



DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION

AGENCY DESCRIPTION

The mission of the Department of Emergency Services and Public Protection (DESPP) is to provide a coordinated, integrated program for the protection of life and property and for state-wide emergency management and homeland security.

DESPP is committed to protecting and improving the quality of life for all by providing enforcement, regulation, coordination, planning, response, recovery, training and exercise, and scientific services.

The Commission on Fire Prevention and Control (FPC) is dedicated to the reduction of death, injury and property damage due to fire, emergencies and other disasters by increasing the proficiency of fire service personnel through training, education, professional competency certification, and coordination of mutual aid through the Statewide Fire Rescue Disaster Response Plan.

The Division of Emergency Management and Homeland Security is charged with developing, administering and coordinating a comprehensive statewide emergency management and homeland security program that encompasses all human-made and natural hazards, and includes planning, prevention, mitigation, preparedness, response, recovery and public education components to ensure the safety and well-being of the people of Connecticut.

The Division of Statewide Emergency Telecommunications (DSET) is responsible for the development and implementation of a master plan for emergency telecommunications for Connecticut. DSET also coordinates with other states and the Federal Communications

Commission, and serves as the state's liaison with the public safety community to ensure that its needs are addressed.

The Police Officers Standards and Training Council is responsible for the certification and recertification of all police officers, law enforcement instructors, and police training programs throughout Connecticut. The Council also promulgates model policies for adoption by municipal law enforcement.

The Division of Scientific Services (DSS) is a full service laboratory facility that performs forensic analyses of evidence submitted by State, local and federal law enforcement agencies, Judicial Services and Federal agencies to aid in law enforcement and judicial proceedings. DSS is comprised of the Forensic Biology/DNA Section, the Identification Section, and the Toxicology, Controlled Substance and Chemistry Section.

The Division of State Police (CSP) is responsible for law enforcement services on limited access highways and delivers primary law enforcement services for all 80 municipalities that do not have their own chartered police departments. CSP provides additional special police resources to all 169 municipalities on request. These special police resources include the bomb squad, aviation unit, marine unit, dive team, tactical unit, canine search and rescue, arson cause and origin investigation, and major crime investigative units. Police Services are distributed across the division's three districts and its Bureau of Criminal Investigations.

RECOMMENDED SIGNIFICANT CHANGES

Baseline Adjustments

	<u>2017-2018</u>	<u>2018-2019</u>
<ul style="list-style-type: none"> Reflect FY 2017 RSA Transfer to Cover Costs of NP-1 (State Police) Contract <i>This adjustment reflects the transfer from Reserve for Salary Adjustment account to DESPP that occurred in July 2016 to cover collective bargaining increases for the State Police.</i> 	8,478,586	8,478,586
<ul style="list-style-type: none"> Provide Funding for Wage Increases per the State Police Union Contract 	6,010,711	8,136,149
<ul style="list-style-type: none"> Provide Funding for Three Positions and Other Expenses Costs for the Body-worn Camera Program <i>Public Act 15-4 requires that the State Police use body-worn cameras while interacting with members of the public in their law enforcement capacity. This proposal provides \$225,000 for ongoing support and maintenance of the cameras and digital storage. Additionally, funding for three positions is provided: a Forensic Scientist, an IT Analyst and a Paralegal.</i> 	447,620	447,620
<ul style="list-style-type: none"> Provide Other Expenses Funding for a Trooper Class in FY 2018 <i>Funding is provided for supplies and outfitting of a class of 80 recruits.</i> 	438,200	0
<ul style="list-style-type: none"> Provide Funds for Bulletproof Vest Replacement 	436,014	0
<ul style="list-style-type: none"> Annualize Projected Deficiency in Workers' Compensation Claims 	376,962	471,817
<ul style="list-style-type: none"> Provide Funds for Various Information Technology (IT) Programs and Maintenance Contracts <i>Funding is provided for IT maintenance contract increases for the microwave radio network and the Law Enforcement Administration Software. Additionally, funding is provided for CADRMS mobility software and a training and audit/validation program for COLLECT users.</i> 	361,110	492,794
<ul style="list-style-type: none"> Provide Funds for Ongoing Replacement of State Police Vehicles 	315,540	694,315
<ul style="list-style-type: none"> Provide Funds for an Increase in Lab Supplies Due to Caseload Growth and New Techniques 	269,916	293,907
Reductions	<u>2017-2018</u>	<u>2018-2019</u>
<ul style="list-style-type: none"> Annualize FY 2017 Holdbacks 	-4,904,640	-4,904,640

To align budget growth with available resources, funding is reduced to reflect the continuation of allocated bottom-line lapses contained in Public Act 16-2 (May Spec. Sess.).

• Reduce Overtime	-250,000	-250,000
• Increase Fire Prevention and Control Course Tuition and Certification Testing Fees <i>This proposal will increase course and certification testing fees for the Division of Fire Prevention and Control. These fee increases will allow for reductions in the General Fund as the agency will be able to use non-appropriated funds to support ongoing activities.</i>	-130,000	-130,000
• Reduce Funds for Educational Services and Fund with POST Municipal Training Funds	-95,000	-95,000
• Support Equipment Needs through CEPF	-83,983	-83,983
• Phase-out DESPP Fueling Sites and Associated Expenses <i>This proposal reflects closing two fueling sites within the next fiscal year and migration to a single fueling system for DOT, DESPP, and DEEP. This would result in significant savings of bonded monies by eliminating or not replacing nearly fifty fueling locations throughout the state.</i>	-79,800	-79,800
• Reduce Funds for Office Supplies	-6,000	-6,000
Reallocations	2017-2018	2018-2019
• Reallocate Funding for Criminal Justice Information System (CJIS) from the Office of Policy and Management to the Department of Emergency Services and Public Protection (DESPP) <i>DESPP assumed management of CJIS in July of 2015.</i>	2,392,840	2,739,398
• Reduce Overtime through Utilization of the National Crime Information Center (NCIC) Peak Performance Project <i>This proposal provides funding to purchase and maintain an online certification system for COLLECT/NCIC validation, auditing and training. This proposal is expected to yield an overtime savings of \$207,767 by reducing staff training costs. This new system allows for online training, validations and audits to be conducted on-site and during the regular work day, thus eliminating the need for overtime expenses.</i>	-140,767	-140,767
• Reallocate Funds to the Department of Administrative Services for Unutilized Office Space	-102,000	-102,000
Revenue	2017-2018	2018-2019
• Increase Gun Permit Fees <i>This proposal would increase the state portion of the pistol permit fee to \$300. By statute a local permit fee of \$70 would still be required, making the original permit cost \$370 and the renewal \$300 every 5 years. The current fee is \$140 for the original pistol permit and \$70 for a renewal every 5 years. This proposal is estimated to generate \$9 million in General Fund revenue annually.</i>	0	0
• Increase Background Check Fees <i>This proposal adjusts the state fees for various background checks from \$50 to \$75. This proposal is estimated to generate \$2.6 million in General Fund revenue annually.</i>	0	0
• Charge 100% for All Resident State Troopers and for Costs Associated with the Technical Support of Constables <i>This proposal would charge 100% for all resident state troopers. Currently, the first two troopers for any given town are provided at 85% of total cost, while each additional trooper is provided at 100% of total cost. This change would generate an additional \$1.5 million in General Fund revenue annually. Additionally, a surcharge of \$750 will be assessed for each constable a resident trooper supervises. This surcharge will reimburse for the operational and technical support costs resulting from the growing number of constables, storage and retrieval of reports and records, increased technology services, desktop computer network support for Nexgen RMS and COLLECT access, mobile technology support for all equipment in vehicles including MDTs, network and GPS devices, and technology system planning regarding law enforcement technology.</i>	0	0

AGENCY PROGRAMS

Personnel Summary	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Permanent Full-Time Positions</i>	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	1,638	95	0	1,733	1,739	1,736	1,739	1,736
Federal Funds	31	0	0	29.69	27	27	27	27
Private Funds	31	0	0	31.25	31	31	31	31
Agency Program by Total Funds	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Administrative and Management Services	25,150,312	20,722,695	22,870,381	22,395,441	22,384,649	22,909,705	22,709,765	22,698,973
Police Officer Standards and Training	1,837,905	1,864,083	1,881,583	1,864,083	1,763,083	1,864,083	1,864,083	1,763,083
Fire Prevention and Control	4,314,497	4,044,031	4,269,031	4,044,031	3,702,915	4,409,031	4,044,031	3,702,915
Police Services	156,322,225	150,207,270	162,321,848	165,690,267	160,350,985	165,334,499	167,010,495	161,671,213

Division of Scientific Services	12,954,336	12,127,395	14,144,166	12,695,462	12,695,462	14,045,558	12,318,886	12,318,886
Emergency Management/Homeland Security	35,856,480	62,404,940	22,067,122	22,006,589	22,006,589	19,536,357	19,475,824	19,475,824
Statewide Emergency Telecommunications	23,314,541	25,451,375	25,770,936	25,610,663	28,003,503	26,747,028	25,815,347	28,554,745
TOTAL Agency Programs - All Funds Gross	259,750,296	276,821,789	253,325,067	254,306,536	250,907,186	254,846,261	253,238,431	250,185,639

Summary of Funding

General Fund	185,705,986	174,720,300	190,573,490	191,554,959	188,155,609	195,043,318	193,435,488	190,382,696
Special Transportation Fund	0	0	0	0	0	0	0	0
Federal Funds	38,447,514	63,531,718	23,428,446	23,428,446	23,428,446	20,165,488	20,165,488	20,165,488
Private Funds	0	6,656	0	0	0	0	0	0
Private Funds	34,295,102	37,761,480	36,618,883	36,618,883	36,618,883	36,618,883	36,618,883	36,618,883
Restricted State Accounts	1,301,694	801,635	2,704,248	2,704,248	2,704,248	3,018,572	3,018,572	3,018,572
Total Agency Programs	259,750,296	276,821,789	253,325,067	254,306,536	250,907,186	254,846,261	253,238,431	250,185,639

OFFICE OF COMMISSIONER

Statutory Reference

C.G.S. Sections 29-1b, 29-1r, Title 28, Chapter 518a; Title 29, Chapters 531, 532, 538, 538a, 539, 540 and 541.

Statement of Need and Program Objectives

The Commissioner is responsible for providing a coordinated, integrated program for the protection of life and property and for state-wide emergency management and homeland security. The Commissioner appoints not more than two deputy commissioners, who, under the direction of the commissioner, assist in the administration of the agency.

Program Description

Several administrative units are within the Office of the Commissioner. These units include:

- Constituent and Victims Services;
- Equal Employment Opportunity;
- Fiscal Services and Grants Administration;
- Human Resources;
- Information Technology;
- Internal Affairs; and
- Legislative/Public Information.

Personnel Summary

<i>Permanent Full-Time Positions</i>	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
General Fund	98	16	-13	101	103	102	103	102
Federal Funds	8	0	-8.19	0	0	0	0	0

Financial Summary by Program

<i>General Fund</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	8,224,101	6,942,111	7,219,213	7,019,273	7,019,273	7,219,213	7,019,273	7,019,273
Other Expenses	9,664,554	7,687,150	8,187,150	7,912,150	7,912,150	7,912,150	7,912,150	7,912,150

Capital Outlay

Equipment	31,805	0	0	0	0	0	0	0
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Other Current Expenses

Stress Reduction	250	0	0	0	0	0	0	0
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Pmts to Other Than Local Govts

Police Association of Connecticut	99,660	177,683	177,683	177,683	172,353	177,683	177,683	172,353
Connecticut State Firefighter's Association	133,077	182,087	182,087	182,087	176,625	182,087	182,087	176,625
Pmts to Other Than Local Govts	232,737	359,770	359,770	359,770	348,978	359,770	359,770	348,978
Total-General Fund	18,153,447	14,989,031	15,766,133	15,291,193	15,280,401	15,491,133	15,291,193	15,280,401

FY 2016 FY 2017 FY 2018 FY 2018 FY 2018 FY 2019 FY 2019 FY 2019

<i>Other Funds Available</i>	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>
Private Funds	4,787,848	5,141,197	4,400,000	4,400,000	4,400,000	4,400,000	4,400,000	4,400,000
Private Funds	186,876	0	0	0	0	0	0	0
Restricted State Accounts	1,301,406	592,467	2,704,248	2,704,248	2,704,248	3,018,572	3,018,572	3,018,572
	<u>FY 2016 Actual</u>	<u>FY 2017 Estimated</u>	<u>FY 2018 Requested</u>	<u>FY 2018 Baseline</u>	<u>FY 2018 Recommended</u>	<u>FY 2019 Requested</u>	<u>FY 2019 Baseline</u>	<u>FY 2019 Recommended</u>
<i>Federal Contributions</i>								
84184 Drug-Free Schools and Communities-National Programs	465	0	0	0	0	0	0	0
97042 Emergency Management Performance Grant	511,881	0	0	0	0	0	0	0
97067 Homeland Security Grant Program	208,389	0	0	0	0	0	0	0
Total - All Funds	25,150,312	20,722,695	22,870,381	22,395,441	22,384,649	22,909,705	22,709,765	22,698,973

POLICE OFFICER STANDARDS AND TRAINING COUNCIL

Statutory Reference

C.G.S. Sections 7-294d through 7-294dd.

Statement of Need and Program Objectives

The Police Officer Standards and Training Council (POST) is responsible for providing 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; identifying, designing, providing and evaluating specialized training that responds to and anticipates police needs; administering and controlling 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

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.

The program provides to, or oversees for, every newly appointed police officer, the basic police officer training course at the Connecticut police academy and/or at satellite locations. The agency manages the council's yearly agenda. The Certification Unit issues basic police officer licenses and audits training records to justify renewing licenses on a triennial basis.

In addition, the division 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. It also promulgates model policies for adoption by local police departments. This agency grants law enforcement accreditation to those agencies whose policies and procedures comply with POST accreditation standards.

