: CUSTOMIZED JOB TRAINING

Statutory Reference:

C.G.S. Sections 31-3a to 31-3g

Statement of Need and Program Objectives:

To help businesses develop a stable, highly skilled workforce that will enable them to be highly productive and globally competitive.

Program Description:

The Customized Job Training (CJT) Program is employer driven and dedicated to helping businesses provide training to employees at all levels in order to keep their skills up-to-date.

The CJT program provides technical and financial assistance to address businesses' short-term training needs resulting from changing industry demands. Many small companies that do not have enough trainees to justify the cost of an external service provider participate in DOL's multiple employer training networks in order to share the training cost. The program targets small to mid-sized manufacturing companies and companies in industry clusters that utilize high performance workplace standards. Its ultimate purpose is to facilitate the link between a firm's skilled workforce and its ability to remain competitive.

CJT also offers pre-employment programs to provide education, training, supportive services and job development for the placement of people who are chronically unemployed. Special programs are provided for non-traditional occupation training. A pre-employment training program is

also offered at the Opportunities Industrialization Centers to prepare participants to enter vocational training or employment.

In the CJT program, DOL works in cooperation with the Office for Workforce Competitiveness, Workforce Investment Boards, Department of Economic and Community Development, Connecticut Economic Resource Center, Connecticut Development Authority, two- and four-year colleges, labor organizations, chambers of commerce, CONNSTEP, business associations, vocational and adult education schools. Customized Job Training services are provided by DOL staff who are located statewide in six of the One-Stop Career Centers.

Outcome Measure:

<u>Customized Job Training Program Results for Fiscal Year 2001</u>	
•	More than 64,400 hours of instruction provided
•	More than 12,000 workers trained
•	More than 560 companies provided with financial assistance
•	More than \$3,000,000 of matching in-kind and cash company funds spent for training in addition to \$5,818,426 of state appropriated expenditures

Personnel Summary

Permanent Full-Time Positions
General Fund

As of 06/30/2002	2002-2003	2002-2003	2003-2004	2003-2004	2003-2004	2004-2005	2004-2005
<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
13	0	-1	12	12	0	12	0

Financial Summary

(Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	733,860	792,387	839,745	839,745	0	890,270	890,270	0
Other Expenses	95,006	47,761	56,855	56,855	0	58,443	58,443	0

Capital Outlay

Equipment	593	593	10,472	10,472	0	0	0	0
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Other Current Expenses

Vocational and Manpower Training	1,703,082	1,418,536	1,620,165	1,620,165	0	1,665,530	1,665,530	0
Opportunity Industrial Centers	563,291	407,392	465,332	465,332	0	478,362	478,362	0
TOTAL-General Fund	3,095,832	2,666,669	2,992,569	2,992,569	0	3,092,605	3,092,605	0

Additional Funds Available

Special Funds, Non-Appropriated	733,847	220,047	0	0	0	0	0	0
Bond Funds	1,830	4,224	0	0	0	0	0	0
Private Contributions	3,561	364,000	0	0	0	0	0	0
TOTAL - All Funds	3,835,070	3,254,940	2,992,569	2,992,569	0	3,092,605	3,092,605	0

Customized Job Training

SUBPROGRAM: APPRENTICESHIP TRAINING

Statutory Reference:

C.G.S. Sections 31-51a to 31-51e

Statement of Need and Program Objectives:

To meet the need for a highly skilled and trained workforce in apprenticeable occupations.

Apprenticeship programs demonstrate how industry, labor, government and education can work together to further the interests of the worker and the employer.

Program Description:

Registered Apprenticeship is an unsubsidized, proven training system that combines on-the-job training with related classroom instruction to prepare highly skilled workers for Connecticut's industries. Apprentices learn industry-defined skills at industry-accepted standards. Apprenticeship gives workers versatility by teaching all aspects of a trade and helps participants learn to work with a variety of people in actual working situations. It specifically addresses worker and industry needs.

In Connecticut, apprenticeship is a voluntary training system representing a unique partnership in which business and labor are the

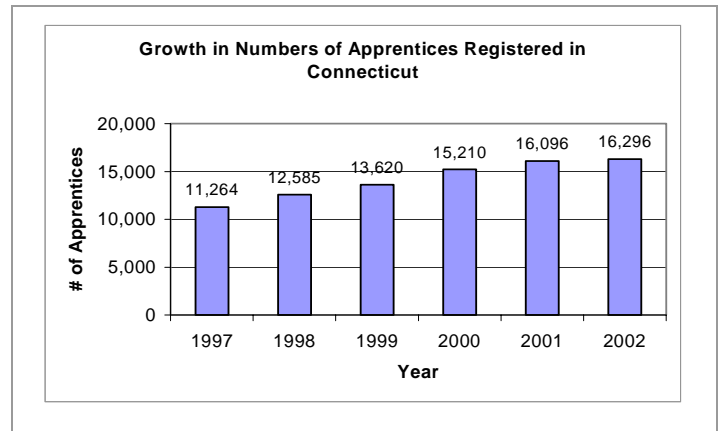
primary operators of programs with government playing a support role. An employer/employee relationship must be in existence to establish an apprenticeship program. After successfully completing an apprenticeship program (which usually lasts 3 to 4 years, but may range from 1 to 6 years) the worker receives an Apprenticeship Completion Certificate and is recognized as a qualified journeyman nationwide. This certificate is one of the oldest and most highly portable industry credentials in use today.

A tax credit designed to encourage the development of skilled workers through apprenticeship training programs is available in manufacturing, construction and plastics-related trades. Between July 1, 2001 and June 30, 2002, 25 apprenticeship sponsors claimed \$354,965 in tax credits.

The Connecticut State Apprenticeship Council's charge is to formulate basic apprenticeship policies, recommend minimum standards of apprenticeship, encourage registration of programs and apprentices and issue certificates of completion. The Apprenticeship Training Unit, under the direction of the Labor Commissioner acts as staff to the Council and provides the administrative oversight for Connecticut's Apprenticeship System.

Apprenticeship services are provided to the public through the unit's Regional Apprenticeship Representatives. The representatives develop apprenticeship training programs for sponsors (employers and Joint Labor Management Apprenticeship Committees), register, monitor and complete apprentices (employees) while providing technical assistance to program participants. The staff makes presentations to employer, labor and educational associations as well as students and outreach organizations to promote the benefits and opportunities available through apprenticeship.

Connecticut maintains a system of apprenticeship with more than 16,000 apprentices registered among approximately 3,500 sponsors with a 27% minority and female participation rate.

Outcome Measure:

Personnel Summary	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
General Fund	13	0	-1	12	12	0	12	0
Financial Summary	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	854,754	762,824	844,384	844,384	0	836,374	836,374	0
Other Expenses	110,245	60,301	69,748	69,748	0	71,701	71,701	0
<u>Capital Outlay</u>								
Equipment	42	42	7,054	7,054	0	8,350	8,350	0
TOTAL-General Fund	965,041	823,167	921,186	921,186	0	916,425	916,425	0
<u>Additional Funds Available</u>								
Bond Funds	18,033	5,945	0	0	0	0	0	0
TOTAL - All Funds	983,074	829,112	921,186	921,186	0	916,425	916,425	0
Apprenticeship								

PROGRAM: WORKPLACE CONDITIONS**Statutory Reference:**

C.G.S. Chapters 556, 557 Part III, 558, 571 and 573

Statement of Need and Program Objectives:

To protect workers in accordance with statutes covering the payment of wages and safe working conditions through a variety of programs operated by these divisions.

Program Description:

The Wage and Workplace Standards Division is comprised of the Regulation of Wages and Regulation of Working Conditions subprograms. This division enforces the payment of minimum wage and overtime, wage payments, prevailing wage and workplace standards. The Division of Occupational Safety and Health assures that employees are protected from work site safety and health hazards.

Personnel Summary	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
General Fund	63	4	2	69	69	69	69	69
Private Contributions	8	0	1	9	9	9	9	9
<i>Other Positions Equated to Full Time</i>								
General Fund			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
			2	0	0	0	0	0
Financial Summary	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	3,775,675	4,215,587	4,508,006	4,508,006	4,337,946	4,652,078	4,652,078	4,457,373
Other Expenses	372,104	373,652	394,096	394,096	383,061	409,839	409,839	387,209
Capital Outlay	10	10	99,738	99,738	0	112,329	112,329	0
TOTAL-General Fund	4,147,789	4,589,249	5,001,840	5,001,840	4,721,007	5,174,246	5,174,246	4,844,582
Other Current Expenses	687,589	671,470	726,601	726,601	0	746,946	746,946	0
TOTAL-Workers' Compensation Fund	687,589	671,470	726,601	726,601	0	746,946	746,946	0
<u>Additional Funds Available</u>								
Bond Funds	12,705	104,358	0	0	0	0	0	0
Federal Contributions	19,616	21,537	21,968	21,968	21,968	22,408	22,408	22,408
Private Contributions	570,754	480,500	493,600	493,600	493,600	505,700	505,700	505,700
TOTAL Agency Programs - All Funds Net	5,438,453	5,867,114	6,244,009	6,244,009	5,236,575	6,449,300	6,449,300	5,372,690
Workplace Conditions								

SUBPROGRAM: WAGE AND WORKPLACE STANDARDS

Statutory Reference:

Chapters 556, 557 Part III, and 558

Statement of Need and Program Objectives:

To ensure that the more than 1.7 million Connecticut employees receive all the wages to which they are entitled without the need for litigation and to enforce labor statutes that safeguard and protect the rights of workers.

Program Description:

The Wage and Workplace Standards Division is responsible for two major programs, Regulation of Wages and Regulation of Working Conditions.

In FY 2001-02, through the *Regulation of Wages* program, \$5.9 million in wages was recovered that would otherwise not have been remitted to employees who had legally earned them. Most individual complaints range from \$100 to \$1,000, amounts not sufficient to interest and retain a private attorney. Further, if all complaints were filed with the courts, they would have an adverse impact on the civil docket.

The Regulation of Wages staff undertake the following activities as a result of a complaint received:

Complaints concerning wages are received, both in writing and by telephone. If the complaint concerns minimum wage, overtime, or prevailing wages, a compliance audit is made of all employees, past and present, covering a period of two years from the date of the complaint. If the complaint concerns nonpayment of wages, only that specific complaint is investigated.

Routine audits are also made to ensure compliance with minimum wage, overtime and wages agreed upon for labor or service rendered and prevailing wage. Violations are identified and corrective action recommended.

Where underpayments are discovered, hours and payroll records are transcribed and proper payment is required from the employer. In disputed cases, hearings may be held and every effort is made to resolve the cases.

When all administrative procedures have been exhausted with no hope of resolution, disputes/complaints are referred for criminal prosecution or for civil prosecution.