Program Measures

	<u>FY 2016 Actual</u>	<u>FY 2017 Estimated</u>	<u>FY 2018 Projected</u>	<u>FY 2019 Projected</u>
Municipal Police recruits trained, 880 hours each	232	250	250	250
Law Enforcement Driving Instruction, Officers Trained	330	430	430	430
In-Service Training for Police Officers, courses offered	90	105	105	105
In-Service Training for Police Officers, # of participants	3,805	4,000	4,000	4,000
Licenses Revoked	4	4	4	4
Operational Licenses Issued	2,371	2,566	2,566	2,566
Accreditation Awards	12	13	12	12

Personnel Summary

<i>Permanent Full-Time Positions</i>	<u>FY 2016 Filled</u>	<u>FY 2016 Vacant</u>	<u>FY 2017 Change</u>	<u>FY 2017 Total</u>	<u>FY 2018 Requested</u>	<u>FY 2018 Recommended</u>	<u>FY 2019 Requested</u>	<u>FY 2019 Recommended</u>
General Fund	16	2	0	18	18	18	18	18

Financial Summary by Program

	<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2018</u>	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2019</u>	<u>FY 2019</u>
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<i>General Fund</i>	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>
Personal Services	1,430,113	1,394,183	1,394,183	1,394,183	1,394,183	1,394,183	1,394,183	1,394,183
Other Expenses	84,094	113,900	113,900	113,900	12,900	113,900	113,900	12,900
<u>Capital Outlay</u>								
Equipment	0	0	17,500	0	0	0	0	0
Total-General Fund	1,514,207	1,508,083	1,525,583	1,508,083	1,407,083	1,508,083	1,508,083	1,407,083
	<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2018</u>	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2019</u>	<u>FY 2019</u>
<i>Other Funds Available</i>	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>
Private Funds	40	0	0	0	0	0	0	0
Private Funds	323,658	356,000	356,000	356,000	356,000	356,000	356,000	356,000
Total - All Funds	1,837,905	1,864,083	1,881,583	1,864,083	1,763,083	1,864,083	1,864,083	1,763,083

COMMISSION ON FIRE PREVENTION AND CONTROL / CONNECTICUT FIRE ACADEMY

Statutory Reference

C.G.S. Section 7-323 (j)-(s).

Statement of Need and Program Objectives

To reduce 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, training, certification and technical assistance programs.

Program Description

The major activities of the Office of State Fire Administration are training, certification, consulting services, and statewide mutual aid coordination to the fire and emergency services community and general public.

The Training Division of the Connecticut Fire Academy offers over 100 OSHA compliance related training programs to fire departments. Fire service personnel in Connecticut may choose from firefighter, instructor, officer, hazardous materials technician, technical rescue, apparatus operator, and terrorism preparedness level training along with a number of fire officer seminars and

technical specialty courses compliant with the National Incident Management System.

Each program has a complete curriculum, many of which are also disseminated to the nine independent Regional Fire Schools and local fire departments, lowering local curriculum development expenses and reducing duplication of effort.

The Connecticut Fire Academy serves as the focal point for fire service training and education allowing fire departments greater access and opportunities to meet occupational safety and health regulations. Hands-on and technical/specialty training programs are conducted at this facility. In addition, many training programs are delivered at local fire departments and Regional Fire Schools throughout the state and are taught by per diem adjunct instructors making them accessible to all of Connecticut's 30,000 fire service personnel.

Information and Assistance Services provide persons interested in fire prevention and control with access to a network of resources and services that are often beyond the resources of many local fire departments.

Program Measures

	<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>
	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
Training Deliveries (CFA Campus and Field)-Training Deliveries/Programs	431	424	403	403
Training Deliveries (CFA Campus and Field)-Students Registered	6,597	6,330	6,014	6,014
Training Deliveries (CFA Campus and Field)-Student Contact Hours	186,004	182,484	173,360	173,360
Candidate Physical Ability Test (CPAT) Administration-Students Registered	1,807	1,500	1,500	1,500
Candidate Physical Ability Test (CPAT) Administration-Students Testing	1,260	1,455	1,455	1,455
Candidate Physical Ability Test (CPAT) Administration-Overall Pass Rate	78.5%	78%	78%	78%
Certification Examination Administration-Total Certified (By Level)	2,629	2,600	2,470	2,470
Certification Examination Administration-Firefighter I	527	550	522	522
Certification Examination Administration-Firefighter II	300	325	309	309
Certification Examination Administration-Haz Mat/WMD	932	950	902	902

Certification Examination Administration-Haz Mat Technician	1	20	25	25
Certification Examination Administration-Fire Officer I	119	130	122	122
Certification Examination Administration-Fire Officer II	46	60	57	57
Certification Examination Administration-Fire Officer III	16	15	14	14
Certification Examination Administration-Fire Officer IV	14	15	14	14
Certification Examination Administration-Fire Investigator	1	1	1	1
Certification Examination Administration-Investigator	11	6	6	6
Certification Examination Administration-Inspector	2	2	2	2
Certification Examination Administration-Overall Pass Rate %	71%	72%	72%	72%
Certification Examination Administration-Rescue Technician-Vehicle/Machine	18	60	57	57
Certification Examination Administration-Rescue Technician-Trench	64	50	47	47
Certification Examination Administration-Rescue Technician-Confined Space	58	60	57	57
Certification Examination Administration-Fire Service Instructor III	10	12	11	11
Certification Examination Administration-Fire Service Instructor II	26	16	15	15
Certification Examination Administration-Fire Service Instructor I	160	160	152	152
Certification Examination Administration-Driver-Aerial Operator	59	60	57	57
Certification Examination Administration-Driver-Pump Operator	97	100	95	95
Certification Examination Administration-Driver-Mobile Water Supply	14	20	19	19
Certification Examination Administration-Juvenile Fire Setter Intervention Specialist	13	15	14	14
Certification Examination Administration-Incident Safety Officer	58	30	28	28
Certification Examination Administration-Health & Safety Officer	21	22	21	21
Certification Examination Administration-Rescue Technician-Ropes/Rigging	32	30	28	28
Certification Examination Administration-Fire & Life Safety Educator	37	30	28	28
Office of State Fire Administration-Statewide Fire Rescue Disaster Response Plan Activations-Task Force	5	5	5	5
Office of State Fire Administration-Statewide Fire Rescue Disaster Response Plan Activations-Strike Team	12	12	12	12
Office of State Fire Administration-Regional Foam Trailer Activations	1	1	1	1
CT Fire Data (CT Data Typically 1 Year in Arrears)-Total Calls (Fire)	11,936	12,000	12,200	12,400
CT Fire Data (CT Data Typically 1 Year in Arrears)-Total Calls (Rescue/EMS)	191,950	195,000	195,500	196,000
CT Fire Data (CT Data Typically 1 Year in Arrears)-Total Calls (Other)	102,947	103,947	104,947	105,947
CT Fire Data (CT Data Typically 1 Year in Arrears)-Fire Related Injuries (Civilian)	123	130	130	130
CT Fire Data (CT Data Typically 1 Year in Arrears)-Fire Related Injuries (Fire Service)	101	100	100	100
CT Fire Data (CT Data Typically 1 Year in Arrears)-Fire Related Deaths (Civilian)	12	15	15	15
CT Fire Data (CT Data Typically 1 Year in Arrears)-Fire Related Deaths (Fire Service)	1	0	0	0
CT Fire Data (CT Data Typically 1 Year in Arrears)-Fire Related Loss	\$68,785,772	70,000,000	71,000,000	72,000,000

Personnel Summary

Permanent Full-Time Positions

	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
General Fund	12	0	0	12	12	12	12	12

Financial Summary by Program

General Fund

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	1,667,495	1,425,901	1,425,901	1,425,901	1,425,901	1,425,901	1,425,901	1,425,901
Other Expenses	429,450	334,675	469,675	334,675	204,675	469,675	334,675	204,675

Pmts to Other Than Local Govts

Fire Training School - Willimantic	93,176	76,900	76,900	76,900	20,000	136,900	76,900	20,000
Maintenance of County Base Fire Radio Network	22,681	22,368	22,368	22,368	21,698	22,368	22,368	21,698
Maintenance of State-Wide Fire Radio Network	15,096	14,887	14,887	14,887	14,441	14,887	14,887	14,441
Fire Training School - Torrington	56,083	46,150	76,150	46,150	20,000	96,150	46,150	20,000

Fire Training School - New Haven	37,455	30,000	30,000	30,000	20,000	30,000	30,000	20,000
Fire Training School - Derby	28,082	23,100	23,100	23,100	20,000	83,100	23,100	20,000
Fire Training School - Wolcott	65,370	53,830	53,830	53,830	20,000	53,830	53,830	20,000
Fire Training School - Fairfield	46,706	37,700	97,700	37,700	20,000	97,700	37,700	20,000
Fire Training School - Hartford	93,090	76,900	76,900	76,900	20,000	76,900	76,900	20,000
Fire Training School - Middletown	27,835	23,100	23,100	23,100	20,000	23,100	23,100	20,000
Fire Training School - Stamford	27,875	22,320	22,320	22,320	20,000	22,320	22,320	20,000
Pmts to Other Than Local Govts	513,449	427,255	517,255	427,255	216,139	657,255	427,255	216,139
Total-General Fund	2,610,394	2,187,831	2,412,831	2,187,831	1,846,715	2,552,831	2,187,831	1,846,715
<i>Other Funds Available</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Private Funds	1,551,148	1,706,200	1,706,200	1,706,200	1,706,200	1,706,200	1,706,200	1,706,200
<i>Federal Contributions</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
20703 Haz Mat Public Sector Train/Plan Grants	120,536	130,000	130,000	130,000	130,000	130,000	130,000	130,000
97042 Emergency Management Performance Grant	10,392	0	0	0	0	0	0	0
97043 State Fire Training Systems Grants	20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000
97067 Homeland Security Grant Program	2,027	0	0	0	0	0	0	0
Total - All Funds	4,314,497	4,044,031	4,269,031	4,044,031	3,702,915	4,409,031	4,044,031	3,702,915

DIVISION OF STATE POLICE

Statutory Reference

C.G.S. Sections 7-284, 29-4, 29-5, 29-7, 29-22, 29-7c, 29-23, 29-23a, 29-28 through 29-37, 29-38c, 29-38e, 29-153 through 29-161c, 29-165 through 29-179i, 54-222a.

Statement of Need and Program Objectives

To deliver law enforcement services on limited access highways and for the eighty towns that do not have organized police departments; to clear criminal cases by conducting investigations that are within state police jurisdiction or when assisting local, state and federal agencies in major case investigations; and to provide for the safety of Connecticut highways by improving the safe, orderly flow of traffic through enforcement actions in identified problem areas.

The Connecticut State Police is comprised of three offices. The Office of Field Operations is responsible for the delivery of police services statewide through three geographical districts (Western, Central and Eastern), which include a total of eleven Troops and a Major Crime Unit in each of the three districts. Troopers from State Police Troops provide primary law enforcement services for eighty of the 169 towns in Connecticut and most state property, and cover approximately 7,000 miles of state highway. The Major Crime Units' primary role is to investigate crimes requiring extended or complex follow up procedures including homicides, serious assaults, and sexual assaults. The resident state trooper program, in existence since 1947, presently consists of 99 troopers assigned to 55 towns. The Office of Field Operations also includes the Bureau of Criminal Investigation, the Traffic Services Unit, the Emergency Services Unit, and the Governor's Security Unit.

The Traffic Services Unit (TSU) is responsible for the administration of specialized traffic enforcement activities statewide. Commercial

Vehicle Teams conduct federal motor carrier safety inspections, and the Collision Analysis and Reconstruction Squad provides collision analysis and reconstruction services to State Police commands and municipal police agencies. TSU also operates the Motorcycle Unit, the Breath Alcohol Testing Vehicle, which is deployed for state and local police DUI field sobriety checkpoints, and the Seatbelt Convincer and Rollover Demonstrator devices, which are used to educate the public in the importance of utilizing seat belts.

The Governor's Security Unit is comprised of troopers who staff a security operational center at the Governor's residence on a continuous basis and provide personal protection for the Governor, the Lieutenant Governor, and the Governor's family.

The Bureau of Criminal Investigation consists of eight specialized units including the Statewide Narcotics Task Force, the Statewide Organized Crime Investigative Task Force, the Statewide Urban Violence Cooperative Crime Control Task Force, the Connecticut Regional Auto Theft Task Force, the Statewide Firearms Trafficking Task Force, the Central Criminal Intelligence Unit, the Extradition Unit, and the Counterterrorism Unit (CTU). These units conduct criminal investigations focused on the detection and suppression of various criminal enterprises. The Counterterrorism Unit consists of the Connecticut Intelligence Center (CTIC), the Joint Terrorism Task Force, and the Critical Infrastructure Protection Group. This unit utilizes many resources within state government to develop unified safety and security measures to prevent, mitigate and manage incidents threatening the quality of life of the residents of Connecticut. The CTU coordinates the collection, analysis and distribution of information and security warnings to state and local government personnel, agencies and authorities, and the general

public through CTIC; establishes standards and protocols for the use of any intelligence information; and works with federal, state, local, and private sector representatives on intelligence and critical infrastructure issues.

The Emergency Service Unit (ESU) is comprised of the Bomb Squad, Dive Team, Marine Unit, Tactical Team (SWAT), Crisis Negotiators, Aviation, Hazardous Materials Technicians, the Mass Transit Security Unit, and the K-9 Unit. ESU is headquartered at the Fleet Administration building in Colchester and provides specialized assistance to all State Police Troops/Units as well as local, federal, and other state agencies.

The Office of Administrative Services is divided into the Bureau of Strategic Information Services and the Bureau of Business Development, which together provide training, planning, and support services to the Department.

The Bureau of Strategic Information Services is tasked with enhancing the regulatory support, policies, and law enforcement technology of the agency, and is divided into the Regulatory Section, the Research, Development, and Planning Section. The Regulatory Section includes the Special Licensing and Firearms Unit (SLFU), which is broken into two components. The Firearms Section of SLFU is responsible for the issuance and revocation of state pistol permits, eligibility, and ammunition certificates, the approval of all firearms transfers, and firearm registration. The Special Licensing Section of SLFU is responsible for permits, licenses, and registrations relating to numerous professions impacting public safety, including security guards, pawn shops, explosives, and boxing and mixed martial arts. The Regulatory Section also includes the Offender Registry Unit, which is comprised of the Sex Offender Registry and the Deadly Weapon Offender Registry, and the Research, Development, and Planning Section, which works to support field operations through updating and expanding policies and procedures, and automating how we collect, analyze, and disseminate data to better deploy resources and improve the safety and effectiveness of Troopers in the field.

The Bureau of Business Development oversees all infrastructure, fleet, and identification and records aspects of the agency. Through the Infrastructure Planning and Management Unit, multiple key physical infrastructure projects are managed to improve the more than fifty facilities throughout the agency. The Fleet Administrative

Unit oversees the maintenance and continued development of the more than 1,900 vehicle assets of the agency. The Identification and Records Section provides several functions, including crimes analysis and statistical reporting, public dissemination of reports, and the collection and cataloging of all fingerprint and criminal history data within the State.

The Office of Professional Standards and Support Services is composed of the Bureau of Professional Standards and Compliance, the Bureau of Selections, Training and Support Services, the Legal Affairs Unit and the Labor Relations Unit. The Bureau of Professional Standards and Compliance consists of the Internal Affairs Unit, the Accreditation Unit, and the Inspections Unit. The Internal Affairs Unit conducts investigations of department employees, constables under the supervision of Resident State Troopers and occasionally other municipal police departments. The Accreditation Unit maintains the required standards of compliance for the department with respect to accreditation. The Inspections Unit conducts staff inspections of all department commands and facilities and maintains data on the condition of facilities and results of such inspections.

The Bureau of Selection, Training and Investigative Support Services is comprised of the State Police Training Academy, Recruitment and Selection Unit, Background Investigative Unit and the Polygraph Unit. The Training Academy trains qualified applicants as State Police Trooper Trainees, and provides mandatory in-service training and specialized law enforcement training for the department. The Recruitment and Selection Unit is dedicated to recruiting and selecting qualified candidates for appointment as State Police Trooper Trainees. The Background Investigative Unit conducts background investigations of applicants, prospective employees, and appointees for the department and other agencies. The Polygraph Unit conducts fair and impartial polygraph examinations for criminal investigations and pre-employment examinations for the State Police as well as municipal police agencies.

The Office of Professional Standards and Support Services also includes the Legal Affairs Unit, which provides legal assistance to all six divisions of the department, and the Labor Relations Unit, which represents the agency with respect to the negotiation, implementation and oversight of the numerous bargaining unit contracts of employees of every division of the department.

Program Measures

	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Estimated	Projected	Projected
Trooper Safety-Department Accidents	218	188	180	180
Trooper Safety-Line of Duty Injuries	133	164	160	160
Community Relations-Civilian Complaints	93	72	70	70
Community Relations-Accidental Opioid Overdoses	67	84	84	84
Community Relations-Accidental Opioid Overdoses/Revived	62	80	80	80
Community Relations-LAP Screens	980	856	850	850
Community Relations-LAP Screens/Assessed at Risk	470	352	350	350
Community Relations-Commendations	145	152	150	150
Reduce overall crime rates within State Police Jurisdiction-Number of Felony Crimes Reported	3,081	2,396	2,200	2,200
Reduce overall crime rates within State Police Jurisdiction-Number of Felony Arrests	3,440	2,664	2,500	2,500

Reduce overall crime rates within State Police Jurisdiction-Number of Felony Cases Closed	3,081	2,352	2,300	2,300
Reduce overall crime rates within State Police Jurisdiction-Number of Misdemeanor Crimes Reported	8,613	7,492	7,300	7,300
Reduce overall crime rates within State Police Jurisdiction-Number of Misdemeanor Arrests	9,275	8,000	7,500	7,500
Reduce overall crime rates within State Police Jurisdiction-Number of Misdemeanor Crimes Closed	8,476	7,380	7,200	7,200
Improve roadway/traffic safety within State Police Jurisdiction-Number of Traffic Accidents	36,773	37,132	37,000	37,000
Improve roadway/traffic safety within State Police Jurisdiction-Number of Traffic Fatalities	163	168	165	165
Improve roadway/traffic safety within State Police Jurisdiction-Number of Traffic Stops (total)	230,236	204,636	200,000	200,000
Improve roadway/traffic safety within State Police Jurisdiction-Number of Traffic Stops (passenger)	219,360	193,104	190,000	190,000
Improve roadway/traffic safety within State Police Jurisdiction-Number of Traffic Stops (commercial)	10,876	11,532	11,000	11,000
Improve roadway/traffic safety within State Police Jurisdiction-Number of Arrests (from traffic stops)	2,568	2,344	2,200	2,200
Improve roadway/traffic safety within State Police Jurisdiction-Number of Infractions Issued	173,525	149,944	148,000	148,000

Personnel Summary

<i>Permanent Full-Time Positions</i>	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
General Fund	1,381	71	29	1,481	1,483	1,482	1,483	1,482
Federal Funds	1	0	-1	0	0	0	0	0
Private Funds	7	0	0	7	7	7	7	7

Financial Summary by Program

<i>General Fund</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	123,722,354	117,175,860	125,916,159	131,666,801	127,112,308	128,168,343	133,785,749	129,231,256
Other Expenses	15,903,237	16,359,323	19,844,837	17,435,359	17,057,808	19,983,507	16,488,145	16,110,594
<u>Capital Outlay</u>								
Equipment	7,000	86,580	86,580	86,580	0	86,580	86,580	0
<u>Other Current Expenses</u>								
Stress Reduction	0	25,354	25,354	25,354	25,354	25,354	25,354	25,354
Fleet Purchase	5,977,958	6,394,806	6,789,243	6,710,346	6,518,502	7,718,494	7,089,121	6,897,277
Workers' Compensation Claims	4,243,453	4,593,814	4,564,624	4,670,776	4,541,962	4,582,306	4,765,631	4,636,817
Other Current Expenses	10,221,411	11,013,974	11,379,221	11,406,476	11,085,818	12,326,154	11,880,106	11,559,448
Total-General Fund	149,854,002	144,635,737	157,226,797	160,595,216	155,255,934	160,564,584	162,240,580	156,901,298

<i>Other Funds Available</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Private Funds	0	6,656	0	0	0	0	0	0
Private Funds	2,374,758	2,806,233	2,505,683	2,505,683	2,505,683	2,505,683	2,505,683	2,505,683
Private Funds	369,926	0	0	0	0	0	0	0
Restricted State Accounts	288	209,168	0	0	0	0	0	0

Federal Contributions

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Null	107,631	114,688	115,000	115,000	115,000	115,000	115,000	115,000
11549 State and Local Implementation Grant Program	330,665	160,000	100,000	100,000	100,000	0	0	0
16000 Law Enforcement	272,000	989,156	0	0	0	0	0	0
16554 National Criminal History Improvement Pgm	137,677	241,567	699,283	699,283	699,283	474,147	474,147	474,147
16579 Byrne Formula Grant Program	63,052	21,479	44,000	44,000	44,000	44,000	44,000	44,000
16738 E Byrne Memorial Justice Assistance Grant	160,000	0	0	0	0	0	0	0
16738 Edward Byrne Memorial Justice Assistance Grant Program	221,795	0	0	0	0	0	0	0
16741 Forensic Dna Capacity Enhancement Program	981	0	0	0	0	0	0	0
16742 Paul Coverdell Forensic Sciences Improvement Grant	136	0	0	0	0	0	0	0

16750 Support - Adam Walsh Act Implementation Grant Pgm	247,751	0	0	0	0	0	0	0
16751 Edward Byrne Memorial Competitive Grant Program	1,681	0	0	0	0	0	0	0
20205 Highway Planning and Construction	102,712	197,288	0	0	0	0	0	0
20218 National Motor Carrier Safety	55,668	48,000	48,000	48,000	48,000	48,000	48,000	48,000
20600 State & Community Highway Safety	304,801	182,623	258,051	258,051	258,051	258,051	258,051	258,051
20607 Alcohol Open Container Requirements	887,192	67,842	799,534	799,534	799,534	799,534	799,534	799,534
20616 National Priority Safety Programs	393,899	126,333	125,000	125,000	125,000	125,000	125,000	125,000
97072 Nat Explosives Detection Canine Team	193,442	150,500	150,500	150,500	150,500	150,500	150,500	150,500
97106 Securing the Cities	242,168	250,000	250,000	250,000	250,000	250,000	250,000	250,000
Total - All Funds	156,322,225	150,207,270	162,321,848	165,690,267	160,350,985	165,334,499	167,010,495	161,671,213

DIVISION OF SCIENTIFIC SERVICES

Statutory Reference

C.G.S. Section 29-7b, Chapter 961, Part IIa.

Statement of Need and Program Objectives

To improve the quality and quantity of services provided to federal, state and local law enforcement agencies through the timely application of existing and newly developed scientific and technical procedures. To provide investigative leads through the timely examination of evidence and resulting analysis, and expert testimony to aid in the arrest, conviction, or exculpation of individuals potentially linked to the crime.

Program Description

The Division of Scientific Services is comprised of the DNA and Biology Section, the Identification Section, and the Toxicology, Controlled Substance and Chemistry Section.

THE FORENSIC BIOLOGY/DNA SECTION

The Forensic Biology Unit identifies the presence of blood, semen, and other body fluids, such as fecal material, saliva, or urine. In addition, examiners collect samples from objects for "touch DNA" examination. The forensic examiners in this Unit also use their training and experience to determine which samples will be forwarded to the DNA Unit for further analysis.

The DNA Unit is comprised of three sub-units. They are the 1) Nuclear, 2) Database, and 3) Mitochondrial DNA Units. The Nuclear DNA Unit enters DNA profiles generated from evidentiary samples into CODIS (Combined DNA Index System) to generate matches to convicted offender DNA profiles as well as DNA profiles from other criminal cases. Eligible profiles from forensic samples and CT convicted offenders are uploaded to the national database for searching against other state databases.

The Database Unit's primary purpose is to process convicted offender samples and upload the DNA profiles generated from these samples into CODIS.

When nuclear DNA analysis is not feasible, mitochondrial DNA analysis is evaluated or analyzed. The Mitochondrial DNA Unit will analyze cases such as unidentified remains, in which bones have been located, missing persons, or cases in which a hair is present with no tissue-like material.

IDENTIFICATION SECTION

The Identification Section consists of the Firearms, Latent Prints, Questioned Documents, Imprints, Computer Crime and Electronic Evidence, and Multimedia and Image Enhancement Units.

The Firearms Unit examines all firearms evidence and conducts test fires of all guns scheduled for destruction. All test fires are entered into the National Integrated Ballistic Information Network (NIBIN), a database containing high resolution images of cartridge case evidence. This unit also examines evidence for tool mark comparisons; e.g. forcible burglaries and property damage investigations. This unit can also provide Distance Determination analyses. The examiners in this unit will examine chemical residues on clothing or other articles in which a projectile has passed through to estimate a distance range from the muzzle of the gun to the target.

The Latent Print Unit analyzes and compares latent prints to known prints of individuals in an effort to make identifications or exclusions. The unit examines a variety of physical evidence, including submitted photographs and lifts, employing enhancement filters to bring out the best possible detail from latent evidence. This unit utilizes the Automated Fingerprint Identification System (AFIS) and the FBI's Next Generation Identification (NGI) System to search latent prints left at crime scenes or developed from submitted evidence against a centralized national fingerprint repository.

The Questioned Document Unit conducts examinations of evidence to determine the authenticity of a document or writing. Comparison of rubber stamp impressions to signature/handwriting comparison can also be provided. The Questioned Document Unit also examines scratch-off lottery tickets prior to release into the Lottery System. Specifically, the unit exams the test lots of the lottery games for quality of its "scratch coating" to make sure that tampering or detection of numbers is not possible until the ticket is purchased.

The Imprints Unit examines footwear and tire-tracks for characteristics that are unique or individualizing in nature. These characteristics may be used to make comparisons to known exemplars submitted for analysis. The Imprints Unit utilizes a shoeprint database called SICAR (Shoeprint Image Capture and Retrieval). This database is used to search for a footwear manufacturer by the physical characteristics of the shoe tread pattern.

The Computer Crimes and Electronic Evidence Unit is divided into two separate sub-units: the Investigations Unit and the Forensic Analysis

Unit. In this unit, state and local police officers work in conjunction with computer forensic science examiners. The Investigations Unit works with other federal, state and local law enforcement agencies in responding to cyber enticement, child exploitation and child pornography cases. The Forensic Analysis Unit examines seized computers and other electronic storage devices such as cell phones, tablets, iPods, and gaming devices, for evidentiary value. These analyses provide investigative leads in the exploitation of children in the areas of human trafficking and child pornography.

The Multimedia and Image Enhancement Unit employs state-of-the-art equipment to enhance video information related to criminal activity. This Unit analyzes analog and digital video, audio and photographic evidence, providing duplications and enhancements as requested. The Multimedia and Image Enhancement Unit also assists law enforcement agencies with video retrievals from the crime scene or related locations.

Toxicology, Controlled Substance and Chemistry Section

The Toxicology Unit analyzes blood, urine, and other body fluids in support of driving under the influence, drug-facilitated sexual assault, and postmortem cases in support of local, state, and federal agencies. The unit works with hospitals and the Connecticut Poison Control Center network in cases involving drugs of abuse or other substances. The majority of work within the unit involves analyzing ante mortem

samples for the presence of ethanol and/or other chemicals which may have caused impairment within drivers of motor vehicles.