The penalties for non-payment of wages reflect the severity of the non-payment. If more than \$2,000 was not paid, it is a Class D felony. The Labor Commissioner may assess civil penalties for violation of labor laws amounting to \$300 per violation.

Public Act 02-69, "An Act Concerning Annual Adjustments To Prevailing Wages," became effective on October 1, 2002. The information will be provided on our website to minimize mailing costs.

Personnel Summary

Permanent Full-Time Positions

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	37	1	2	40	40	40	40	40
Private Contributions	8	0	1	9	9	9	9	9

Other Positions Equated to Full Time

	2001-2002	2002-2003	2003-2004	2003-2004	2003-2004	2004-2005	2004-2005
	Actual	Estimated	Requested	Estimated	Requested	Recommended	Recommended
General Fund	2	0	0	0	0	0	0

Financial Summary

(Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	2,086,958	2,253,906	2,464,866	2,464,866	2,389,844	2,530,763	2,530,763	2,409,777
Other Expenses	162,926	162,205	166,745	166,745	162,076	171,413	171,413	161,948
TOTAL-General Fund	2,249,884	2,416,111	2,631,611	2,631,611	2,551,920	2,702,176	2,702,176	2,571,725
<i>Additional Funds Available</i>								
Private Contributions	570,754	480,500	493,600	493,600	493,600	505,700	505,700	505,700
TOTAL - All Funds	2,820,638	2,896,611	3,125,211	3,125,211	3,045,520	3,207,876	3,207,876	3,077,425

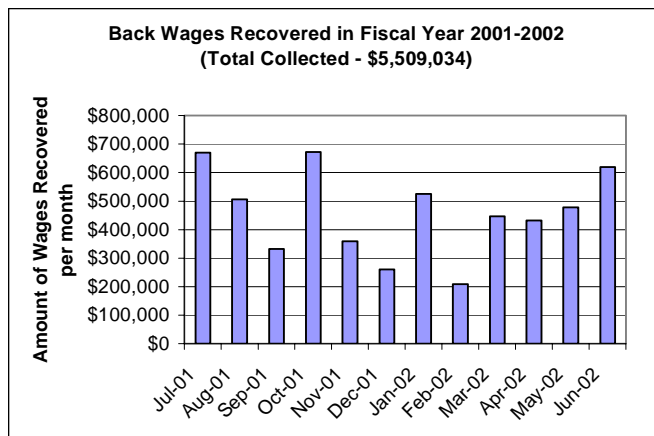
Wage and Workplace Standards

The Wage and Workplace Standards Division is responsible for regulating the Working Conditions of Connecticut's employers. The various elements of specific labor laws comprise the activities of the *Regulation of Working Conditions* program. The division's major function is to investigate complaints from employees and former employees and requests from employers pertaining to laws governing the following areas: hazardous employment of minors; working hours and working papers of minors under 18 years of age; polygraph as a condition of employment; blacklisting of employees; more than six days employment in a calendar week; cancellation of medical insurance; heat and utilities in the workplace; written employment policy in the workplace; access to personnel files; meal periods; family and medical leave from employment; smoking in the workplace; drug testing in the workplace and whistle blowing.

In addition, the department licenses, inspects, regulates and otherwise exercises control over the activities of private employment agencies doing business within the state. The Department also interviews applicants, evaluates applications and investigates complaints pertaining to industrial homework.

To increase public awareness of the Wage and Workplace laws the Division has published guidebooks and bookmarks that are free of charge.

Outcome Measure:



SUBPROGRAM: OCCUPATIONAL SAFETY AND HEALTH

Statutory Reference:

C.G.S. Chapters 571 and 573

Statement of Need and Program Objectives:

To reduce the incidence of occupational injuries and illnesses by ensuring that workplaces are free from recognized safety and health hazards.

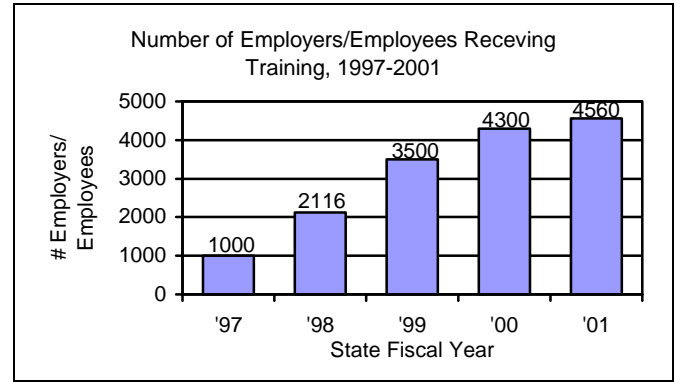
Program Description:

The Department of Labor, Division of Occupational Safety and Health has four primary responsibilities:

Protecting 190,725 state and local government employees by enforcing safety and health standards in public sector workplaces, which includes conducting routine safety and health inspections, responding to complaints/requests and investigating fatalities or serious accidents.

Providing free safety and/or health consultative services, at the employer's request, to Connecticut's public employers and more than 95,000 private employers at their 105,249 locations. The program is geared to help high-hazard establishments and smaller firms or government agencies who lack the expertise or resources to interpret complex standards or conduct extensive health monitoring.

Developing and conducting individualized safety and health training programs in the private and public sectors.



Compiling, analyzing and annually publishing safety and health data on the private and public sectors within the state. This data serves as a basis for scheduling inspections, utilizing education/training resources and measuring program effectiveness. The 2000 injury/illness incidence rate was 7.3 per 100 full-time workers in Connecticut.

In addition, the Division administers the Occupational Health Clinic Program. This program serves workers and employers through recognition, diagnosis and prevention of occupational diseases and injuries. It also collects significant data on Occupational Health and Safety.

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Permanent Full-Time Positions	26	3	0	29	29	29	29	29
General Fund								

Financial Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,688,717	1,961,681	2,043,140	2,043,140	1,948,102	2,121,315	2,121,315	2,047,596
Other Expenses	209,178	211,447	227,351	227,351	220,985	238,426	238,426	225,261
<u>Capital Outlay</u>								
Equipment	10	10	99,738	99,738	0	112,329	112,329	0
<u>Other Current Expenses</u>								
Occupational Health Clinics	687,589	671,470	726,601	726,601	0	746,946	746,946	0
TOTAL-Workers' Compensation Fund	2,585,494	2,844,608	3,096,830	3,096,830	2,169,087	3,219,016	3,219,016	2,272,857
<u>Additional Funds Available</u>								
Bond Funds	12,705	104,358	0	0	0	0	0	0
Federal Contributions								
17504 Consultation Agreements	19,616	21,537	21,968	21,968	21,968	22,408	22,408	22,408
TOTAL - All Funds	2,617,815	2,970,503	3,118,798	3,118,798	2,191,055	3,241,424	3,241,424	2,295,265
Occupational Safety and Health								

PROGRAM: MAINTAINING THE COLLECTIVE BARGAINING RELATIONSHIP

Statutory Reference:

C.G.S. Sections 5-270 – Sec. 5-280, Sec. 7-467 – Sec. 7-479, Sec. 31-90 – Sec 31-111(b), Sec. 52-418 – Sec. 52-420 and Sec. 10-153e

Statement of Need and Program Objectives:

To define and protect the statutory rights of employees to form, join or assist labor organizations and to encourage and protect the right of employees and employers to bargain collectively.

Program Description:

The State Board of Mediation and Arbitration resolves impasses in order to promote and maintain stability in collective bargaining whenever disputes occur. The collective bargaining statutes administered by the State Board of Labor Relations impose a duty on both employer and employee organizations to negotiate in good faith. The labor board is also empowered to rectify a violation of duty.

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Permanent Full-Time Positions	22	7	0	29	29	29	29	29
General Fund								

Other Positions Equated to Full Time

	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	1	0	0	0	0	0

Financial Summary (Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,907,057	2,137,417	1,899,736	1,899,736	2,031,004	2,038,748	2,038,748	2,049,264
Other Expenses	99,245	102,835	743,073	743,073	722,296	763,880	763,880	715,023
Capital Outlay	0	0	39,015	39,015	0	25,598	25,598	0
TOTAL-General Fund	2,006,302	2,240,252	2,681,824	2,681,824	2,753,300	2,828,226	2,828,226	2,764,287
Additional Funds Available								
Bond Funds	6,899	26,700	0	0	0	0	0	0
Private Contributions	8,407	6,500	6,500	0	0	6,500	0	0
TOTAL Agency Programs - All Funds Net Maint Collective Bargain Relationship	2,021,608	2,273,452	2,688,324	2,681,824	2,753,300	2,834,726	2,828,226	2,764,287

SUBPROGRAM: BOARD OF MEDIATION & ARBITRATION

Statutory Reference:

C.G.S. Sections 5-276 – Sec. 5-277, Sec. 7-472 – Sec. 7-475, Sec. 31-90 – Sec. 31-100, and Sec. 52-418 – Sec. 52-420

Statement of Need and Program Objectives:

To foster constructive employer/employee relations and to promote communication between them by resolving labor disputes (grievances and impasses in collective bargaining negotiations) through mediation and arbitration services for employers and employee organizations in the public and private sector.

Program Description:

Mediation is an informal process to assist the disputing parties in reaching an agreement. Upon receipt of a contract expiration notice, or upon notification that a strike is imminent, a state mediator is assigned to the dispute in an attempt to bring about a settlement. Mediators also assist in resolving grievances prior to and after submission to the Board for final and binding arbitration.

Arbitration is a process to resolve grievances by holding a formal hearing to take testimony and receive evidence resulting in the arbitrator's rendering of a final and binding arbitration award.

The Board's mission is to have grievances heard in as expeditious a manner as possible by shortening the time between the date when a demand for arbitration is received to when the case is heard. For

priority cases, the goal is to have the case heard within four months and non-priority cases from four months to a year.

In FY 2001-02 a total of 1,112 grievances were filed for arbitration; 1,884 grievance arbitration hearings were scheduled; 1,235 grievance arbitration cases were closed and 224 awards were issued.

By law, public employees may not strike. Instead, procedures are in place for arriving at a new contract, without resort to job action. The State Board of Mediation and Arbitration has considerable responsibilities in this process.

Municipal Interest Arbitration: This entire procedure is fixed by statute with a series of mandatory time limits. The panels of arbitrators are not necessarily members of the Board. The procedure results in a final and binding arbitration award (contract) in resolution of municipal contract impasses.

State Employees Arbitration: State employees bargaining units are eligible for mandatory interest arbitration. Whenever an impasse occurs, the parties can jointly, or singly, initiate arbitration by filing with the State Board of Mediation and Arbitration.