The Controlled Substance Unit provides analytical support to law enforcement agencies to identify and quantify drug seizures. Some unit personnel also accompany the U.S. Drug Enforcement Administration (DEA) on raids of illicit/ clandestine drug labs, provide technical support in the examination and analysis of the site for chemical and physical hazards and identify methods of chemical synthesis. Within the Controlled Substance Unit is the Breath-Alcohol sub-unit. This sub-unit is responsible for training and certifying personnel as instructors, and subsequently operators, of the use of breath-alcohol testing devices utilized within the state of Connecticut.

The Arson Unit examines fire debris for the identification of suspected accelerants. Unit personnel also participate in the training of investigators for the collection and preservation of arson and explosive evidence.

The Trace Unit examines paint samples. This Unit maintains an extensive automotive paint database dedicated to providing investigative leads in motor vehicle cases in which the vehicle has fled the scene. This database assists law enforcement agents in their investigations of cases by providing the list of possible years, models and makes as the source of evidentiary paint samples.

The Chemistry Unit is responsible for the analysis and identification of gunshot residue and explosive materials. Evidence, typically clothing or swabbing, is examined in order to determine if an individual may have been in close proximity of a recently discharged firearm.

Program Measures

	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Estimated	Projected	Projected
DNA-Cases Submitted	3,717	5,184	6,532	8,230
DNA-Percent Greater than 60 Days	25%	44%	55%	70%
DNA-Case Backlog Greater than 60 Days	206	2,100	2,646	3,334
Total Case Requests Released	15,163	17,072	17,072	17,072
Percent Case Requests Released <60 Days	82%	75%	68%	60%
State Standard for Requests Analyzed <60 Days	90%	90%	90%	90%
DNA-Combined DNA Index System (CODIS)-Convicted Offenders	3,934	5,308	5,308	5,308
DNA-Combined DNA Index System (CODIS)-Forensic Unknowns	1,843	1,096	1,096	1,096
DNA-Combined DNA Index System (CODIS)-Missing Persons/Unidentified Human Remains	7	0	0	0
DNA-Combined DNA Index System (CODIS)-Number of Hits	639	440	440	440
Forensic Biology- Cases Submitted	3,517	4,264	5,373	6,770
Forensic Biology-Percent Greater than 60 Days	8%	21%	26%	33%
Forensic Biology-Case Backlog Greater than 60 Days	45	612	771	972
Latent Print-Automated Fingerprint Identification System (AFIS)-Number of Entries	2,149	2,416	2,416	2,416
Latent Print-Automated Fingerprint Identification System (AFIS)-Number of Hits	280	276	276	276
Latent Prints-Cases Submitted	853	1,072	1,351	1,702
Latent Prints-Percent Greater than 60 Days	30%	40%	50%	64%
Latent Prints-Case Backlog Greater than 60 Days	30	252	318	400
Firearms National Integrated Ballistic Info Network (NIBIN)-Number of Entries	1,651	1,808	1,808	1,808

20616 National Priority Safety Programs	279,085	0	0	0	0	0	0	0
Total - All Funds	12,954,336	12,127,395	14,144,166	12,695,462	12,695,462	14,045,558	12,318,886	12,318,886

DIVISION OF EMERGENCY MANAGEMENT AND HOMELAND SECURITY

Statutory Reference

C.G.S. Titles 28 and 29.

Statement of Need and Program Objectives

The Division of Emergency Management and Homeland Security (DEMHS) is responsible for providing a coordinated, integrated program for statewide emergency management and homeland security, including strategic and operational all-hazards planning, community preparedness, exercise, training, grants planning and management, interoperable communications, and the development of unified safety and security measures.

Program Description

The DEMHS includes the Office of Emergency Management (OEM). The Office of Emergency Management (OEM) maintains, coordinates and oversees both the Governor's State Emergency Operations Center (SEOC) and DEMHS' regional offices, corresponding to the state's five DEMHS emergency planning and preparedness regions. These offices serve as direct points of contact to the state's cities, towns and tribal nations for emergency planning and preparedness activities as well as during and after emergencies. DEMHS coordinates and collaborates with state,

local, federal, tribal as well as private sector partners and the public to develop, maintain, exercise and train on a comprehensive statewide emergency management plan and program. The State Emergency Management Director serves as the Statewide Interoperability Coordinator and as the Single Point of Contact for the FirstNet broadband initiative.

The OEM is divided into the following units:

- Operations, Training and Exercise including the five DEMHS regional offices; urban search and rescue team; state emergency operations center; and school safety and security;
- All-Hazards Planning, including regional planning, radiological preparedness, hazard mitigation and disaster recovery units;
- Strategic Planning and Community Preparedness (to include DEMHS grants administration); and
- Field Support which includes internal DEMHS logistics, including SEOC and regional office readiness; supply, coordination, and operation of communications equipment, coordination of Geospatial Information Systems (GIS), and interoperable communications.

Program Measures

	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Estimated	Projected	Projected
Storm-Related Injuries	47	40	40	40
Storm-Related Structures Damaged	3	4	5	4
Power Outage Events exceeding 10,000 Customers	4	5	6	4
Power Outage Average Time for Restoration	27.4	14	13	13
School Security Grant Program, Schools Funded	334	450	393	336
School Security Grant Program, Funds Awarded	\$10,114,718	\$12,441,409	\$11,500,000	\$10,000,000
Severe Cold Weather Protocol Activations	5	3	5	3
Persons Sheltered-Individuals Hoteled	24	20	25	20
FEMA Public Assistance Funding Distributed	\$14,950,942	\$2,346,905	\$8,078,287	\$11,954,318
HMGP Funds Distributed	\$6,308,546	\$10,120,242	\$1,000,000	\$363,925
HMGP Home Elevations	12	10	5	5
HMGP Home Acquisitions	2	1	1	1
Pre-Disaster Mitigation Total Funding	\$25,031	\$500,500	\$300,000	\$300,000
Flood Mitigation Assistance Total Funding	\$30,000	0	\$300,000	\$300,000
HMGP Eligible Communities Assisted	64	68	73	78
Public Assistance-Eligible Communities Assisted	305	95	78	65

Personnel Summary

<i>Permanent Full-Time Positions</i>	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
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General Fund	27	0	-12	15	15	15	15	15
Federal Funds	5	0	23.69	27.69	25	25	25	25
Private Funds	6	0	0	6.25	6	6	6	6

Financial Summary by Program

<i>General Fund</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	2,432,026	1,182,306	1,242,839	1,182,306	1,182,306	1,242,839	1,182,306	1,182,306
Other Expenses	185,533	164,295	164,295	164,295	164,295	164,295	164,295	164,295
<u>Other Current Expenses</u>								
Fleet Purchase	1,096	0	0	0	0	0	0	0
Total-General Fund	2,618,655	1,346,601	1,407,134	1,346,601	1,346,601	1,407,134	1,346,601	1,346,601

<i>Other Funds Available</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Private Funds	2,855	200,850	0	0	0	0	0	0
Private Funds	1,560,638	2,100,000	2,200,000	2,200,000	2,200,000	2,200,000	2,200,000	2,200,000

<i>Federal Contributions</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
84184 Drug-Free Schools and Communities-National Programs	139,894	148,075	0	0	0	0	0	0
97036 Public Assistance Grants	15,609,008	33,483,096	151,223	151,223	151,223	151,223	151,223	151,223
97039 Hazard Mitigation Grant	6,681,791	9,520,000	8,300,000	8,300,000	8,300,000	5,900,000	5,900,000	5,900,000
97039 Pre-Disaster Mitigation	0	770,000	871,000	871,000	871,000	640,000	640,000	640,000
97042 Emergency Management Performance Grant	3,695,900	10,552,863	4,945,598	4,945,598	4,945,598	4,900,000	4,900,000	4,900,000
97044 Assistance to Firefighters Grant	85,189	832,204	0	0	0	0	0	0
97067 Homeland Security Grant Program	5,462,550	3,021,251	3,700,167	3,700,167	3,700,167	3,978,000	3,978,000	3,978,000
97309 Flood Mitigation Assistance	0	430,000	492,000	492,000	492,000	360,000	360,000	360,000
Total - All Funds	35,856,480	62,404,940	22,067,122	22,006,589	22,006,589	19,536,357	19,475,824	19,475,824

DIVISION OF STATEWIDE EMERGENCY TELECOMMUNICATIONS

Statutory Reference

C.G.S. Title 28, Chapter 518a; Title 29, Chapters 531, 532, 538, 538a, 539, 540 and 541.

Statement of Need and Program Objectives

To improve emergency communications systems in order to expedite the delivery of emergency medical, fire and police services.

Program Description

The Division of Statewide Emergency Telecommunications (DSET) has oversight of emergency telecommunications, including radio frequency allocation for public safety and emergency services. It also has oversight of the Enhanced 9-1-1 system training and certifies emergency dispatchers.

DSET provides for statewide Enhanced 9-1-1 planning and implementation, public safety tele-communicators training and certification, public safety frequency coordination, funding for regional communications centers, funding for cities with populations greater than 40,000, public safety answering points

(PSAPs), grant assistance for capital expenses for PSAPs and grant assistance for coordinated medical emergency direction (CMED). DSET provides all state and local public safety agencies with street centerline and street address information (geographic information systems or GIS) for emergency response purposes. DSET also provides chairmanship and plan development for the six New England states' 700 MHz, 800MHz and 4.9 GHz planning committees.

DSET also oversees the Connecticut Telecommunications System (CTS) which provides land mobile radio and other inter-operable communications for the State Police as well as municipalities, Federal and other state agencies, with over 15,000 radios in use. CTS manages and maintains the microwave transport system for the statewide radio network as well as the 33 state owned and 32 leased or shared tower facilities including licensing, contracts, security and structural requirements. CTS responsibility includes the Network Control Center which operates on a 24/7/365 basis.

Program Measures

	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Estimated	Projected	Projected
Total 911 calls received (911 calls received by Public Safety Answering Points)	1,460,095	1,908,983	2,380,500	2,391,500
Percent 911 calls answered in 10 seconds or less	95.27%	95.40%	95.50%	95.55%
State Standard for 911 calls answered in 10 seconds or less	90.00%	90.00%	90.00%	90.00%

Personnel Summary*Permanent Full-Time Positions*

	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Private Funds	18	0	0	18	18	18	18	18

Financial Summary by Program*General Fund*

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	176,901	0	0	0	0	0	0	0
Other Expenses	285	375	319,936	159,663	159,663	1,296,028	364,347	364,347
<i>Other Current Expenses</i>								
Criminal Justice Information System	0	0	0	0	2,392,840	0	0	2,739,398
Total-General Fund	177,186	375	319,936	159,663	2,552,503	1,296,028	364,347	3,103,745

Other Funds Available

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Private Funds	23,137,355	25,451,000	25,451,000	25,451,000	25,451,000	25,451,000	25,451,000	25,451,000
Total - All Funds	23,314,541	25,451,375	25,770,936	25,610,663	28,003,503	26,747,028	25,815,347	28,554,745

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

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Salaries & Wages-Full Time	117,174,101	115,626,078	123,307,159	125,198,844	124,827,006	126,585,455
Salaries & Wages-Temporary	922,634	825,000	834,918	834,918	839,397	839,397
Salaries & Wages-Part Time	354,434	487,000	528,655	528,655	544,017	544,017
Longevity Payments	620,612	646,000	646,000	646,000	646,000	646,000
Overtime	18,490,094	14,799,383	16,408,375	15,332,468	17,127,361	16,051,454
Accumulated Leave	2,532,190	0	0	0	0	0
Other Salaries & Wages	6,036,198	4,174,100	4,174,100	4,174,100	4,174,100	4,174,100
Other	84,846	0	0	0	0	0
TOTAL - Personal Services-Personal Services	146,215,109	136,557,561	145,899,207	146,714,985	148,157,881	148,840,423

Other Expenses

Communications	2,130,505	1,964,895	1,964,895	1,964,895	1,964,895	1,964,895
Diesel-Generator	5,468	0	0	0	0	0
Electricity	2,361,494	1,957,500	1,957,500	1,957,500	1,957,500	1,957,500
Employee Expenses	10,645	3,250	7,250	3,250	3,250	3,250
Employee Travel	248,414	194,100	194,100	194,100	194,100	194,100
Equipment Rental and Maintenance	3,094,987	2,535,800	3,059,529	2,695,088	5,085,073	2,899,772
Food And Beverages	196,297	1,750	1,750	1,750	1,750	1,750
Information Technology	5,804,447	4,695,150	5,312,374	5,121,972	5,307,996	5,048,972

Motor Vehicle Costs	6,808,884	7,981,251	8,238,551	7,638,700	8,264,281	7,638,700
Natural Gas	153,396	193,000	193,000	193,000	193,000	193,000
Oil #2	228,003	379,250	379,250	379,250	379,250	379,250
Other / Fixed Charges	4,682	65,255	222,532	2,255	225,932	2,255
Other Services	1,159,990	693,200	709,950	693,200	709,950	693,200
Premises Expenses	2,680,660	2,654,192	2,761,192	2,552,192	2,761,192	2,552,192
Professional Services	421,260	299,600	1,096,360	299,600	821,360	299,600
Propane	13,512	15,000	15,000	15,000	15,000	15,000
Purchased Commodities	2,983,455	2,518,467	6,074,043	3,561,597	5,447,649	2,711,374
Sewer	51,630	50,000	50,000	50,000	50,000	50,000
Water	77,202	73,500	73,500	73,500	73,500	73,500
TOTAL-Other Expenses	28,434,931	26,275,160	32,310,776	27,396,849	33,455,678	26,678,310

Equipment

Equipment	87,003	86,580	107,261	0	86,580	0
TOTAL-Equipment	87,003	86,580	107,261	0	86,580	0

Other Current Expenses

Stress Reduction	250	25,354	25,354	25,354	25,354	25,354
Fleet Purchase	5,979,054	6,394,806	6,789,243	6,518,502	7,718,494	6,897,277
Workers' Compensation Claims	4,243,453	4,593,814	4,564,624	4,541,962	4,582,306	4,636,817
Criminal Justice Information System	0	0	0	2,392,840	0	2,739,398
TOTAL-Other Current Expenses	10,222,757	11,013,974	11,379,221	13,478,658	12,326,154	14,298,846

Pmts to Other Than Local Govts

Fire Training School - Willimantic	93,176	76,900	76,900	20,000	136,900	20,000
Maintenance of County Base Fire Radio Network	22,681	22,368	22,368	21,698	22,368	21,698
Maintenance of State-Wide Fire Radio Network	15,096	14,887	14,887	14,441	14,887	14,441
Police Association of Connecticut	99,660	177,683	177,683	172,353	177,683	172,353
Connecticut State Firefighter's Association	133,077	182,087	182,087	176,625	182,087	176,625
Fire Training School - Torrington	56,083	46,150	76,150	20,000	96,150	20,000
Fire Training School - New Haven	37,455	30,000	30,000	20,000	30,000	20,000
Fire Training School - Derby	28,082	23,100	23,100	20,000	83,100	20,000
Fire Training School - Wolcott	65,370	53,830	53,830	20,000	53,830	20,000
Fire Training School - Fairfield	46,706	37,700	97,700	20,000	97,700	20,000
Fire Training School - Hartford	93,090	76,900	76,900	20,000	76,900	20,000
Fire Training School - Middletown	27,835	23,100	23,100	20,000	23,100	20,000
Fire Training School - Stamford	27,875	22,320	22,320	20,000	22,320	20,000
TOTAL-Pmts to Other Than Local Govts	746,186	787,025	877,025	565,117	1,017,025	565,117

Character & Major Object Summary

	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	Actual	Estimated	Requested	Recommended	Requested	Recommended
Personal Services	146,215,109	136,557,561	145,899,207	146,714,985	148,157,881	148,840,423
Other Expenses	28,434,931	26,275,160	32,310,776	27,396,849	33,455,678	26,678,310
Capital Outlay	87,003	86,580	107,261	0	86,580	0
Other Current Expenses	10,222,757	11,013,974	11,379,221	13,478,658	12,326,154	14,298,846
Pmts to Other Than Local Govts	746,186	787,025	877,025	565,117	1,017,025	565,117
TOTAL-General Fund	185,705,986	174,720,300	190,573,490	188,155,609	195,043,318	190,382,696

AGENCY FINANCIAL SUMMARY - SPECIAL TRANSPORTATION FUND

Private Funds	870,641	3,020,479	420,400	420,400	420,400	420,400	420,400	420,400
Emmissions Enterprise Funds	4,824,560	6,682,454	6,682,454	6,682,454	6,682,454	6,682,454	6,682,454	6,682,454
Special Non-Appropriated Funds	766	54,341	0	0	0	0	0	0
Total Agency Programs	74,780,184	84,312,673	76,054,323	75,661,379	75,661,379	76,182,123	74,531,303	74,531,303

MANAGEMENT SERVICES

Statutory Reference

C.G.S. Sections 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 Office of the Commissioner provides executive oversight to the agency, formulates policy, and initiates and approves projects that improve efficiency and agency effectiveness. The agency's customer-centric focus is driven throughout the Department of Motor Vehicles from the Commissioner's Office to all divisions.

The Deputy Commissioner's Office has oversight of Facilities, Licensing and Driver Regulation, Audit, Emissions and Mailroom operations in addition to internal support services for all other divisions. The Deputy's office is also responsible for the administration of the department's registration plate procurement and distribution activities.

The Facilities Maintenance Unit manages the upkeep of both the interior and grounds of DMV Headquarters and state-owned branch office buildings. They perform general maintenance and repairs to the mechanical systems, including the HVAC systems.

The Affirmative Action Office monitors agency hiring and business practices to ensure that the principles of equal opportunity are adhered.

The Corporate and Public Relations Unit coordinates agency communications, including press and public inquiries, and manages the agency's Internet and Intranet websites.

The Legal Services Division, in addition to providing the Commissioner and agency staff with legal counsel, conducts administrative hearings that result from credential suspensions, handles consumer complaints and addresses failures to comply with regulatory requirements. It also 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. This division is responsible for processing requests for information in compliance with the Freedom of Information Act. The division does drafting of the agency's legislative proposals and monitors the legislative process.

Program Measures

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Projected	FY 2019 Projected
HEARINGS/PART TIME ADJUDICATORS	3652/9	3652/9	3652/9	3652/9
AGENCY REVENUE/BUDGET ALLOTMENT(\$MIL)	472/66.3	472/65.9	472/65.9	472/65.9
PERCENT OF ADMINISTRATIVE SANCTIONS REVERSED AT HEARING (%)	12	12	12	12

Personnel Summary

	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Special Transportation Fund	25	0	0	25	25	25	25	25

Other Positions Equated to Full-Time

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Special Transportation Fund	11	11	11	11	11	11

Financial Summary by Program

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Special Transportation Fund								
Personal Services	2,478,384	3,031,028	3,114,323	3,114,323	3,114,323	3,114,323	3,031,028	3,031,028
Other Expenses	203,999	295,488	295,488	295,488	295,488	295,488	295,488	295,488

Other Current Expenses

Reflective License Plates	-41,660	0	0	0	0	0	0	0
Total-Special Transportation Fund	2,640,723	3,326,516	3,409,811	3,409,811	3,409,811	3,409,811	3,326,516	3,326,516
<i>Other Funds Available</i>	<u>FY 2016 Actual</u>	<u>FY 2017 Estimated</u>	<u>FY 2018 Requested</u>	<u>FY 2018 Baseline</u>	<u>FY 2018 Recommended</u>	<u>FY 2019 Requested</u>	<u>FY 2019 Baseline</u>	<u>FY 2019 Recommended</u>
Special Non-Appropriated Funds	766	54,341	0	0	0	0	0	0
Total - All Funds	2,641,489	3,380,857	3,409,811	3,409,811	3,409,811	3,409,811	3,326,516	3,326,516

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 vessels, processing motor vehicle transactions and collecting and rapidly depositing associated state revenues. To improve customer service by renewing non-problem registrations by mail or via the Internet and processing other related documents by mail. To ensure the competency of applicants for driver licenses through testing. To assist customers in resolving issues and complaints with automobile dealerships and repairers.

Program Description

Branch Operations Division is responsible for the delivery of in-person, customer-oriented services including the issuance of and revenue collection for motor vehicle registrations, operator licenses, and applications for title and vessel registrations. The division collects sales and use taxes on vehicles not purchased from a Connecticut dealer. It also administers the Motor Voter Program.

The division processes and issues driver licenses and non-driver identification cards, vehicle registrations, titles and other motor vehicle related documents, processes restorations and tests applicants for driver licenses at eighteen different locations. All services are provided at eight branch offices (Norwalk and Old

Saybrook do not do road driving tests), limited services at five sites as well as four photo license centers and the Cheshire Test Center (by appointment only). To increase convenience and access, all full-time branches operate Thursday evenings and Saturday mornings. DMV maintains a web site that allows its customers to check on hours, locations and services prior to visiting. An app is available for checking the wait time in offices as well as sample knowledge tests and a parent quiz. Vehicles requiring safety inspections prior to being registered are inspected at two regional locations. All Vehicle Identification Number checks are now conducted at the 223 emission stations throughout the state.

DMV processes all vessel registrations on behalf of the Department of Energy and Environmental Protection, attempting to resolve ownership problems and insuring the accuracy of registration documents and fees through follow-up contact with applicants.

The Copy Records - Telephone and Special Projects Division also serve the agency in a variety of support services. Measure What Matters is an ongoing effort within each division and this division offers support in gathering the information and communicating it to the Commissioner. In DMV's Telephone Center provides communications related to motor vehicle laws and regulations and departmental policies and procedures directly to customers via centralized telephone communications and mailings. The Telephone Center schedules driver testing appointments through the phone center.

Program Measures

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Projected	FY 2019 Projected
REVENUE COLLECTIONS BY BRANCHES FOR DMV AND OTHER AGENCIES (\$000)	181,843	181,843	181,843	181,843
TRANSACTIONS PROCESSED BY BRANCHES FOR DMV AND OTHER AGENCIES (000)	1,317	1,317	1,317	1,317
DRIVERS TESTED FOR CT LICENSES (000)	250	250	250	250
MOTOR VEHICLE INSPECTIONS (000)	6,958	6,958	6,958	6,958
MAIL REGISTRATION RENEWALS PROCESSED WITHIN 7 WORKING DAYS (%)	92	92	92	92
REGISTRATION RENEWALS PROCESSED BY MAIL (%)	65	65	65	65
INTERNET REGISTRATION RENEWALS (000)	438	438	438	438
AVERAGE TIME TO PROCESS 2ND YR PASSENGER REGISTRATION (DAYS)	20	20	20	20
AVERAGE RESPONSE TIME TO WRITTEN REQUESTS FOR INFORMATION FROM REGISTRY RECORDS UNITS/DAYS	2	2	2	2
COPY RECORDS REQUESTED	45,758	45,758	45,758	45,758

DRIVERS FAILING DRIVER TEST (%)	25	25	25	25
CUSTOMER SATISFACTION RATING (%)	67	67	67	67
PERCENT OF CUSTOMERS WAITING MORE THAN 20 MINUTES	77	77	77	77

<i>Personnel Summary</i>	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Permanent Full-Time Positions</i>	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Special Transportation Fund	347	0	0	347	347	347	347	347
<i>Other Positions Equated to Full-Time</i>			FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
Special Transportation Fund			Actual	Estimated	Requested	Recommended	Requested	Recommended
			138	138	138	138	138	138
<i>Financial Summary by Program</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
<i>Special Transportation Fund</i>	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Personal Services	25,635,029	27,050,609	28,097,390	28,097,390	28,097,390	28,097,390	27,050,609	27,050,609
Other Expenses	5,077,572	5,530,113	5,530,113	5,530,113	5,530,113	5,530,113	5,530,113	5,530,113
Total-Special Transportation Fund	30,712,601	32,580,722	33,627,503	33,627,503	33,627,503	33,627,503	32,580,722	32,580,722
<i>Other Funds Available</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
Private Funds	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
	10,450	0	0	0	0	0	0	0
<i>Federal Contributions</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
20232 Commercial Driver License State Programs	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
	836,059	5,240,819	0	0	0	0	0	0
Total - All Funds	31,559,110	37,821,541	33,627,503	33,627,503	33,627,503	33,627,503	32,580,722	32,580,722

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 establish standards for licensing and identity credentials issued by the agency. To enforce administrative sanctions against incompetent or inadequately insured drivers; to license and monitor the commercial sale, repair and disposal of motor vehicles; to ensure that licensees' facilities are safe, properly equipped and staffed by qualified and competent personnel; to inspect motor vehicle auctions; to improve highway safety in Connecticut by inspecting selected classes of motor vehicles; to check commercial truck safety at weigh stations and on the highways as part of the Federal Motor Carrier Safety Assistance Program (MCSAP); and to issue certificates of title which are recognized nationwide as proof of ownership.

Program Description

The Division of Licensing & Driver Regulation establishes standards for licensing and identity credentials issued by the agency. The Document Integrity Unit audits license credentials and files to ensure their security and integrity using sophisticated facial recognition technology and other tools. The Public Endorsement Review Unit examines the applications and credentials submitted by candidates seeking to drive school buses, taxis and other public transportation vehicles. The Driver Services Division is responsible for maintaining and monitoring driver violation records. It also carries out suspensions and restorations of licenses and

registrations. This unit works with the Handicapped Driver Training program located in the Department of Rehabilitation Services which is responsible for the training of those individuals in need of this service. Finally, this division, through its Specialized Testing Unit, is responsible for inspecting and licensing commercial driving schools, conducting school bus and commercial driver license proficiency tests as well as operator license proficiency tests at driving schools.

The Commercial Vehicle Safety Division is responsible for motor carrier truck safety programs as well as safety inspections of school buses and public service vehicles. The division has administrative and staffing responsibilities for the state's weigh stations. It also serves as a primary source of information for vehicle anti-theft activities. This division is responsible for the security of DMV facilities and emergency planning for the safety of the employees and customers. Vehicles requiring safety inspections prior to being registered are inspected at two regional locations and fall under the responsibility of this division.

The Consumer Complaint Center, under the auspices of this division, assists consumers in resolving issues dealing primarily with automobile dealerships and repairers. Personnel conduct field investigations on dealers and repairer complaints and inspect the locations of new applicants

The Vehicle and Business Regulation Division oversees motor vehicle businesses, including the licensing and regulation of all motor vehicle dealers, repairers and junkyards. The Registration and Title Integrity and Standards Division establishes standards for registration credentials

issued by the agency. The Title Unit verifies and issues motor vehicle titles and maintains title records. The Insurance Compliance Unit is responsible for the enforcement of mandatory vehicle insurance requirements. The Registration Business Processing Unit manages registration transactions submitted by licensed vehicle dealers, processes registration renewals received from customers via the mail or through the Internet, assists customers with resolving property tax issues affecting their registration privileges and administers the vessel

registration program on behalf of the Department of Energy and Environmental Protection. The International Registration Plan/Uniform Carrier Registration (IRP/UCR) Unit issues the apportioned registrations to interstate commercial vehicle operators. Interstate truckers apply to their home state for a commercial vehicle registration and the fee is distributed proportionately among the states in which the vehicle travels. This eliminates the need to apply to several states for registrations and makes better traffic law enforcement possible.