In FY 2001-02, expiration notices on 310 private sector contracts were received and the Board imposed/scheduled binding arbitration on 238 municipal contracts under Section 7-473c, Connecticut General Statutes and five state contracts under Section 5-267a, Connecticut General Statutes.

Personnel Summary Permanent Full-Time Positions General Fund	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
	11	5	0	16	16	16	16	16

Financial Summary (Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,068,257	1,250,533	979,398	979,398	1,040,692	1,046,442	1,046,442	1,049,760
Other Expenses	52,537	57,272	613,996	613,996	596,833	631,189	631,189	589,659
Capital Outlay								
Equipment	0	0	9,980	9,980	0	19,043	19,043	0
TOTAL-General Fund	1,120,794	1,307,805	1,603,374	1,603,374	1,637,525	1,696,674	1,696,674	1,639,419
Additional Funds Available								
Bond Funds	2,990	17,700	0	0	0	0	0	0
Private Contributions	8,407	6,500	6,500	0	0	6,500	0	0
TOTAL - All Funds	1,132,191	1,332,005	1,609,874	1,603,374	1,637,525	1,703,174	1,696,674	1,639,419

Board of Mediation and Arbitration

SUBPROGRAM: BOARD OF LABOR RELATIONS

Statutory Reference:

C.G.S. Sections 5-270 – Sec. 5-280, Sec. 7-467 – Sec. 7-479, Sec. 10-153e and Sec. 31-101- Sec. 31-111.

Statement of Need and Program Objectives:

To ensure that employees can freely choose an organization to represent them in collective bargaining by exercising their choice at a secret ballot election.

To prevent and correct/remedy conduct by either party which is prohibited by statute and detrimental to the collective bargaining process.

Program Description:

The function of the Board of Labor Relations is to ensure that employers and employee organizations abide by the statutory requirements for collective bargaining for public sector employees and a small number of private sector employees in Connecticut. The Board of Labor Relations administers portions of 4 statutes setting forth the requirements of the collective bargaining process.

The Board of Labor Relations performs its functions in the following ways:

Processing petitions from employees seeking to be represented by an employee organization. As part of that process, the Labor Board conducts secret ballot elections among employees to determine if they wish to be represented by an employee organization. In FY 2001-02, 18 elections were held among employees for this purpose.

Upon receipt of written complaints from employee organizations, employees or employers alleging violations of the statutes, informal conferences are conducted with parties to investigate and mediate complaints in order to resolve disputes. In FY 2001-02, 858 cases were filed. During that same time period, 899 cases were closed, the vast majority through the mediation and settlement process.

If settlement is not reached after a complaint has been filed and investigated, the case is either recommended for a formal hearing or recommended for dismissal. If a party timely objects to a recommendation for dismissal, the case will be scheduled for a hearing before a full panel of the Board. After a full evidentiary hearing, the Board issues a final, written decision in the matter.

In FY 2001-02, the Board held 76 days of hearings and issued 24 decisions. After the issuance of the final decision, the aggrieved party may then appeal to the Superior Court. A petition for court enforcement may be filed if a party does not comply with an order of the Board.

Personnel Summary	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
General Fund	11	2	0	13	13	13	13	13
<i>Other Positions Equated to Full Time</i>			2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
General Fund			Actual	Estimated	Requested	Recommended	Requested	Recommended
			1	0	0	0	0	0
Financial Summary	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
(Net of Reimbursements)	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	838,800	886,884	920,338	920,338	990,312	992,306	992,306	999,504
Other Expenses	46,708	45,563	129,077	129,077	125,463	132,691	132,691	125,364
<i>Capital Outlay</i>								
Equipment	0	0	29,035	29,035	0	6,555	6,555	0
TOTAL-General Fund	885,508	932,447	1,078,450	1,078,450	1,115,775	1,131,552	1,131,552	1,124,868
<i>Additional Funds Available</i>								
Bond Funds	3,909	9,000	0	0	0	0	0	0
TOTAL - All Funds	889,417	941,447	1,078,450	1,078,450	1,115,775	1,131,552	1,131,552	1,124,868
Board of Labor Relations								

PROGRAM: MANAGEMENT SERVICES

Statutory Reference:

C.G.S. Section 31-1 and 31-2

Statement of Need and Program Objectives:

To insure that the Department of Labor delivers necessary services to the public in an integrated and efficient manner and to set policy and manage the department's financial, human and information resources.

Program Description:

The Office of the Commissioner provides overall management of activities and policy direction to ensure that all DOL programs meet the needs of both employees and employers. The Commissioner of Labor is a member of the Governor's Jobs Cabinet and the Connecticut Employment and Training Commission. The office works closely with the Office for Workforce Competitiveness, Workforce Investment Boards, other state agencies and community-based organizations to promote effective workforce development strategies in the One-Stop system.

DOL's Office of Affirmative Action Programs (OAAP) acts for the Commissioner in the area of affirmative action. The OAAP achieved better than 65 percent of its hiring and promotional goals during FY 2001-02. The Contract Compliance Program reflects the continuing efforts to increase its Small Business and Minority/Women Business enterprise goal achievement. In addition, the agency sponsored four major Diversity events for its employees.

The Communications Unit is the primary contact for media inquiries and strives to heighten public awareness of the agency's available services and accomplishments.

Staff Development ensures that DOL staff have the knowledge, skills and abilities to support the agency's strategic goals. In addition, the unit assists the executive management in developing programs that support organizational change. Training programs include computer desktop applications, conflict resolution, facilitation skills, presentation skills, use of the internet in job search, resume writer certification and Myers Briggs Type Indicator (MBTI) Assessment for the workplace.

The Office of Program Policy's responsibilities include: facilitating the development of policy which is legally sound and promotes the agency's mission; overseeing the internal regulatory process; providing legal counsel to the administration and to all divisions (except the State Board of Mediation and Arbitration, the State Board of Labor Relations and the Employment Security Board of Review); acting as liaison with the Office of the Attorney General; promoting quality adjudicating through technical assistance and training of UI staff in interpretation and application of unemployment compensation statutes and regulations and all aspects of determining benefit eligibility; representing the administrator of the Unemployment Compensation Act in proceedings before the Employment Security Board of Review and Appeals Division; serving as hearing officers for the Labor Commissioner in contested case hearings; administrative prosecution of cases within DOL's jurisdiction including hearings under the State Family and Medical Leave Act (FMLA); preparing declaratory rulings and responding to questions about Connecticut's labor laws.

In FY 2001-02, the office issued advisory opinions in 380 individual unemployment compensation cases and about 360 multiple client cases. The office submitted approximately 25 appeals, written arguments or motions to the Board of Review and Appeals Referees. Program Policy attorneys conducted administrative prosecution of cases alleging violation of laws within the agency's jurisdiction and brought 53 FMLA cases to final disposition. Attorneys served as hearing officers and/or mediators in approximately 22 cases involving allegations of retaliation for filing wage claims, applying for unemployment benefits and filing OSHA complaints.

Business Management is responsible for the fiscal management of the agency's state and federal appropriations, grants and contractual funding. The functions performed include accounting, budgeting, contract administration, payroll and purchasing.

Facilities Management provides services which include facilities leasing and compliance for local offices (a total of 248,000 square feet); design and planning; facilities project management; printing

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services; mail services and warehousing, including property and inventory control.

The Human Resources Unit provides personnel-related services for DOL's workforce of approximately 1,030 employees in nearly 200 job classifications.

The Information Technology (IT) division provides information technology infrastructure and applications systems to enable the Department of Labor to provide the best cost effective services to the citizens of Connecticut. Supporting the business needs of all the divisions at DOL, the IT division supports a large variety of technology including; an IBM mainframe, a large client server environment, Internet/intranet services, network connectivity for DOL as well as Workforce Board offices, PC support, Interactive Voice Response units in two call centers, document management as well as image processing technology. In addition, the programming staff supports over 900 applications running on these platforms. In addition to constant upgrading of these platforms to keep current and enhancing

the application programs used by DOL to support its business, the IT division works closely with users to utilize new technology whenever practical to improve DOL's services to the public. This unit is currently looking at video conferencing technology to reduce the travel time for clients requiring adjudication.

The Office for Performance Management (OFPM) serves the state's workforce investment system by providing periodic reports for program managers. These include monthly reports that provide information at a glance as well as an array of detailed quarterly reports. The Unit is helping to implement new performance measures for the Wagner-Peyser and Veterans employment and training services. These will supplement the Workforce Investment Act measures to further quantify the accomplishments of the CTWorks system. In addition, the unit collects customer satisfaction data using scannable surveys, creates data displays in map formats and continues to play a central role in providing continuous improvement services, especially the Agency's Lean Government initiative.

Personnel Summary

Permanent Full-Time Positions	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	19	0	0	19	21	20	21	20
Employment Sec. Admn. Fund	82	0	10	92	96	92	96	92
Private Contributions	3	0	0	3	0	0	0	0

Financial Summary

(Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	1,379,636	1,208,460	1,234,727	1,234,727	1,233,195	1,293,337	1,293,337	1,238,792
Other Expenses	180,713	212,176	218,052	218,052	212,144	224,119	224,119	211,746

Capital Outlay

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Equipment	1,355	1,355	22,466	22,466	2,000	15,000	15,000	2,000
TOTAL-General Fund	1,561,704	1,421,991	1,475,245	1,475,245	1,447,339	1,532,456	1,532,456	1,452,538

Additional Funds Available

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Bond Funds	1,032	56,585	0	0	0	0	0	0
Employment Sec. Admn. Fund	10,392,920	11,718,448	12,057,763	12,057,763	12,057,763	12,440,387	12,440,387	12,440,387
Private Contributions	223,933	300,000	0	0	0	0	0	0
TOTAL - All Funds	12,179,589	13,497,024	13,533,008	13,533,008	13,505,102	13,972,843	13,972,843	13,892,925

Management Services

AGENCY FINANCIAL SUMMARY - GENERAL FUND

Current Expenses by Minor Object	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Actual	Estimated	Requested	Recommended	Requested	Recommended
<u>Personal Services</u>						
Permanent Fulltime Positions	8,072,833	8,485,349	9,263,257	7,958,795	9,636,164	7,979,782
Other Positions	247,127	79,668	87,780	75,203	92,153	79,468
Other	728,769	966,873	396,863	157,120	417,840	181,330
Overtime	167	0	200	171	200	172
TOTAL-Personal Services Gross	9,048,896	9,531,890	9,748,100	8,191,289	10,146,357	8,240,752
Less Reimbursements						
Less Turnover	0	0	-178,964	-308,796	-191,208	-321,040
Less Unsettled Collective Brg Contract Costs	0	0	0	-347,114	0	-293,936
Less Early Retirement Plan Accruals	0	0	0	-146,978	0	-143,089
TOTAL-Personal Services Net	9,048,896	9,531,890	9,569,136	7,388,401	9,955,149	7,482,687