Program Measures

	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Estimated	Projected	Projected
RESTORATION FEES COLLECTED (\$000)	5,873	5,873	5,873	5,873
SUSPENDED OPERATORS CONVICTED FOR DRIVING WHILE SUSPENDED (% OPERATORS)	2	2	2	2
DEALER LICENSE FEES COLLECTED (\$000)	1,375	1,375	1,375	1,375
DEALER LICENSE INSPECTIONS	202	202	202	202
CONSUMER COMPLAINTS RECEIVED	891	891	891	891
AVG. DAYS TO RESOLVE 95% OF COMPLAINTS	19	19	19	19
TITLE ISSUED (000)	724	724	724	724
STOLEN VEHICLES DETECTED THRU TITLING PROCESS	692	692	692	692
PERCENT OF SUSPENSION ACTIONS REINDED	26	26	26	26
PERCENT OF REGISTERED VEHICLES IN COMPLIANCE WITH FINANCIAL RESPONSIBILITY LAWS	99	99	99	99
NUMBER OF COMMERCIAL VEHICLES RECEIVING SAFETY INSPECTIONS AT WEIGH STATIONS	7,330	7,330	7,330	7,330
PERCENT OF COMMERCIAL VEHICLES INSPECTED ISSUED VIOLATIONS (%)	88	88	88	88
VEHICLES INSPECTED (000)	987	987	987	987
VEHICLES FAILED INITIAL INSPECTION (%)	10	10	10	10
VEHICLES FAILED REINSPECTION (%)	12	12	12	12
ANNUAL POLLUTANT REDUCTION SINCE 1/1/83 (TONS) (000)	19	19	19	19

Personnel Summary

Permanent Full-Time Positions	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Special Transportation Fund	120	0	0	120	120	120	120	120
Federal Funds	12	1	1.25	14.45	14	14	14	14
Private Funds	4	0	0	4	4	4	4	4

Other Positions Equated to Full-Time

	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	Actual	Estimated	Requested	Recommended	Requested	Recommended
Special Transportation Fund	11	11	11	11	11	11

Financial Summary by Program

Special Transportation Fund	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Personal Services	10,696,173	8,901,434	8,901,434	8,901,434	8,901,434	8,901,434	8,901,434	8,901,434
Other Expenses	820,581	835,305	835,305	835,305	835,305	835,305	835,305	835,305
<u>Capital Outlay</u>								
Equipment	121,329	0	0	0	0	0	0	0
Total-Special Transportation Fund	11,638,083	9,736,739	9,736,739	9,736,739	9,736,739	9,736,739	9,736,739	9,736,739

FY 2016 FY 2017 FY 2018 FY 2018 FY 2018 FY 2019 FY 2019 FY 2019

<i>Other Funds Available</i>	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Private Funds	222,850	420,400	420,400	420,400	420,400	420,400	420,400	420,400
<i>Federal Contributions</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
20218 National Motor Carrier Safety	1,719,215	1,794,291	1,551,379	1,551,379	1,551,379	1,551,379	1,551,379	1,551,379
20231 Performance & Registration Information Systems Mgmt	111,514	94,000	0	0	0	0	0	0
20234 Safety Data Improvement Program	53,249	83,951	0	0	0	0	0	0
20237 Safety Data Improvement Program	935,134	1,435,424	0	0	0	0	0	0
97076 National Center For Missing and Exploited Children	19,949	29,844	0	0	0	0	0	0
Total - All Funds	14,699,994	13,594,649	11,708,518	11,708,518	11,708,518	11,708,518	11,708,518	11,708,518

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 logistical support to all agency operations. To enhance the department's effectiveness through computerized accessibility and integrity of information. To provide maintenance and upkeep of buildings and grounds. To support both mail and in-person transactions. To ensure a clean, safe and healthy environment for customers and staff.

Program Description

The Fiscal Services Division provides accounting, budgeting, purchasing, and inventory services for all divisions. It prepares the annual agency budget request, administers the agency budget and banking transactions, processes purchase requests and maintains accounting records.

The Human Resources Division ensures that the department is staffed

at optimum levels for performance and efficiency. This division oversees all labor relations, recruitment, selection, promotion, worker's compensation, training, and payroll services for the agency while also enforcing personnel policies.

The Organizational Development and Support Services Division provides internal consulting, training management, and staff development services for the agency. This division provides contracts and grants administration services in conjunction with Fiscal Services and other business areas.

The Information Systems and Technology Division is functionally divided into two areas. The technical operations/support area is responsible for all hardware support and the development and operation of departmental data processing applications, including the technical support needed to operate them. 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.

Program Measures

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Projected	FY 2019 Projected
REVENUE FOR SALE OF COMMERCIAL INFORMATION (\$000)	24,280	24,280	24,280	24,280
HOURS AUDITING REVENUE, ASSETS, MONEY FLOW	10,704	10,704	10,704	10,704

Personnel Summary

<i>Permanent Full-Time Positions</i>	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Special Transportation Fund	111	0	0	111	111	111	111	111

Other Positions Equated to Full-Time

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Special Transportation Fund	15	15	15	15	15	15

Financial Summary by Program *Special Transportation Fund*

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
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Personal Services	10,426,251	10,313,189	10,313,189	10,313,189	10,313,189	10,313,189	10,313,189	10,313,189
Other Expenses	10,119,195	9,236,472	9,236,472	9,236,472	9,236,472	9,236,472	9,236,472	9,236,472
<u>Capital Outlay</u>								
Equipment	0	468,756	861,700	468,756	468,756	989,500	468,756	468,756
<u>Other Current Expenses</u>								
Commercial Vehicle Information Systems and Networks Project	-137,202	214,676	214,676	214,676	214,676	214,676	214,676	214,676
Total-Special Transportation Fund	20,408,244	20,233,093	20,626,037	20,233,093	20,233,093	20,753,837	20,233,093	20,233,093
<i>Other Funds Available</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Private Funds	637,341	2,600,079	0	0	0	0	0	0
<i>Federal Contributions</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
97036 Disaster Grants-Public Assistance (Presidentially Declared)	9,446	0	0	0	0	0	0	0
Total - All Funds	21,055,031	22,833,172	20,626,037	20,233,093	20,233,093	20,753,837	20,233,093	20,233,093

AGENCY FINANCIAL SUMMARY - SPECIAL TRANSPORTATION FUND

<i>Current Expenses by Minor Object</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
<i>Personal Services</i>						
Salaries & Wages-Full Time	41,388,517	41,705,665	41,705,665	41,705,665	41,705,665	41,705,665
Salaries & Wages-Temporary	940,156	2,377,982	3,424,763	3,424,763	3,424,763	2,377,982
Salaries & Wages-Part Time	3,190,704	4,333,113	4,416,408	4,416,408	4,416,408	4,333,113
Longevity Payments	211,355	212,000	212,000	212,000	212,000	212,000
Overtime	2,990,614	500,000	500,000	500,000	500,000	500,000
Accumulated Leave	352,119	0	0	0	0	0
Other Salaries & Wages	67,882	72,500	72,500	72,500	72,500	72,500
Other	94,490	95,000	95,000	95,000	95,000	95,000
TOTAL - Personal Services-Personal Services	49,235,837	49,296,260	50,426,336	50,426,336	50,426,336	49,296,260
<i>Other Expenses</i>						
Communications	975,238	980,000	980,000	980,000	980,000	980,000
Electricity	587,745	587,745	587,745	587,745	587,745	587,745
Employee Expenses	60,784	60,800	60,800	60,800	60,800	60,800
Employee Travel	57,757	61,000	61,000	61,000	61,000	61,000
Equipment Rental and Maintenance	245,157	250,000	250,000	250,000	250,000	250,000
Information Technology	3,467,826	3,095,248	3,095,248	3,095,248	3,095,248	3,095,248
Motor Vehicle Costs	552,478	610,000	610,000	610,000	610,000	610,000
Natural Gas	66,330	66,331	66,331	66,331	66,331	66,331
Natural Gas and Propane	0	66,330	66,330	66,330	66,330	66,330
Oil #2	11,143	11,143	11,143	11,143	11,143	11,143
Other / Fixed Charges	35	0	0	0	0	0
Other Services	4,262,116	3,979,700	3,979,700	3,979,700	3,979,700	3,979,700
Premises Expenses	1,279,897	1,258,000	1,258,000	1,258,000	1,258,000	1,258,000
Premises Rent Expense-Landlord	981,783	981,784	981,784	981,784	981,784	981,784
Professional Services	77,709	0	0	0	0	0

Propane	2,193	2,195	2,195	2,195	2,195	2,195
Purchased Commodities	3,552,824	3,847,713	3,847,713	3,847,713	3,847,713	3,847,713
Reimbursements	844	0	0	0	0	0
Sewer	5,601	5,500	5,500	5,500	5,500	5,500
Water	33,887	33,889	33,889	33,889	33,889	33,889
TOTAL-Other Expenses	16,221,347	15,897,378	15,897,378	15,897,378	15,897,378	15,897,378

Equipment

Equipment	121,329	468,756	861,700	468,756	989,500	468,756
TOTAL-Equipment	121,329	468,756	861,700	468,756	989,500	468,756

Other Current Expenses

Reflective License Plates	-41,660	0	0	0	0	0
Commercial Vehicle Information Systems and Networks Project	-137,202	214,676	214,676	214,676	214,676	214,676
TOTAL-Other Current Expenses	-178,862	214,676	214,676	214,676	214,676	214,676

Character & Major Object Summary

	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	Actual	Estimated	Requested	Recommended	Requested	Recommended
Personal Services	49,235,837	49,296,260	50,426,336	50,426,336	50,426,336	49,296,260
Other Expenses	16,221,347	15,897,378	15,897,378	15,897,378	15,897,378	15,897,378
Capital Outlay	121,329	468,756	861,700	468,756	989,500	468,756
Other Current Expenses	-178,862	214,676	214,676	214,676	214,676	214,676
TOTAL-Special Transportation Fund	65,399,651	65,877,070	67,400,090	67,007,146	67,527,890	65,877,070



MILITARY DEPARTMENT

AGENCY DESCRIPTION

The Military Department consists of the Connecticut Army National Guard, Air National Guard 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 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 ninety percent of the department's resources are provided by the federal government. The state's monetary contribution to the organization is required in order to obtain the federal funding under the master cooperative agreement between the state and the Department of Defense's National Guard Bureau.

RECOMMENDED SIGNIFICANT CHANGES

Baseline Adjustments	2017-2018	2018-2019
• Provide Full Year Funding for Projected Honor Guard Payments	198,671	198,671
• Provide Funds for Governor's Horse Guards <i>Public Act 15-244 provided funding from the Community Investment Act for FY 2016 and FY 2017; this adjustment appropriates support for this purpose.</i>	90,000	90,000
• Provide Additional Funds for Veteran's Service Bonuses to Reflect Anticipated Deployments	47,041	47,041
Reductions	2017-2018	2018-2019
• Annualize FY 2017 Holdbacks <i>To align budget growth with available resources, funding is reduced to reflect the continuation of allocated bottom-line lapses contained in Public Act 16-2 (May Spec. Sess.).</i>	-164,364	-141,941
• Reduce Other Expenses by Deferring Non-Critical Repair and Maintenance	-27,577	-27,577
• Reduce Funding for Overtime	-10,000	-10,000
• Reduce Funding to Annualize FY 2017 Attrition	-30,469	-30,469

AGENCY PROGRAMS

Personnel Summary	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<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>
General Fund	37	3	0	40	40	40	40	40
Federal Funds	75	5.25	0	78	80	80	80	80

Agency Program by Total Funds	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>
Management Services	2,260,464	2,459,925	2,537,177	2,537,177	2,404,526	2,554,619	2,554,619	2,421,968
Facilities Management	20,891,306	20,468,241	22,190,195	22,190,195	22,101,226	22,251,979	22,251,979	22,185,433
Operation of Militia Units	1,009,145	740,925	965,048	965,048	954,258	976,067	976,067	965,277
TOTAL Agency Programs - All Funds Gross	24,160,915	23,669,091	25,692,420	25,692,420	25,460,010	25,782,665	25,782,665	25,572,678

Summary of Funding

12401 National Guard Military Operations and Maintenance	499,594	600,159	625,260	625,260	625,260	652,269	652,269	652,269
12404 National Guard Civilian Youth Opportunities	3,424	6,338	6,448	6,448	6,448	6,881	6,881	6,881
Total - All Funds	2,260,464	2,459,925	2,537,177	2,537,177	2,404,526	2,554,619	2,554,619	2,421,968

FACILITIES MANAGEMENT

Statutory Reference

C.G.S. Title 27.

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.

Program Description

The department maintains thirty-four sites throughout the state, which includes thirteen armories, four armed forces readiness

centers, eight maintenance shops, two Army aviation support facilities, four training site facilities, two horse guard facilities, two militia sites and two Air National Guard bases.

The facilities management staff prepare specifications for contracts with outside vendors for minor repair projects; render emergency assistance to the facilities on a 24 hour, 7 day-a-week basis; and provide custodial and maintenance services for all facilities to ensure the facilities meet the requirements of the Connecticut Army and Air National Guard.