Other Expenses-Contractual Services

Advertising	1,041	2,041	2,098	1,954	2,157	1,925
Printing And Binding	1,119	3,919	4,028	1,417	4,141	1,416
Dues and Subscriptions	35,807	35,345	36,333	34,467	37,349	34,439
Utility Services	9,226	1,429	1,467	98	1,503	96
Rents, Storage & Leasing	91,464	32,841	33,760	24,057	34,707	24,039
Telecommunication Services	56,951	57,325	58,930	39,970	60,580	39,939
General Repairs	22,663	20,031	20,592	15,105	21,169	15,093
Motor Vehicle Expenses	135,888	132,318	151,543	110,238	155,787	110,152
Insurance	17	17	17	17	17	16
Fees For Outside Professional Services	38,850	29,367	667,550	648,849	686,242	641,663
Fees For Non-Professional Services	15,692	11,016	11,326	9,780	11,643	9,773
DP Services, Rentals and Maintenance	57,241	92,119	94,697	89,027	97,348	88,957
Postage	58,275	59,131	60,785	54,502	62,487	54,459
Travel	135,674	127,253	130,814	105,945	134,477	105,861

Other Contractual Services	56,933	56,251	67,825	64,972	74,443	69,380
<i>Other Expenses-Commodities</i>						
Agricultural, Horticultural, and Dairy	7,260	8,106	8,252	7,486	8,433	7,436
Books	7,827	8,014	8,238	6,721	8,469	6,715
Law Enforcement, Clothing\Personal Supplies	2,900	2,335	2,400	2,333	2,467	2,331
Maintenance and Motor Vehicle Supplies	23,252	25,995	26,724	19,147	27,473	19,133
Medical Supplies	29,894	21,000	21,588	20,984	22,192	20,967
Office Supplies	74,154	70,016	71,976	62,211	73,992	61,965
Miscellaneous Commodities	6,530	13,747	14,132	13,498	14,527	13,487
<i>Other Expenses-Sundry</i>						
Sundry - Other Items	7,121	9,397	9,660	6,992	9,931	6,987
TOTAL-Other Expenses Gross	875,779	819,013	1,504,735	1,339,770	1,551,534	1,336,229
Less Reimbursements						
TOTAL-Other Expenses Net	875,779	819,013	1,504,735	1,339,770	1,551,534	1,336,229
<i>Other Current Expenses</i>						
Workforce Investment Act	25,199,396	21,360,235	21,360,235	21,360,235	21,360,235	21,360,235
Project SOAR	798,221	0	0	0	0	0
Workforce Investment Act Business System	1,000,000	0	1,028,000	1,000,000	1,056,784	433,000
Vocational and Manpower Training	1,703,082	1,418,536	1,620,165	0	1,665,530	0
Community Employment Incentive Program	1,037,803	0	0	0	0	0
Summer Youth Employment	656,879	621,656	639,062	0	656,956	0
Jobs First Employment Services	16,266,657	15,226,616	17,510,600	15,036,998	18,000,897	15,036,998
Welfare-to-Work Grant Program	2,052,891	0	200,000	0	0	0
Opportunity Industrial Centers	563,291	407,392	465,332	0	478,362	0
Individual Development Accounts	0	0	334,100	0	343,455	0
Opportunity Certificate and AEITC	216,200	0	0	0	0	0
Opportunity Industrial Centers-Bridgeport	0	0	102,800	0	105,678	0
TOTAL-Other Current Expenses	49,494,420	39,034,435	43,260,294	37,397,233	43,667,897	36,830,233

AGENCY FINANCIAL SUMMARY - WORKERS' COMPENSATION FUND

<i>Current Expenses by Minor Object</i>	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Other Current Expenses</i>						
Occupational Health Clinics	687,589	671,470	726,601	0	746,946	0
TOTAL-Other Current Expenses	687,589	671,470	726,601	0	746,946	0

<i>Character & Major Object Summary</i>	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	9,048,896	9,531,890	9,569,136	9,439,304	7,388,401	9,955,149	9,825,317	7,482,687
Other Expenses Net	875,779	819,013	1,504,735	1,504,735	1,339,770	1,551,534	1,551,534	1,336,229
Capital Outlay	2,000	2,000	178,745	178,745	2,000	161,277	161,277	2,000
Other Current Expenses	49,494,420	39,034,435	43,260,294	39,311,410	37,397,233	43,667,897	39,387,699	36,830,233
TOTAL-General Fund Net	59,421,095	49,387,338	54,512,910	50,434,194	46,127,404	55,335,857	50,925,827	45,651,149
Other Current Expenses	687,589	671,470	726,601	726,601	0	746,946	746,946	0
TOTAL-Workers' Compensation Fund Net	687,589	671,470	726,601	726,601	0	746,946	746,946	0
<i>Additional Funds Available</i>								
Special Funds, Non-Appropriated	868,794	320,047	100,000	100,000	100,000	0	0	0
Bond Funds	40,889	512,607	0	0	0	0	0	0
Employment Sec. Admn. Fund	80,070,853	89,674,447	88,193,076	88,193,076	88,193,076	91,812,912	91,812,912	91,812,912
Federal Contributions	422,926	521,537	21,968	21,968	21,968	22,408	22,408	22,408
Private Contributions	3,054,424	1,305,700	500,100	493,600	493,600	512,200	505,700	505,700
TOTAL-All Funds Net	144,566,570	142,393,146	144,054,655	139,969,439	134,936,048	148,430,323	144,013,793	137,992,169

OFFICE OF VICTIM ADVOCATE

AGENCY DESCRIPTION

<http://www.ova.state.ct.us/>

The Office of Victim Advocate (OVA) was established in 1998 as an independent agency to protect the legal rights of crime victims in

Connecticut and to advance policies throughout the state that promote the fair and just treatment of crime victims.

The Office of Victim Advocate is being eliminated as part of the Governor's initiative to streamline state government.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	2003-2004	2004-2005
• Annualization of FY 03 Reductions	-2,006	-2,006
• Remove Inflation	-1,119	-2,271
• Transfer Equipment to CEPF	-2,900	-1,400
• Layoffs Necessitated by Failure to Achieve Concessions	-74,110	-74,110
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-5,786	-12,124
• Reduce the Other Expense Account	-5,000	-5,000
• Eliminate the Office of Victim Advocate	-215,874	-223,742

The agency is being eliminated as part of the Governor's initiative to streamline state government.

AGENCY PROGRAMS:

Personnel Summary

Permanent Full-Time Positions General Fund	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
	3	0	1	4	4	0	4	0

Agency Programs by Total Funds (Net of Reimbursements)

Advocacy for Victims TOTAL Agency Programs - All Funds Gross Less Turnover Less Unsettled Collective Brg Contract Costs Less Early Retirement Plan Accruals TOTAL Agency Programs - All Funds Net	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Advocacy for Victims	231,044	286,923	312,683	306,795	0	323,167	320,653	0
TOTAL Agency Programs - All Funds Gross	231,044	286,923	312,683	306,795	0	323,167	320,653	0
Less Turnover								
Less Unsettled Collective Brg Contract Costs								
Less Early Retirement Plan Accruals								
TOTAL Agency Programs - All Funds Net	231,044	286,923	312,683	306,795	0	323,167	320,653	0

Summary of Funding

General Fund Net	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
General Fund Net	226,370	286,923	312,683	306,795	0	323,167	320,653	0
Bond Funds	4,674	0	0	0	0	0	0	0
TOTAL Agency Programs - All Funds Net	231,044	286,923	312,683	306,795	0	323,167	320,653	0

PROGRAM: ADVOCACY FOR VICTIMS

Statutory Reference:

C.G.S. Sections 46a-13b, et seq.

Statement of Need or Program Objective

The Office of Victim Advocate (OVA) provided oversight and advocacy when it was determined the criminal justice or victim service delivery systems failed crime victims and witnesses, worked to promote the fair and just treatment of crime victims/witnesses throughout the criminal justice process and helped ensure that the voices of crime victims

played a central role in Connecticut's response to violence and those victimized by crime.

Program Description:

The Office of Victim Advocate protected and promoted the rights of crime victims through individual case advocacy; engaged in multi-agency efforts to further the constitutional rights of crime victims and advocated for systemic reforms regarding victims' rights and services, legal action, public education and legislative advocacy.

Program Measure

Cases Investigated Public Forums Conducted Legal Action Initiated	2001-2002	2002-2003	2003-2004	2004-2005
	Actual	Estimated	Projected	Projected
Cases Investigated	225	250	0	0
Public Forums Conducted	35	40	0	0
Legal Action Initiated	40	50	0	0

Personnel Summary

Permanent Full-Time Positions General Fund	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
	3	0	1	4	4	0	4	0

Financial Summary (Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	190,846	247,800	257,026	262,547	0	268,952	276,753	0
Other Expenses	32,599	38,123	46,157	41,248	0	47,215	42,400	0
<u>Capital Outlay</u>								
Equipment	2,925	1,000	9,500	3,000	0	7,000	1,500	0
TOTAL-General Fund	226,370	286,923	312,683	306,795	0	323,167	320,653	0
<u>Additional Funds Available</u>								
Bond Funds	4,674	0	0	0	0	0	0	0
TOTAL - All Funds	231,044	286,923	312,683	306,795	0	323,167	320,653	0

Advocacy for Victims**AGENCY FINANCIAL SUMMARY - GENERAL FUND**

Current Expenses by Minor Object	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	190,846	247,800	251,240	0	262,808	0
Other	0	0	5,786	0	6,144	0
TOTAL-Personal Services Gross	190,846	247,800	257,026	0	268,952	0
Less Reimbursements						
Less Turnover						
Less Unsettled Collective Brg Contract Costs						
Less Early Retirement Plan Accruals						
TOTAL-Personal Services Net	190,846	247,800	257,026	0	268,952	0

Other Expenses-Contractual Services

Printing And Binding	3,679	4,029	4,656	0	4,786	0
Dues and Subscriptions	6,710	7,510	8,491	0	8,729	0
Rents, Storage & Leasing	2,860	3,521	3,620	0	3,721	0
Telecommunication Services	3,589	4,418	4,542	0	4,669	0
Fees For Outside Professional Services	1,780	2,191	2,252	0	2,315	0
Fees For Non-Professional Services	129	159	163	0	168	0
DP Services, Rentals and Maintenance	3,991	4,913	9,959	0	10,008	0
Postage	367	452	465	0	478	0
Travel	2,999	3,490	3,793	0	3,899	0
Other Contractual Services	712	878	903	0	928	0

Other Expenses-Commodities

Agricultural, Horticultural, and Dairy	375	462	470	0	480	0
Books	482	593	610	0	627	0
Office Supplies	4,926	5,507	6,233	0	6,407	0
TOTAL-Other Expenses Gross	32,599	38,123	46,157	0	47,215	0
Less Reimbursements						
TOTAL-Other Expenses Net	32,599	38,123	46,157	0	47,215	0

Character & Major Object Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	190,846	247,800	257,026	262,547	0	268,952	276,753	0
Other Expenses Net	32,599	38,123	46,157	41,248	0	47,215	42,400	0
Capital Outlay	2,925	1,000	9,500	3,000	0	7,000	1,500	0
TOTAL-General Fund Net	226,370	286,923	312,683	306,795	0	323,167	320,653	0
<u>Additional Funds Available</u>								
Bond Funds	4,674	0	0	0	0	0	0	0
TOTAL-All Funds Net	231,044	286,923	312,683	306,795	0	323,167	320,653	0

COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES

AGENCY DESCRIPTION:

<http://www.state.ct.us/chro/>

The mission of the Connecticut Commission on Human Rights and Opportunities (CHRO) is to eliminate discrimination through civil and

human rights law enforcement and to establish equal opportunity and justice for all persons within the state through advocacy and education.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	<u>2003-2004</u>	<u>2004-2005</u>
• Annualization of FY 03 Reductions	-11,389	-11,389
• Remove Inflation	-17,120	-34,717
• Transfer Equipment to CEPF	-35,000	-24,000
• Layoffs Necessitated by Failure to Achieve Concessions	-371,471	-371,471
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-393,623	-634,664
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-3,750	-125,000
• Streamline CHRO Operations	-161,957	-269,375

AGENCY PROGRAMS:

Personnel Summary

Permanent Full-Time Positions	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	99	11	0	110	110	101	110	101

Agency Programs by Total Funds (Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Requested	Requested	Services	Recommended
Equal Opportunity Assurance	7,048,061	7,074,192	7,904,018	7,779,810	7,182,873	8,294,773	8,228,507	7,517,555
TOTAL Agency Programs - All Funds Gross	7,048,061	7,074,192	7,904,018	7,779,810	7,182,873	8,294,773	8,228,507	7,517,555
Less Turnover	0	0	-60,000	-73,178	-73,178	-60,000	-77,278	-77,278
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-393,623	0	0	-634,664
Less Early Retirement Plan Accruals	0	0	0	0	-3,750	0	0	-125,000
TOTAL Agency Programs - All Funds Net	7,048,061	7,074,192	7,844,018	7,706,632	6,712,322	8,234,773	8,151,229	6,680,613
<u>Summary of Funding</u>								
General Fund Net	6,906,468	6,997,892	7,767,718	7,630,332	6,636,022	8,158,473	8,074,929	6,604,313
Bond Funds	92,850	0	0	0	0	0	0	0
Federal Contributions	48,743	76,300	76,300	76,300	76,300	76,300	76,300	76,300
TOTAL Agency Programs - All Funds Net	7,048,061	7,074,192	7,844,018	7,706,632	6,712,322	8,234,773	8,151,229	6,680,613

PROGRAM: EQUAL OPPORTUNITY ASSURANCE

Statutory Reference:

C.G.S. Sections 46a-51 through 46a-104

Statement of Program Objectives:

To prohibit discrimination in employment, credit transactions, housing and other public accommodations on the basis of race, religious creed, national origin, ancestry, sex, age, marital status, mental retardation, learning disability, physical disability, history of mental disorder (employment), mental disability (housing and public accommodations), lawful source of income (housing and public accommodations), familial status (housing) and sexual orientation (excludes affirmative action).

Program Description:

The Commission on Human Rights and Opportunities receives, investigates, conciliates and processes individual complaints alleging discriminatory practices. CHRO may also initiate complaints in the public interest.

CHRO serves as an advocate for civil rights in Connecticut and as a source of education for the public about human rights issues and the services provided by the agency. CHRO also acts as secretariat to the state Martin Luther King, Jr. Holiday Commission.

CHRO compiles facts and data concerning compliance with the various state civil rights laws and other related matters in Connecticut and reports to the Governor at least yearly regarding the outcomes of the agency's activities.

Outcome Measure:

The agency has a goal of maintaining a ratio of cases filed to cases closed of at least 100%.

Ratio of Cases Filed to Cases Closed

FY 2000	101.7%
FY 2001	101.8%
FY 2002	103.7%

Projected Ratio of Case Filed to Cases Closed

FY 2003	100.0%
FY 2004	100.0%
FY 2005	100.0%

Personnel Summary	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Permanent Full-Time Positions	99	11	0	110	110	101	110	101
General Fund								
Financial Summary	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	5,667,775	6,394,160	7,139,173	7,036,269	6,502,841	7,573,532	7,478,369	6,837,523
Other Expenses	610,552	596,132	620,045	624,045	596,132	637,441	641,441	596,132
Capital Outlay								
Equipment	0	950	61,000	36,000	950	0	25,000	950
Other Current Expenses								
Martin Luther King, Jr. Commission	6,339	6,650	7,500	7,196	6,650	7,500	7,397	6,650
Human Rights Referees	621,802	0	0	0	0	0	0	0
TOTAL-General Fund	6,906,468	6,997,892	7,827,718	7,703,510	7,106,573	8,218,473	8,152,207	7,441,255
Additional Funds Available								
Bond Funds	92,850	0	0	0	0	0	0	0
Federal Contributions								
14401 State/Local Fair Housing Assist	47,443	75,000	75,000	75,000	75,000	75,000	75,000	75,000
30002 Emp Discriminat-State/Local FEPA	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300
TOTAL - All Funds	7,048,061	7,074,192	7,904,018	7,779,810	7,182,873	8,294,773	8,228,507	7,517,555
Equal Opportunity Assurance								

AGENCY FINANCIAL SUMMARY - GENERAL FUND

Current Expenses by Minor Object	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Personal Services						
Permanent Fulltime Positions	5,402,088	6,200,185	6,934,696	6,298,364	7,229,610	6,493,601
Other Positions	207,870	129,551	134,225	134,225	142,278	142,278
Other	57,817	64,424	70,252	70,252	201,644	201,644
TOTAL-Personal Services Gross	5,667,775	6,394,160	7,139,173	6,502,841	7,573,532	6,837,523
Less Reimbursements						
Less Turnover	0	0	-60,000	-73,178	-60,000	-77,278
Less Unsettled Collective Brg Contract Costs	0	0	0	-393,623	0	-634,664
Less Early Retirement Plan Accruals	0	0	0	-3,750	0	-125,000
TOTAL-Personal Services Net	5,667,775	6,394,160	7,079,173	6,032,290	7,513,532	6,000,581
Other Expenses-Contractual Services						
Advertising	3,505	3,484	3,624	3,484	3,725	3,484
Printing And Binding	10,023	9,965	10,363	9,965	10,653	9,965
Dues and Subscriptions	25,747	25,597	26,620	25,597	27,365	25,597
Utility Services	5,059	5,029	5,154	5,029	5,221	5,029
Rents, Storage & Leasing	87,351	86,845	90,316	86,845	92,844	86,845
Telecommunication Services	58,339	58,000	60,319	58,000	62,008	58,000
General Repairs	6,651	6,612	6,876	6,612	7,069	6,612
Motor Vehicle Expenses	10,861	10,798	11,230	10,798	11,544	10,798
Fees For Outside Professional Services	26,248	26,096	27,138	26,096	27,898	26,096
Fees For Non-Professional Services	51,582	51,283	53,333	51,283	54,826	51,283
DP Services, Rentals and Maintenance	99,949	99,369	103,341	99,369	106,235	99,369
Postage	80,434	79,968	83,164	79,968	85,493	79,968
Travel	17,040	16,942	17,620	16,942	18,114	16,942
Other Contractual Services	47,183	46,909	48,784	46,909	50,150	46,909
Other Expenses-Commodities						
Books	1,519	1,511	1,571	1,511	1,615	1,511
Maintenance and Motor Vehicle Supplies	1,208	1,201	1,249	1,201	1,284	1,201
Office Supplies	77,794	70,464	73,281	70,464	75,333	70,464
Other Expenses-Sundry						
Sundry - Other Items	59	59	62	59	64	59
TOTAL-Other Expenses Gross	610,552	600,132	624,045	600,132	641,441	600,132
Less Reimbursements	0	-4,000	-4,000	-4,000	-4,000	-4,000
TOTAL-Other Expenses Net	610,552	596,132	620,045	596,132	637,441	596,132
Other Current Expenses						
Martin Luther King, Jr. Commission	6,339	6,650	7,500	6,650	7,500	6,650
Human Rights Referees	621,802	0	0	0	0	0
TOTAL-Other Current Expenses	628,141	6,650	7,500	6,650	7,500	6,650

Budget-in-Detail

Character & Major Object Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	5,667,775	6,394,160	7,079,173	6,963,091	6,032,290	7,513,532	7,401,091	6,000,581
Other Expenses Net	610,552	596,132	620,045	624,045	596,132	637,441	641,441	596,132
Capital Outlay	0	950	61,000	36,000	950	0	25,000	950
Other Current Expenses	628,141	6,650	7,500	7,196	6,650	7,500	7,397	6,650
TOTAL-General Fund Net	6,906,468	6,997,892	7,767,718	7,630,332	6,636,022	8,158,473	8,074,929	6,604,313
<i>Additional Funds Available</i>								
Bond Funds	92,850	0	0	0	0	0	0	0
Federal Contributions	48,743	76,300	76,300	76,300	76,300	76,300	76,300	76,300
TOTAL-All Funds Net	7,048,061	7,074,192	7,844,018	7,706,632	6,712,322	8,234,773	8,151,229	6,680,613

OFFICE OF PROTECTION AND ADVOCACY FOR PERSONS WITH DISABILITIES

AGENCY DESCRIPTION:

<http://www.state.ct.us/opapd/>

The primary purpose of the Office of Protection and Advocacy for Persons with Disabilities (OPA) is to protect the civil and human rights of people who have disabilities in Connecticut.

In fulfillment of various state and federal mandates, OPA operates advocacy and investigation programs for people with mental illness, people with developmental disabilities (including specific programs to investigate allegations of abuse and neglect of mentally retarded adults and to provide representation for people moving from large institutions to community homes), clients of the vocational rehabilitation system and other people with disabilities who seek assistance directly or through their parents or guardians. In addition, the agency provides information and referral services, public education and training, technical assistance and support to community advocacy groups and organization and leadership on selected disability issues.

OPA is organized into an administrative unit and three operating divisions. The operating divisions are defined primarily by function: Case Services (which includes all advocacy, information and referral functions), Community Development which provides training and

support to local advocacy groups and Abuse Investigation which investigates allegations of abuse and neglect with respect to adults with mental retardation.