<i>Personnel Summary</i>	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Permanent Full-Time Positions</i>	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	19	2	0	21	21	21	21	21
Federal Funds	74	5.25	0	77	79	79	79	79

<i>Financial Summary by Program</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
<i>General Fund</i>	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Personal Services	1,221,600	1,161,526	1,181,526	1,181,526	1,142,557	1,181,526	1,181,526	1,142,557
Other Expenses	1,903,272	2,037,000	2,037,000	2,037,000	1,987,000	2,037,000	2,037,000	2,009,423
Total-General Fund	3,124,872	3,198,526	3,218,526	3,218,526	3,129,557	3,218,526	3,218,526	3,151,980

<i>Other Funds Available</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Private Funds	342,951	454,500	478,500	478,500	478,500	310,700	310,700	310,700

<i>Federal Contributions</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
12400 Military Construction, National Guard	391,764	0	0	0	0	0	0	0
12401 National Guard Military Operations and Maintenance	16,780,227	16,563,761	18,229,143	18,229,143	18,229,143	18,445,525	18,445,525	18,445,525
12404 National Guard Civilian Youth Opportunities	251,492	251,454	264,026	264,026	264,026	277,228	277,228	277,228
Total - All Funds	20,891,306	20,468,241	22,190,195	22,190,195	22,101,226	22,251,979	22,251,979	22,185,433

OPERATION OF MILITIA 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 preserve and display the military historical traditions of the state; and 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, 5,000 Connecticut National Guard members are operationally ready to respond to emergency situations that threaten the lives and/or property of state residents.

The state organized militia, comprised of the Governor's First and Second Company Foot Guards and First and Second Company Horse Guards, have an approximate combined strength of 204 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.

The Air National Guard STARBASE program provides real world applications of math and science through experiential learning in aviation and space-related field for students in grades K-12.

The militia also supports the Connecticut National Guard's Quick Reaction Force (QRF) composed of up to 600 soldiers ready to deploy. In the aftermath of 9/11, QRF soldiers have deployed to airports, bridges, nuclear power plants, fuel tank farms, and guarding the rail platforms on the Metro North line into New York City. The QRF is capable of providing assistance to local, state and federal authorities in support of natural disasters, terrorist attacks, or other emergency operations. The QRF core assets come from infantry, military police, air guard security forces, medical, transportation and aviation personnel.

<i>Personnel Summary</i>	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Permanent Full-Time Positions</i>	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Federal Funds	1	0	0	1	1	1	1	1

<i>Financial Summary by Program</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
<i>General Fund</i>	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Personal Services	19,711	21,000	21,000	21,000	20,000	21,000	21,000	20,000
Other Expenses	98,507	104,568	174,568	174,568	174,568	174,568	174,568	174,568
<u>Other Current Expenses</u>								
Honor Guard	451,300	326,329	525,000	525,000	515,210	525,000	525,000	515,210
Total-General Fund	569,518	451,897	720,568	720,568	709,778	720,568	720,568	709,778

<i>Other Funds Available</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Private Funds	126,594	16,500	12,500	12,500	12,500	13,500	13,500	13,500

<i>Federal Contributions</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
12401 National Guard Military Operations and Maintenance	169,688	157,528	166,980	166,980	166,980	176,999	176,999	176,999
93069 Public Health Emergency Preparedness	61,279	60,000	0	0	0	0	0	0
97067 Homeland Security Grant Program	82,066	55,000	65,000	65,000	65,000	65,000	65,000	65,000
Total - All Funds	1,009,145	740,925	965,048	965,048	954,258	976,067	976,067	965,277

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Personal Services</i>	Actual	Estimated	Requested	Recommended	Requested	Recommended

Salaries & Wages-Full Time	2,658,345	2,684,584	2,704,584	2,542,431	2,704,584	2,542,431
Salaries & Wages-Temporary	0	10,059	10,059	10,059	10,059	10,059
Salaries & Wages-Part Time	35,507	16,170	16,170	16,170	16,170	16,170
Longevity Payments	11,031	10,750	10,750	10,750	10,750	10,750
Overtime	46,704	90,000	90,000	80,000	90,000	80,000
Accumulated Leave	28,685	38,416	38,416	38,416	38,416	38,416
Other Salaries & Wages	4,311	4,104	4,104	4,104	4,104	4,104
Other	14,964	9,324	9,324	9,324	9,324	9,324
TOTAL - Personal Services-Personal Services	2,799,547	2,863,407	2,883,407	2,711,254	2,883,407	2,711,254

Other Expenses

Capital Outlays	783	0	0	0	0	0
Chilled Water	35,348	33,682	33,682	33,682	33,682	33,682
Communications	55,264	58,027	58,027	58,027	58,027	58,027
Diesel-Generator	436	500	500	500	500	500
Electricity	461,090	490,207	490,207	467,784	490,207	490,207
Employee Expenses	1,680	0	0	0	0	0
Employee Travel	851	900	900	900	900	900
Equipment Rental and Maintenance	75,810	79,599	79,599	79,599	79,599	79,599
Food And Beverages	1,400	2,000	2,000	2,000	2,000	2,000
Hot Water	51,959	83,482	83,482	83,482	83,482	83,482
Information Technology	408	7,500	7,500	7,500	7,500	7,500
Motor Vehicle Costs	86,737	91,074	91,074	91,074	91,074	91,074
Natural Gas	83,943	111,027	111,027	111,027	111,027	111,027
Oil #2	30,244	27,987	27,987	27,987	27,987	27,987
Other Services	40,330	42,345	42,345	42,345	42,345	42,345
Premises Expenses	939,169	968,245	968,245	940,668	968,245	940,668
Professional Services	67,530	70,905	120,905	120,905	120,905	120,905
Propane	9,764	18,325	18,325	18,325	18,325	18,325
Purchased Commodities	108,471	113,893	133,893	133,893	133,893	133,893
Sewer	9,010	10,192	10,192	10,192	10,192	10,192
Water	31,841	32,466	32,466	32,466	32,466	32,466
TOTAL-Other Expenses	2,092,068	2,242,356	2,312,356	2,262,356	2,312,356	2,284,779

Other Current Expenses

Honor Guard	451,300	326,329	525,000	515,210	525,000	515,210
Veteran's Service Bonuses	76,200	46,759	93,800	93,333	93,800	93,333
TOTAL-Other Current Expenses	527,500	373,088	618,800	608,543	618,800	608,543

Character & Major Object Summary

	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	Actual	Estimated	Requested	Recommended	Requested	Recommended
Personal Services	2,799,547	2,863,407	2,883,407	2,711,254	2,883,407	2,711,254
Other Expenses	2,092,068	2,242,356	2,312,356	2,262,356	2,312,356	2,284,779
Other Current Expenses	527,500	373,088	618,800	608,543	618,800	608,543
TOTAL-General Fund	5,419,115	5,478,851	5,814,563	5,582,153	5,814,563	5,604,576

DEPARTMENT OF BANKING

<http://www.ct.gov/dob>

AGENCY DESCRIPTION

The Department of Banking is responsible for the regulation and examination of financial institutions and various related entities chartered, licensed or registered by the state. The 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 commissioner also administers the Truth-in-Lending Act and other consumer credit laws.

The department is organized into four units: the Financial Institutions Division, Securities and Business Investments Division, Consumer Credit Division and Management Services.

RECOMMENDED SIGNIFICANT CHANGES

	<u>2017-2018</u>	<u>2018-2019</u>
Baseline Adjustments		
• Provide Funding for Staff Previously Funded Through Carry-Forward	427,282	427,282
• Fund Indirect Overhead at Comptroller's Projected Amount	204,330	204,330
• Adjust Fringe Benefits to Reflect Actual Rates	110,250	110,250
Reductions		
• Reduce Funding for Vacant Positions	-353,919	-353,919
• Eliminate Funding for One Durational Position	-111,035	-137,471

AGENCY PROGRAMS

<i>Personnel Summary</i>	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Permanent Full-Time Positions</i>	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Banking Fund	115	5	3	123	123	119	123	119
Agency Program by Total Funds	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Management Services	5,205,089	5,482,948	5,481,618	5,703,937	5,515,596	5,481,618	5,703,937	5,515,596
Financial Institutions Division	6,029,868	6,496,364	6,740,601	6,780,344	6,669,309	6,740,601	6,780,344	6,642,873
Securities & Business Investments	4,793,424	4,744,136	4,801,119	4,826,697	4,826,697	4,801,119	4,826,697	4,826,697
Consumer Credit	4,427,662	4,631,019	4,755,714	4,766,517	4,600,939	4,755,714	4,766,517	4,600,939
TOTAL Agency Programs - All Funds Gross	20,456,043	21,354,467	21,779,052	22,077,495	21,612,541	21,779,052	22,077,495	21,586,105
<i>Summary of Funding</i>								
Banking Fund	20,418,192	21,335,633	21,756,552	22,077,495	21,612,541	21,756,552	22,077,495	21,586,105
Private Funds	37,851	18,834	22,500	0	0	22,500	0	0
Total Agency Programs	20,456,043	21,354,467	21,779,052	22,077,495	21,612,541	21,779,052	22,077,495	21,586,105

MANAGEMENT SERVICES

Statutory Reference

C.G.S. Titles 36a, 36b, Chapter 831.

Statement of Need and Program Objectives

To establish the required policies and guidelines needed to manage and operate the Department of Banking. To provide 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 Commissioner’s Office sets overall policy for the agency and directs management in the achievement of its regulatory and supervisory responsibilities.

The Government Relations and Consumer Affairs Division (GRCA) is the agency’s entry point for the public, legislators, administration staff and media. GRCA assists consumers with issues involving banks, credit unions, investment problems, mortgage lending and other consumer credit matters, foreclosure assistance and issues involving rental

security deposits. GRCA also coordinates all outreach and educational events with the public. The division handles and responds to all media requests, issues press releases and manages the agency’s social media and external communications. The division also directs the Department’s legislative program and serves as the primary contact between the Governor’s Office and the General Assembly.

The Business Office is responsible for the accounting, budgeting, fiscal, payroll, purchasing and financial reporting functions of the agency.

The Human Resources Office addresses employee issues, employee benefits, labor relations and professional development activities.

The Information Technology Unit provides information systems support to other units within the agency.

<i>Personnel Summary</i>	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Permanent Full-Time Positions</i>	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Banking Fund	24	1	1	26	26	24	26	24
<i>Financial Summary by Program</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
<i>Banking Fund</i>	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Personal Services	2,069,358	2,292,061	2,292,061	2,292,061	2,187,427	2,292,061	2,292,061	2,187,427
Other Expenses	1,267,896	1,182,193	1,182,193	1,182,193	1,182,193	1,182,193	1,182,193	1,182,193
<u>Capital Outlay</u>								
Equipment	46,768	44,900	44,900	44,900	44,900	44,900	44,900	44,900
<u>Other Current Expenses</u>								
Fringe Benefits	1,632,489	1,865,602	1,865,602	1,893,591	1,809,884	1,865,602	1,893,591	1,809,884
Indirect Overhead	167,151	86,862	86,862	291,192	291,192	86,862	291,192	291,192
Other Current Expenses	1,799,640	1,952,464	1,952,464	2,184,783	2,101,076	1,952,464	2,184,783	2,101,076
Total-Banking Fund	5,183,662	5,471,618	5,471,618	5,703,937	5,515,596	5,471,618	5,703,937	5,515,596
<i>Other Funds Available</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
Private Funds	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Private Funds	21,427	11,330	10,000	0	0	10,000	0	0
Total - All Funds	5,205,089	5,482,948	5,481,618	5,703,937	5,515,596	5,481,618	5,703,937	5,515,596

FINANCIAL INSTITUTIONS DIVISION

Statutory Reference

C.G.S. Title 36a, Chapters 664a, b, c; 665a and b; 666a, 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, credit unions, and foreign banking organizations.

Program Description

The major activities of this division include: conducting examinations of state-chartered depository institutions, holding companies and

foreign banking organizations to ensure compliance with statutory and regulatory requirements; preparing a Report of Examination for each institution examined to evaluate safety and soundness of the institution; processing applications for new charters, mergers and acquisitions, establishing new branches, purchase/sale of branches, conversions, trust powers and service corporations; monitoring compliance with the Community Reinvestment Act and investigating complaints; investigating alleged violations of state and federal banking laws; and referring to appropriate law enforcement agency any potential criminal violation of our banking laws.

<i>Personnel Summary</i> <i>Permanent Full-Time Positions</i>	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Banking Fund	38	1	-1	38	38	38	38	38
<i>Financial Summary by Program</i> <i>Banking Fund</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	3,349,923	3,531,587	3,666,043	3,666,043	3,604,357	3,666,043	3,666,043	3,589,670
Other Expenses	115,953	177,997	184,247	187,397	187,397	184,247	187,397	187,397
<u>Other Current Expenses</u>								
Fringe Benefits	2,563,992	2,786,780	2,890,311	2,926,904	2,877,555	2,890,311	2,926,904	2,865,806
Total-Banking Fund	6,029,868	6,496,364	6,740,601	6,780,344	6,669,309	6,740,601	6,780,344	6,642,873
Total - All Funds	6,029,868	6,496,364	6,740,601	6,780,344	6,669,309	6,740,601	6,780,344	6,642,873

SECURITIES AND BUSINESS INVESTMENTS

Statutory Reference

C.G.S. Title 36b.

Statement of Need and Program Objectives

To protect the Connecticut investing public and to foster capital expansion by discharging enforcement, examination and registration responsibilities under the Connecticut Uniform Securities Act and the Connecticut Business Opportunity Investment Act. To help the investing public make informed investment decisions by requiring full and adequate disclosure concerning securities and business opportunity offerings. To promote industry regulatory compliance as

well as investor protection through a comprehensive educational outreach program.

Program Description

The following activities promote the division's objectives: examining broker-dealer and investment adviser locations; investigating alleged violations of state securities and business opportunity investment laws; addressing complaints and inquiries received from Connecticut investors; registering broker-dealer and investment adviser firms and agents; registering public offerings of securities and business opportunities; and referring to the appropriate law enforcement agency any potential criminal violations.