Outcome Measure:

In Response to Consumer Satisfaction Surveys:

	FY 2002	FY 2003	FY 2004	FY 2005
Individuals who receive information & referral services responding favorably overall	85%	95%	95%	95%
People with disabilities (or their families) who receive advocacy through organizations that receive training, technical assistance and/or funding from agency	900	1,000	1,000	1,000

AGENCY PROGRAM INDEX

Advocacy for Persons with Disabilities	268	Abuse Investigation Program	268
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RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	2003-2004	2004-2005
• Annualization of FY 03 Reductions	-7,797	-7,797
• Remove Inflation	-11,984	-24,300
• Transfer Equipment to CEPF	-8,200	-7,000
• Layoffs Necessitated by Failure to Achieve Concessions	-192,537	-192,537
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-148,885	-242,469
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-3,000	-3,000
• Effect Economies within the Agency	-22,000	-22,000

AGENCY PROGRAMS:

Personnel Summary

	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Permanent Full-Time Positions	38	1	0	39	39	36	39	36
Federal Contributions	11	1	-1	11	11	11	11	11

Agency Programs by Total Funds (Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Advocacy for Persons with Disabilities	2,921,619	3,276,958	3,429,688	3,431,034	3,203,920	3,528,464	3,530,881	3,296,524
Abuse Investigation Program	736,447	773,519	803,763	805,677	790,273	837,518	838,673	819,396
TOTAL Agency Programs - All Funds Gross	3,658,066	4,050,477	4,233,451	4,236,711	3,994,193	4,365,982	4,369,554	4,115,920
Less Turnover	0	0	-52,087	-24,693	-24,693	-53,500	-25,955	-25,955
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-148,885	0	0	-242,469
Less Early Retirement Plan Accruals	0	0	0	0	-3,000	0	0	-3,000
TOTAL Agency Programs - All Funds Net	3,658,066	4,050,477	4,181,364	4,212,018	3,817,615	4,312,482	4,343,599	3,844,496

Summary of Funding

General Fund Net	2,579,106	2,771,597	2,868,559	2,899,213	2,504,810	2,986,212	3,017,329	2,518,226
Bond Funds	28,712	17,208	0	0	0	0	0	0
Federal Contributions	1,043,748	1,248,646	1,312,805	1,312,805	1,312,805	1,326,270	1,326,270	1,326,270
Private Contributions	6,500	13,026	0	0	0	0	0	0
TOTAL Agency Programs - All Funds Net	3,658,066	4,050,477	4,181,364	4,212,018	3,817,615	4,312,482	4,343,599	3,844,496

PROGRAM: ADVOCACY FOR PERSONS WITH DISABILITIES**Statutory Reference:**

C.G.S. Sections 46a-7 through 46a-13a; Sec. 45a-694; Sec. 29-200(b); Sec. 29-269(b); Sec. 9-168d.

Statement of Need and Program Objectives:

To challenge barriers that limit participation and contribution by people with disabilities in the civic and economic lives of Connecticut communities.

To increase the degree to which services provided to people with disabilities are relevant to their needs, respectful of their individual rights, competent to ensure their safety and supportive of their membership in their families, neighborhoods and communities.

To expand and strengthen the disability advocacy base in Connecticut, with special emphasis on traditionally under-served racial and ethnic minority groups.

Program Description:

The Advocacy Program of the Office of Protection and Advocacy for Persons with Disabilities provides an array of responses to people who are referred or who seek assistance from the agency. OPA is

Connecticut's designated protection and advocacy program, as required by federal law. Most callers (approximately 7,500 per year) receive assistance in the form of information, consultation and short-term troubleshooting about the specific question or problem prompting their inquiry. Priorities for service delivery are developed on a biennial basis and updated annually as required by federal law. The priority-setting process involves biennial public forums, analysis of needs reflected in case experience and input from the agency's Advisory Board. Clients with disabilities, whose civil rights issues fall within specific program mandates and whose situations meet priority criteria, receive more extensive advocacy services. OPA also devotes some of its limited resources to educating, organizing and supporting community advocacy groups. Staff members from all program areas provide training to service providers and disability interest groups. Community development staff provides technical assistance and limited resource support to local citizen advocacy programs and parent and self-advocacy organizations and pursue outreach efforts in minority communities. To better ensure statewide presence, OPA subcontracts some of its functions with advocacy agencies in Bridgeport, Danbury, New Haven and Colchester.

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	27	1	0	28	28	25	28	25
Federal Contributions	11	1	-1	11	11	11	11	11

Financial Summary

<i>(Net of Reimbursements)</i>	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,585,534	1,709,674	1,807,655	1,809,001	1,613,540	1,885,723	1,888,140	1,692,679
Other Expenses	269,329	288,102	301,628	301,628	277,575	310,071	310,071	277,575
Capital Outlay								
Equipment	543	302	7,600	7,600	0	6,400	6,400	0
TOTAL-General Fund	1,855,406	1,998,078	2,116,883	2,118,229	1,891,115	2,202,194	2,204,611	1,970,254
Additional Funds Available								
Bond Funds	15,965	17,208	0	0	0	0	0	0
Private Contributions	6,500	13,026	0	0	0	0	0	0
Federal Contributions								
84128 Rehab Service-Service Projects	120,394	118,241	121,429	121,429	121,429	122,000	122,000	122,000
84240 Protection and Advocacy	111,070	188,663	202,273	202,273	202,273	205,000	205,000	205,000
93630 Development Disabil-Support/Advo	625,454	680,405	731,333	731,333	731,333	740,000	740,000	740,000
93667 Social Services Block Grant	115,711	161,337	153,270	153,270	153,270	153,270	153,270	153,270
96008 SS:Benefits Plan/Assist/Outreach	71,119	100,000	104,500	104,500	104,500	106,000	106,000	106,000
TOTAL - All Funds	2,921,619	3,276,958	3,429,688	3,431,034	3,203,920	3,528,464	3,530,881	3,296,524

Advocacy for Persons with Disabilities**PROGRAM: ABUSE INVESTIGATION PROGRAM****Statutory Reference:**

C.G.S. Sections 46a-11b through 46a-11g.

Statement of Need and Program Objectives:

To ensure that allegations of abuse and neglect arising within systems of service for adults with mental retardation are reported, investigated and responded to appropriately.

To ensure that allegations of abuse and neglect of adults with mental retardation arising outside the scope of formal services are competently investigated.

To ensure that protective services are implemented when necessary to assure the safety of an adult with mental retardation.

Program Description:

The Abuse Investigation Unit receives reports of suspected abuse and neglect of persons with mental retardation between the ages of 18 and

59 and either directly investigates those allegations or ensures that an agency that is otherwise responsible for conducting an investigation does so in a timely, competent manner. Most reports of suspected abuse or neglect are made by professionals or service providers who are statutorily mandated to report. Service providers are required to cooperate with OPA investigations and the agency may subpoena relevant records. When an investigation concludes that protective services are warranted to ensure the safety of a person with mental retardation, investigative staff requests that the Department of Mental Retardation develop a protective services plan. If protective services are immediately necessary to protect the health or safety of a victim of alleged abuse or neglect, they must be provided pending completion of the investigation.

Personnel Summary	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Permanent Full-Time Positions	11	0	0	11	11	11	11	11
General Fund								
Financial Summary	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
(Net of Reimbursements)	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	593,366	640,691	663,778	665,692	664,616	693,660	694,815	693,739
Other Expenses	129,077	132,180	138,385	138,385	124,707	142,258	142,258	124,707
Capital Outlay								
Equipment	1,257	648	1,600	1,600	950	1,600	1,600	950
TOTAL-General Fund	723,700	773,519	803,763	805,677	790,273	837,518	838,673	819,396
Additional Funds Available								
Bond Funds	12,747	0	0	0	0	0	0	0
TOTAL - All Funds	736,447	773,519	803,763	805,677	790,273	837,518	838,673	819,396

Abuse Investigation Program**AGENCY FINANCIAL SUMMARY - GENERAL FUND**

Current Expenses by Minor Object	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Actual	Estimated	Requested	Recommended	Requested	Recommended
Personal Services						
Permanent Fulltime Positions	2,130,283	2,296,589	2,391,662	2,200,851	2,493,125	2,304,160
Other Positions	25,388	27,276	37,896	37,896	39,033	39,033
Other	21,566	24,750	37,480	39,014	42,705	42,705
Overtime	1,663	1,750	4,395	395	4,520	520
TOTAL-Personal Services Gross	2,178,900	2,350,365	2,471,433	2,278,156	2,579,383	2,386,418
Less Reimbursements						
Less Turnover	0	0	-52,087	-24,693	-53,500	-25,955
Less Unsettled Collective Brg Contract Costs	0	0	0	-148,885	0	-242,469
Less Early Retirement Plan Accruals	0	0	0	-3,000	0	-3,000
TOTAL-Personal Services Net	2,178,900	2,350,365	2,419,346	2,101,578	2,525,883	2,114,994

Other Expenses-Contractual Services

Printing And Binding	4,644	4,898	5,128	4,894	5,272	4,894
Dues and Subscriptions	9,380	9,895	10,359	9,887	10,649	9,887
Rents, Storage & Leasing	9,332	9,844	10,306	9,836	10,594	9,836
Telecommunication Services	25,520	26,922	28,186	26,900	28,975	26,900
General Repairs	1,134	2,515	2,633	2,513	2,707	2,513
Motor Vehicle Expenses	13,907	14,671	15,360	14,660	15,789	14,660
Fees For Outside Professional Services	240,536	253,745	265,657	235,880	273,095	235,880
Fees For Non-Professional Services	3,180	3,354	3,512	3,352	3,610	3,352
DP Services, Rentals and Maintenance	29,834	28,448	29,784	28,425	30,618	28,425
Postage	13,957	15,401	16,124	15,389	16,575	15,389
Travel	17,267	18,674	19,551	18,659	20,099	18,659
Other Contractual Services	5,843	6,156	6,445	6,150	6,625	6,150

Other Expenses-Commodities

Agricultural, Horticultural, and Dairy	187	197	205	197	210	197
Books	591	624	653	623	671	623
Maintenance and Motor Vehicle Supplies	1,211	1,845	1,932	1,843	1,986	1,843
Office Supplies	21,456	22,634	23,697	22,615	24,360	22,615
Miscellaneous Commodities	427	459	481	459	494	459
TOTAL-Other Expenses Gross	398,406	420,282	440,013	402,282	452,329	402,282
Less Reimbursements						
TOTAL-Other Expenses Net	398,406	420,282	440,013	402,282	452,329	402,282

Character & Major Object Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services Net	2,178,900	2,350,365	2,419,346	2,450,000	2,101,578	2,525,883	2,557,000	2,114,994
Other Expenses Net	398,406	420,282	440,013	440,013	402,282	452,329	452,329	402,282
Capital Outlay	1,800	950	9,200	9,200	950	8,000	8,000	950
TOTAL-General Fund Net	2,579,106	2,771,597	2,868,559	2,899,213	2,504,810	2,986,212	3,017,329	2,518,226
Additional Funds Available								
Bond Funds	28,712	17,208	0	0	0	0	0	0
Federal Contributions	1,043,748	1,248,646	1,312,805	1,312,805	1,312,805	1,326,270	1,326,270	1,326,270
Private Contributions	6,500	13,026	0	0	0	0	0	0
TOTAL-All Funds Net	3,658,066	4,050,477	4,181,364	4,212,018	3,817,615	4,312,482	4,343,599	3,844,496

OFFICE OF THE CHILD ADVOCATE

AGENCY DESCRIPTION:

<http://www.oca.state.ct.us/>

The Office of the Child Advocate was established by C.G.S. Sections 46a-13k through 46a-13q, for the purpose of ensuring the legal and civil rights of children who reside in the state. The agency is assigned

to the Freedom of Information Commission for administrative purposes.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	<u>2003-2004</u>	<u>2004-2005</u>
• Annualization of FY 03 Reductions	-24,687	-24,687
• Remove Inflation	-1,975	-4,148
• Transfer Equipment to CEPF	-5,350	-5,350
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-17,745	-29,036

AGENCY PROGRAMS:

Personnel Summary

Permanent Full-Time Positions General Fund	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
	8	0	1	9	9	9	9	9

Agency Programs by Total Funds (Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Advocacy for Children	602,632	661,635	740,873	732,961	700,949	773,035	768,500	734,315
TOTAL Agency Programs - All Funds Gross	602,632	661,635	740,873	732,961	700,949	773,035	768,500	734,315
Less Turnover								
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-17,745	0	0	-29,036
Less Early Retirement Plan Accruals								
TOTAL Agency Programs - All Funds Net	602,632	661,635	740,873	732,961	683,204	773,035	768,500	705,279
<u>Summary of Funding</u>								
General Fund Net	548,480	661,635	740,873	732,961	683,204	773,035	768,500	705,279
Bond Funds	9,876	0	0	0	0	0	0	0
Federal Contributions	44,276	0	0	0	0	0	0	0
TOTAL Agency Programs - All Funds Net	602,632	661,635	740,873	732,961	683,204	773,035	768,500	705,279

PROGRAM: ADVOCACY FOR CHILDREN

Statutory Reference:

C.G.S. Sections 46a-13k through 46a-13q

Statement of Need and Program Objectives:

To secure and ensure the legal, civil and special rights of children who reside in this state.

Program Description:

The Office of the Child Advocate evaluate the delivery of services by state agencies and entities that provide services to children through state funding.

Reviews the procedures of any state department providing services to children, with a view toward the rights of children.

Reviews complaints and investigate those where it appears that a child or family may be in need of assistance.

Reviews facilities and procedures of any institutions or residences where a juvenile has been placed by either the Family Division of Superior Court or the Department of Children and Families.

Recommends changes in policies and procedures for dealing with juvenile problems and in the system of providing childcare, foster care and treatment.

Reviews the number of special needs children in any foster care or permanent care facility, and recommends changes in policies and procedures for the placement of such children

Serves or designates a person to serve as a member of the child fatality review panel.

Personnel Summary

Permanent Full-Time Positions General Fund	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
	8	0	1	9	9	9	9	9

Financial Summary (Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	437,912	528,037	579,148	579,148	559,116	610,396	610,396	590,364
Other Expenses	52,411	69,485	82,153	77,741	74,485	84,449	79,914	74,485
<u>Capital Outlay</u>								
Equipment	1,000	950	9,000	5,500	100	5,500	5,500	100

Budget-in-Detail

Other Current Expenses

Child Fatality Review Panel	57,157	63,163	70,572	70,572	67,248	72,690	72,690	69,366
TOTAL-General Fund	548,480	661,635	740,873	732,961	700,949	773,035	768,500	734,315
<u>Additional Funds Available</u>								
Bond Funds	9,876	0	0	0	0	0	0	0
Federal Contributions								
16549 PartE-State Challenge Activities	44,276	0	0	0	0	0	0	0
TOTAL - All Funds	602,632	661,635	740,873	732,961	700,949	773,035	768,500	734,315
Advocacy for Children								

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	434,133	523,247	574,592	554,560	605,840	585,808
Other	3,779	4,012	3,856	3,856	3,856	3,856
Overtime	0	778	700	700	700	700
TOTAL-Personal Services Gross	437,912	528,037	579,148	559,116	610,396	590,364
Less Reimbursements						
Less Turnover						
Less Unsettled Collective Brg Contract Costs	0	0	0	-17,745	0	-29,036
Less Early Retirement Plan Accruals						
TOTAL-Personal Services Net	437,912	528,037	579,148	541,371	610,396	561,328

Other Expenses-Contractual Services

Advertising	655	868	909	868	934	868
Printing And Binding	1,831	2,427	2,541	2,427	2,612	2,427
Dues and Subscriptions	319	423	443	423	455	423
Rents, Storage & Leasing	2,787	3,695	3,868	3,695	3,976	3,695
Telecommunication Services	5,531	7,334	7,677	7,334	7,892	7,334
Motor Vehicle Expenses	3,564	4,725	4,947	4,725	5,086	4,725
Fees For Outside Professional Services	7,627	10,114	20,000	15,114	20,560	15,114
Fees For Non-Professional Services	1,138	1,508	1,579	1,508	1,623	1,508
DP Services, Rentals and Maintenance	6,452	8,553	8,955	8,553	9,206	8,553
Postage	1,248	1,654	1,732	1,654	1,780	1,654
Travel	9,953	13,195	13,815	13,195	14,202	13,195
Other Contractual Services	2,709	3,592	3,760	3,592	3,865	3,592

Other Expenses-Commodities

Agricultural, Horticultural, and Dairy	300	398	412	398	421	398
Books	141	187	195	187	200	187
Maintenance and Motor Vehicle Supplies	188	249	261	249	268	249
Office Supplies	7,968	10,563	11,059	10,563	11,369	10,563
TOTAL-Other Expenses Gross	52,411	69,485	82,153	74,485	84,449	74,485
Less Reimbursements						
TOTAL-Other Expenses Net	52,411	69,485	82,153	74,485	84,449	74,485

Other Current Expenses

Child Fatality Review Panel	57,157	63,163	70,572	67,248	72,690	69,366
TOTAL-Other Current Expenses	57,157	63,163	70,572	67,248	72,690	69,366

Character & Major Object Summary

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	437,912	528,037	579,148	579,148	541,371	610,396	610,396	561,328
Other Expenses Net	52,411	69,485	82,153	77,741	74,485	84,449	79,914	74,485
Capital Outlay	1,000	950	9,000	5,500	100	5,500	5,500	100
Other Current Expenses	57,157	63,163	70,572	70,572	67,248	72,690	72,690	69,366
TOTAL-General Fund Net	548,480	661,635	740,873	732,961	683,204	773,035	768,500	705,279
<u>Additional Funds Available</u>								
Bond Funds	9,876	0	0	0	0	0	0	0
Federal Contributions	44,276	0	0	0	0	0	0	0
TOTAL-All Funds Net	602,632	661,635	740,873	732,961	683,204	773,035	768,500	705,279

WORKERS' COMPENSATION COMMISSION

AGENCY DESCRIPTION:

<http://wcc.state.ct.us>

The Workers' Compensation Commission is comprised of the Chairman's Office and eight district offices located throughout the state. Claims for injured workers are resolved through the informal, preformal and formal hearing process. At each of these steps the objective is to resolve disputes consistent with the Workers'

Compensation Act and the broad humanitarian purpose the act serves. Decisions from Formal Hearings may be appealed by any party to the Compensation Review Board. The agency is funded through annual assessments on employers.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services	2003-2004	2004-2005
• Annualization of FY 03 Reductions	-690,232	-690,232
• Remove Inflation	-66,553	-134,974
• Layoffs Necessitated by Failure to Achieve Concessions	-810,887	-813,880
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-485,855	-863,546
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-40,000	-70,000
• Reduce Agency Personal Services and Fringe Benefits	-14,021	-14,021
• Miscellaneous Reduction to Other Expenses	-166,186	-166,186
• Reduce Agency Equipment	-200,000	0
• Reduce Funding for Rehabilitative Services	-272,595	-272,595

AGENCY PROGRAMS:

Personnel Summary	As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Permanent Full-Time Positions	147	13	0	160	160	143	160	143
Workers' Compensation Fund								
Agency Programs by Total Funds (Net of Reimbursements)	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Workers' Compensation Administration	20,564,255	22,840,659	25,093,653	24,847,673	22,587,199	25,556,447	25,507,176	23,345,288
TOTAL Agency Programs - All Funds Gross	20,564,255	22,840,659	25,093,653	24,847,673	22,587,199	25,556,447	25,507,176	23,345,288
Less Turnover	0	0	-25,000	-232,425	-232,425	-25,000	-237,425	-237,425
Less Unsettled Collective Brg Contract Costs	0	0	0	0	-485,855	0	0	-863,546
Less Early Retirement Plan Accruals								
TOTAL Agency Programs - All Funds Net	20,564,255	22,840,659	25,068,653	24,615,248	21,868,919	25,531,447	25,269,751	22,244,317
Summary of Funding								
Workers' Compensation Fund Net	20,369,160	22,738,469	24,963,602	24,510,197	21,763,868	25,423,454	25,161,758	22,136,324
Private Contributions	195,095	102,190	105,051	105,051	105,051	107,993	107,993	107,993
TOTAL Agency Programs - All Funds Net	20,564,255	22,840,659	25,068,653	24,615,248	21,868,919	25,531,447	25,269,751	22,244,317

PROGRAM: WORKERS' COMPENSATION

Statutory Reference:

C.G.S. Chapter 568, Sections 31-275 through 31-355

Statement of Need and Program Objectives:

To administer the workers' compensation laws of the State of Connecticut To ensure that workers injured on the job receive prompt payment of lost work time benefits and medical expenses. To adjudicate disputes and ensure that all parties involved in the workers' compensation process are complying with applicable laws.

Program Description:

The Commission adjudicates and resolves disputes arising from the workers compensation process with the goal of assuring fundamental fairness to all parties. Claims are resolved by hearings, mediation and/or negotiation.

Compensation Review Board is the appellate level of the Workers' Compensation Commission.

Rehabilitation Services offers employment retraining to permanently injured workers who are unable to return to their former employment.

Education Programs provide information to employers, employees and the general public.

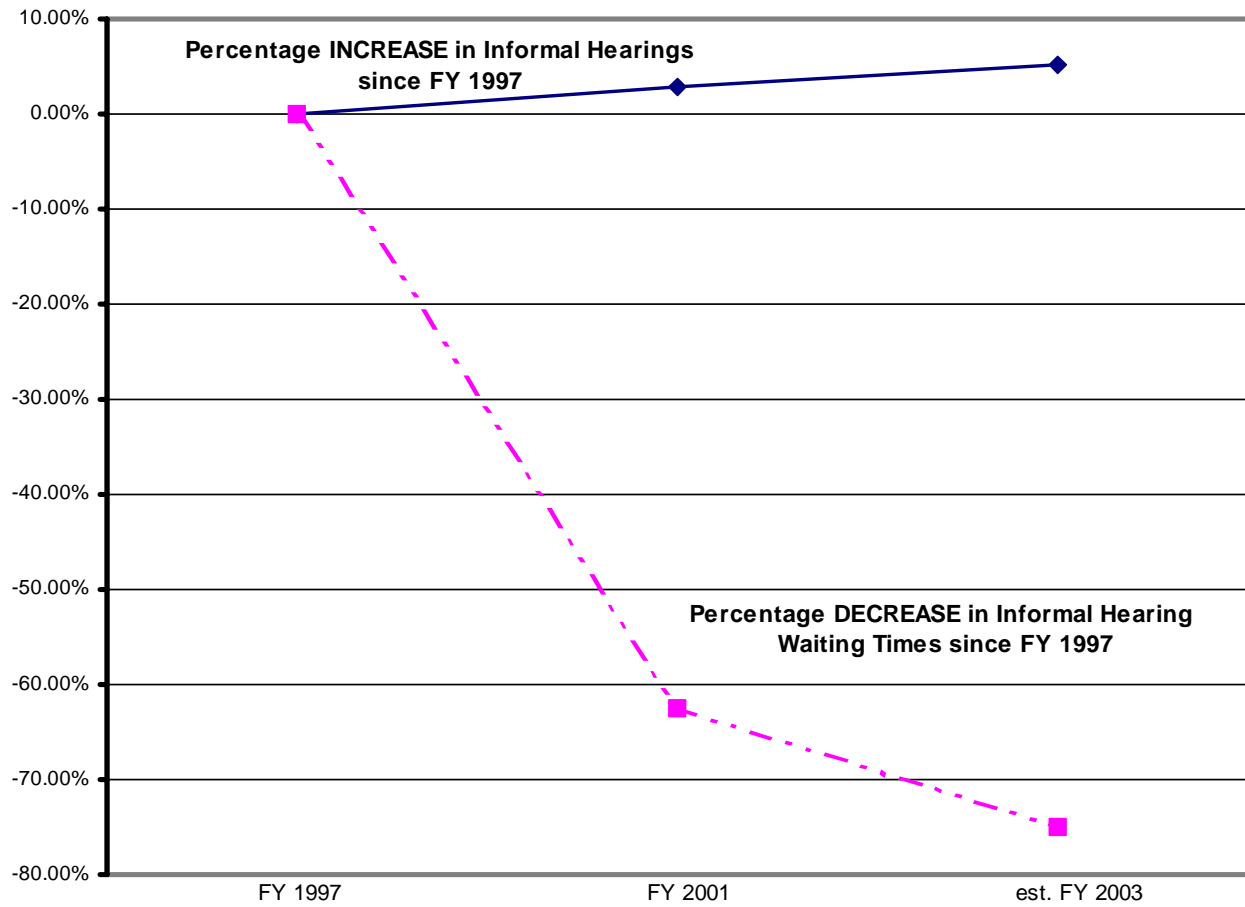
Safety and Health Program works to prevent and reduce workplace injuries by assisting employers in establishing committees to oversee safety programs.

Managed Care Plan (PPO) applications from employers are reviewed to ensure employees are provided adequate access to medical care while employers attempt to achieve cost containment.

Self-Insurance applications from employers are reviewed for eligibility based on fiscal solvency, loss history and exposure.

Statistical Division compiles data on trends and levels of activity associated with the workers' compensation process and serves as the repository for information on workers' compensation insurance coverage.

Informal Hearings



Personnel Summary

Permanent Full-Time Positions
Workers' Compensation Fund

As of 06/30/2002		2002-2003	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
147	13	0	160	160	143	160	143

Financial Summary

(Net of Reimbursements)

	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	8,524,095	9,624,013	10,184,412	10,184,412	9,323,525	10,589,651	10,589,817	9,695,937
Other Expenses	3,100,046	3,281,474	3,520,736	3,520,736	3,115,288	3,589,157	3,589,157	3,115,288

Capital Outlay

Equipment	124,724	347,225	651,000	365,000	146,725	199,500	199,500	181,225
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Other Current Expenses

Criminal Justice Fraud Unit	428,460	427,593	462,700	536,899	514,395	475,656	553,341	530,837
Rehabilitative Services	3,741,992	4,103,992	4,425,951	4,425,951	3,937,357	4,641,298	4,550,298	4,061,704
Fringe Benefits	3,234,690	3,421,324	4,085,100	4,050,921	3,866,831	4,248,046	4,211,924	4,027,834
Indirect Overhead	1,215,153	1,532,848	1,658,703	1,658,703	1,578,027	1,705,146	1,705,146	1,624,470
TOTAL-Workers' Compensation Fund	20,369,160	22,738,469	24,988,602	24,742,622	22,482,148	25,448,454	25,399,183	23,237,295

Additional Funds Available

Private Contributions	195,095	102,190	105,051	105,051	105,051	107,993	107,993	107,993
TOTAL - All Funds	20,564,255	22,840,659	25,093,653	24,847,673	22,587,199	25,556,447	25,507,176	23,345,288

Workers' Compensation Administration

AGENCY FINANCIAL SUMMARY - WORKERS' COMPENSATION FUND

<i>Current Expenses by Minor Object</i>	2001-2002	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005		
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>		
<i>Personal Services</i>								
Permanent Fulltime Positions	8,299,384	9,366,512	9,801,652	8,990,765	10,139,603	9,325,889		
Other Positions	150,561	171,527	182,568	172,568	188,252	178,252		
Other	72,055	82,778	196,700	156,700	258,096	188,096		
Overtime	2,095	3,196	3,492	3,492	3,700	3,700		
TOTAL-Personal Services Gross	8,524,095	9,624,013	10,184,412	9,323,525	10,589,651	9,695,937		
Less Reimbursements								
Less Turnover	0	0	-25,000	-232,425	-25,000	-237,425		
Less Unsettled Collective Brg Contract Costs	0	0	0	-485,855	0	-863,546		
Less Early Retirement Plan Accruals								
TOTAL-Personal Services Net	8,524,095	9,624,013	10,159,412	8,605,245	10,564,651	8,594,966		
<i>Other Expenses-Contractual Services</i>								
Advertising	2,819	3,141	3,229	2,983	3,319	2,983		
Printing And Binding	74,220	72,699	85,015	68,529	87,395	68,529		
Dues and Subscriptions	6,633	7,257	7,460	6,894	7,669	6,894		
Utility Services	31,557	35,162	35,619	33,415	36,082	33,415		
Rents, Storage & Leasing	1,167,819	1,300,850	1,307,556	1,236,772	1,314,450	1,236,772		
Telecommunication Services	149,092	166,123	170,774	147,746	175,556	147,746		
General Repairs	40,871	45,538	46,813	43,242	48,124	43,242		
Motor Vehicle Expenses	23,262	24,548	25,235	23,348	25,942	23,348		
Fees For Outside Professional Services	127,221	106,753	145,722	132,702	149,802	132,702		
Fees For Non-Professional Services	62,709	69,874	71,830	66,354	73,841	66,354		
DP Services, Rentals and Maintenance	918,038	980,458	1,064,451	859,003	1,094,254	859,003		
Postage	169,327	178,673	183,676	169,673	188,819	169,673		
Travel	91,955	91,967	112,746	94,150	115,903	94,150		
Other Contractual Services	50,053	55,745	57,306	52,934	58,911	52,934		
<i>Other Expenses-Commodities</i>								
Agricultural, Horticultural, and Dairy	2,609	2,908	2,960	2,763	3,025	2,763		
Books	21,961	9,469	25,154	23,236	25,858	23,236		
Maintenance and Motor Vehicle Supplies	12,724	10,807	11,110	10,277	11,421	10,277		
Office Supplies	122,030	105,520	139,314	118,695	143,215	118,695		
Miscellaneous Commodities	348	351	361	331	371	331		
<i>Other Expenses-Sundry</i>								
Sundry - Other Items	24,798	17,631	28,405	26,241	29,200	26,241		
TOTAL-Other Expenses Gross	3,100,046	3,285,474	3,524,736	3,119,288	3,593,157	3,119,288		
Less Reimbursements	0	-4,000	-4,000	-4,000	-4,000	-4,000		
TOTAL-Other Expenses Net	3,100,046	3,281,474	3,520,736	3,115,288	3,589,157	3,115,288		
<i>Other Current Expenses</i>								
Criminal Justice Fraud Unit	428,460	427,593	462,700	514,395	475,656	530,837		
Rehabilitative Services	3,741,992	4,103,992	4,425,951	3,937,357	4,641,298	4,061,704		
Fringe Benefits	3,234,690	3,421,324	4,085,100	3,866,831	4,248,046	4,027,834		
Indirect Overhead	1,215,153	1,532,848	1,658,703	1,578,027	1,705,146	1,624,470		
TOTAL-Other Current Expenses	8,620,295	9,485,757	10,632,454	9,896,610	11,070,146	10,244,845		
<i>Character & Major Object Summary</i>								
	2001-2002	2002-2003	2003-2004	Current	2003-2004	2004-2005	Current	2004-2005
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	8,524,095	9,624,013	10,159,412	9,951,987	8,605,245	10,564,651	10,352,392	8,594,966
Other Expenses Net	3,100,046	3,281,474	3,520,736	3,520,736	3,115,288	3,589,157	3,589,157	3,115,288
Capital Outlay	124,724	347,225	651,000	365,000	146,725	199,500	199,500	181,225
Other Current Expenses	8,620,295	9,485,757	10,632,454	10,672,474	9,896,610	11,070,146	11,020,709	10,244,845
TOTAL-Workers' Compensation Fund Net	20,369,160	22,738,469	24,963,602	24,510,197	21,763,868	25,423,454	25,161,758	22,136,324
<i>Additional Funds Available</i>								
Private Contributions	195,095	102,190	105,051	105,051	105,051	107,993	107,993	107,993
TOTAL-All Funds Net	20,564,255	22,840,659	25,068,653	24,615,248	21,868,919	25,531,447	25,269,751	22,244,317