<i>Personnel Summary</i> <i>Permanent Full-Time Positions</i>	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Banking Fund	26	1	0	27	27	27	27	27
<i>Financial Summary by Program</i> <i>Banking Fund</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	2,700,763	2,636,699	2,668,187	2,668,187	2,668,187	2,668,187	2,668,187	2,668,187
Other Expenses	31,745	39,700	40,950	39,700	39,700	40,950	39,700	39,700
<u>Other Current Expenses</u>								
Fringe Benefits	2,060,916	2,067,737	2,091,982	2,118,810	2,118,810	2,091,982	2,118,810	2,118,810
Total-Banking Fund	4,793,424	4,744,136	4,801,119	4,826,697	4,826,697	4,801,119	4,826,697	4,826,697
Total - All Funds	4,793,424	4,744,136	4,801,119	4,826,697	4,826,697	4,801,119	4,826,697	4,826,697

CONSUMER CREDIT

Statutory Reference

C.G.S. Title 36a, Chapters 668 and 669.

Statement of Need and Program Objectives

To ensure that participants in the granting and servicing of consumer credit deal fairly and lawfully with users of consumer credit in Connecticut. To promote the informed use of credit by active enforcement of the state's consumer credit laws and to disseminate information to consumers and creditors.

Program Description

Program objectives are achieved through the licensing, examination and enforcement of laws and regulations relating to the following activities: mortgage originating, mortgage servicing, small loan lending, check cashing, money transmitting, issuance of Connecticut payment instruments, sales financing, debt adjusting, debt negotiating, consumer collections and student loan servicing.

Objectives are also achieved through the administration of Truth-in-Lending, creditors' collection practices and retail installment sales financing laws.

Licenses are issued to qualified applicants in the following areas: mortgage lending, mortgage correspondent lending, mortgage brokering, mortgage loan originators, mortgage servicers, small loan lending, sales financing, debt adjusting, debt negotiators, consumer collections, money transmission, check cashing and student loan servicers.

Licensed entities and entities engaging in regulated activities are examined and investigated to determine compliance with related laws and regulations. Enforcement actions are taken when appropriate.

Staff participates in consumer education and outreach events relating to regulated industries as needed.

Personnel Summary*Permanent Full-Time Positions*

	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Banking Fund	27	2	3	32	32	30	32	30

Financial Summary by Program*Banking Fund*

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	2,476,778	2,564,726	2,630,939	2,630,939	2,538,951	2,630,939	2,630,939	2,538,951
Other Expenses	44,307	69,100	71,600	69,100	69,100	71,600	69,100	69,100
<u>Other Current Expenses</u>								
Fringe Benefits	1,890,153	1,989,689	2,040,675	2,066,478	1,992,888	2,040,675	2,066,478	1,992,888
Total-Banking Fund	4,411,238	4,623,515	4,743,214	4,766,517	4,600,939	4,743,214	4,766,517	4,600,939

Other Funds Available

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Private Funds	16,424	7,504	12,500	0	0	12,500	0	0
Total - All Funds	4,427,662	4,631,019	4,755,714	4,766,517	4,600,939	4,755,714	4,766,517	4,600,939

AGENCY FINANCIAL SUMMARY - BANKING FUND**Current Expenses by Minor Object***Personal Services*

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Salaries & Wages-Full Time	10,208,415	10,788,234	11,020,391	10,762,083	11,020,391	10,747,396
Salaries & Wages-Temporary	19,786	0	0	0	0	0
Salaries & Wages-Part Time	92,224	88,231	88,231	88,231	88,231	88,231
Longevity Payments	59,966	63,074	63,074	63,074	63,074	63,074
Overtime	1,269	0	0	0	0	0
Accumulated Leave	194,796	85,534	85,534	85,534	85,534	85,534
Other Salaries & Wages	300	0	0	0	0	0
Other	20,066	0	0	0	0	0

TOTAL - Personal Services-Personal Services	10,596,822	11,025,073	11,257,230	10,998,922	11,257,230	10,984,235
<i>Other Expenses</i>						
Communications	82,649	47,160	47,160	47,160	47,160	47,160
Employee Expenses	31,380	42,747	52,747	52,147	52,747	52,147
Employee Travel	98,263	174,170	174,170	174,170	174,170	174,170
Equipment Rental and Maintenance	14,655	15,000	15,000	15,000	15,000	15,000
Food And Beverages	150	1,000	1,000	1,000	1,000	1,000
Information Technology	73,375	21,000	21,000	21,000	21,000	21,000
Motor Vehicle Costs	144,847	153,100	153,100	153,100	153,100	153,100
Other Services	156,432	160,450	160,450	160,450	160,450	160,450
Premises Expenses	50,131	45,900	45,900	45,900	45,900	45,900
Premises Rent Expense-Landlord	733,275	739,576	739,576	739,576	739,576	739,576
Professional Services	17,833	8,000	8,000	8,000	8,000	8,000
Purchased Commodities	56,911	60,887	60,887	60,887	60,887	60,887
TOTAL-Other Expenses	1,459,901	1,468,990	1,478,990	1,478,390	1,478,990	1,478,390
<i>Equipment</i>						
Equipment	46,768	44,900	44,900	44,900	44,900	44,900
TOTAL-Equipment	46,768	44,900	44,900	44,900	44,900	44,900
<i>Other Current Expenses</i>						
Fringe Benefits	8,147,550	8,709,808	8,888,570	8,799,137	8,888,570	8,787,388
Indirect Overhead	167,151	86,862	86,862	291,192	86,862	291,192
TOTAL-Other Current Expenses	8,314,701	8,796,670	8,975,432	9,090,329	8,975,432	9,078,580
<i>Character & Major Object Summary</i>						
	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Personal Services	10,596,822	11,025,073	11,257,230	10,998,922	11,257,230	10,984,235
Other Expenses	1,459,901	1,468,990	1,478,990	1,478,390	1,478,990	1,478,390
Capital Outlay	46,768	44,900	44,900	44,900	44,900	44,900
Other Current Expenses	8,314,701	8,796,670	8,975,432	9,090,329	8,975,432	9,078,580
TOTAL-Banking Fund	20,418,192	21,335,633	21,756,552	21,612,541	21,756,552	21,586,105

INSURANCE DEPARTMENT

AGENCY DESCRIPTION

The Connecticut Insurance Department's primary mission is consumer protection. The department provides assistance and information to the public and to policymakers, regulates the insurance industry to

promote a competitive and financially sound insurance market for consumers, and enforces the insurance laws to ensure that consumers are treated fairly and protected from unfair practices.

RECOMMENDED SIGNIFICANT CHANGES

	<u>2017-2018</u>	<u>2018-2019</u>
Baseline Adjustments		
• Fund Indirect Overhead at Comptroller's Projected Amount	-66,147	-66,147
Reductions		
• Reduce Funding for Vacancies	-1,050,000	-1,050,000
• Reduce Funds for Information Technology Contract with UConn	-150,000	-150,000
• Reduce Funding for Rent to Reflect New Lease Cost	-22,000	-22,000
Reallocations		
• Reallocate Funding for a Position to the New Office of Health Strategy	0	-262,978

AGENCY PROGRAMS

<i>Personnel Summary</i>	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<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>
Insurance Fund	151	8	0	159	159	151	159	150
Agency Program by Total Funds	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>
Agency Management Services	16,623,474	17,232,647	17,013,647	16,947,500	16,250,500	17,013,647	16,947,500	15,987,522
Examination	11,513,572	11,709,517	11,519,517	11,519,517	10,994,517	11,519,517	11,519,517	10,994,517
TOTAL Agency Programs - All Funds Gross	28,137,046	28,942,164	28,533,164	28,467,017	27,245,017	28,533,164	28,467,017	26,982,039
<i>Summary of Funding</i>								
Insurance Fund	27,741,662	28,533,164	28,533,164	28,467,017	27,245,017	28,533,164	28,467,017	26,982,039
Private Funds	390,719	404,000	0	0	0	0	0	0
Special Non-Appropriated Funds	4,665	5,000	0	0	0	0	0	0
Total Agency Programs	28,137,046	28,942,164	28,533,164	28,467,017	27,245,017	28,533,164	28,467,017	26,982,039

AGENCY MANAGEMENT SERVICES DIVISION

Statutory Reference
C.G.S. Section 38a-8.

Statement of Need and Program Objectives
To plan, organize, direct and support all administrative and operational functions and activities of the Connecticut Insurance

Department to ensure that the department's mission will be accomplished in an efficient and effective manner.

Program Description
In addition to the Office of the Commissioner, the management services program includes the business office, legal division, personnel

administration unit, and the communications/public relations unit. Together those areas are responsible for developing and overseeing

all aspects of agency policy and management, and ensuring that the department's mission is achieved and maintained.

<i>Personnel Summary</i>	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Permanent Full-Time Positions</i>	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Insurance Fund	96	8	0	104	104	100	104	99
<i>Financial Summary by Program</i>								
<i>Insurance Fund</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Personal Services	7,932,304	8,072,912	8,072,912	8,072,912	7,775,412	8,072,912	8,072,912	7,628,986
Other Expenses	2,000,159	1,801,150	1,801,150	1,801,150	1,629,150	1,801,150	1,801,150	1,629,150
<i>Capital Outlay</i>								
Equipment	95,000	52,500	52,500	52,500	52,500	52,500	52,500	52,500
<i>Other Current Expenses</i>								
Fringe Benefits	6,139,045	6,554,198	6,554,198	6,554,198	6,326,698	6,554,198	6,554,198	6,210,146
Indirect Overhead	248,930	532,887	532,887	466,740	466,740	532,887	466,740	466,740
Other Current Expenses	6,387,975	7,087,085	7,087,085	7,020,938	6,793,438	7,087,085	7,020,938	6,676,886
Total-Insurance Fund	16,415,438	17,013,647	17,013,647	16,947,500	16,250,500	17,013,647	16,947,500	15,987,522
<i>Other Funds Available</i>								
	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Private Funds	208,036	219,000	0	0	0	0	0	0
Total - All Funds	16,623,474	17,232,647	17,013,647	16,947,500	16,250,500	17,013,647	16,947,500	15,987,522

EXAMINATION DIVISION

Statutory Reference

C.G.S. Chapters 697, 698, 698a-d, 700, 700a-d, 701d, 702 and 706.

Statement of Need and Program Objectives

To monitor the financial condition of insurance companies 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.

To protect all life and health insurance policyholders in Connecticut from unfair and deceptive policies. To oversee the regulation of managed care organizations and utilization review companies.

To ensure a competitive market as promulgated by the laws of the state which establish standards for the regulation of personal and commercial risk insurance.

To receive and review insurance related complaints from residents of this state including claims disputes. To conduct outreach programs in order to educate the public on insurance matters.

To evaluate entities seeking a captive insurance license. To regulate prospective and established captive insurers, risk retention groups and risk purchasing groups in the alternative risk market of the State of Connecticut.

Program Description

The principal functions of the Financial Regulation Division are financial analysis, company licensing and the monitoring of the

financial condition of all Connecticut domiciled insurers. The division reviews the applications of insurers incorporated in Connecticut and other states that desire to be admitted or licensed to do business in Connecticut. The division makes recommendations and takes action for the revocation of licenses when a review indicates the financial condition of an insurer is such that it may jeopardize Connecticut policyholders and claimants. The division conducts on-site financial examinations of domestic insurance entities to ensure that such entities remain solvent and capable of meeting their contractual obligation to policyholders and claimants.

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 actuarially 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 division also produces a managed care report card and licenses utilization review companies. The Life and Health Division works closely with the Partnership for Long Term Care to develop legislation and a regulatory response to mitigate the impact of long term care rate increases.

The Property and Casualty Division reviews all rate, rule and form filings made by property and casualty insurers in the state. The division ensures that rates are not inadequate, unfair or discriminatory. Personal risk and commercial form filings are reviewed

to ensure compliance with statutes and regulations. The division also oversees operation of the residual markets (assigned risk plans).

The Consumer Affairs Unit reviews complaints, mediates disputes, and informs and educates the public on insurance matters. The unit manages the external appeal process for health insurance policyholders who have exhausted the internal appeal mechanisms provided by a managed care organization or utilization review company and handles the referral to an independent review firm for a binding determination.

The Market Conduct Unit conducts on-site examinations of insurers' and licensed producers' operations, books and records as they relate to coverage written and services provided for Connecticut citizens and commercial enterprises. This unit 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 Fraud and Investigations Unit staff receives, gathers and reports data on patterns of insurance fraud in Connecticut, and provides outreach programs to aid the public in recognizing, avoiding and reporting suspected insurance fraud. In addition the unit investigates alleged violations by individuals such as bail bondsmen, insurance producers, casualty adjusters and motor vehicle damage appraisers.

The Licensing Unit is responsible for licensing the individuals and entities which the agency regulates. This unit also monitors the collection of the premium tax due from surplus lines brokers.

The Captive Financial Analysis and Examination Unit reviews the applications of captive insurers to be admitted to do business in Connecticut. The division conducts the registration and revocation of authority for captive insurance entities when a review or examination indicates the financial condition of such a captive insurer, entity or group may have an adverse impact on their Connecticut policyholders.

<i>Personnel Summary</i>	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<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>
Insurance Fund	55	0	0	55	55	51	55	51

<i>Financial Summary by Program</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
<i>Insurance Fund</i>	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>
Personal Services	6,285,527	6,464,560	6,464,560	6,464,560	6,167,060	6,464,560	6,464,560	6,167,060
Other Expenses	228,760	98,657	98,657	98,657	98,657	98,657	98,657	98,657
<i>Other Current Expenses</i>								
Fringe Benefits	4,811,937	4,956,300	4,956,300	4,956,300	4,728,800	4,956,300	4,956,300	4,728,800
Total-Insurance Fund	11,326,224	11,519,517	11,519,517	11,519,517	10,994,517	11,519,517	11,519,517	10,994,517

<i>Other Funds Available</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>
Private Funds	182,683	185,000	0	0	0	0	0	0
Special Non-Appropriated Funds	4,665	5,000	0	0	0	0	0	0
Total - All Funds	11,513,572	11,709,517	11,519,517	11,519,517	10,994,517	11,519,517	11,519,517	10,994,517

AGENCY FINANCIAL SUMMARY - INSURANCE FUND

<i>Current Expenses by Minor Object</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Personal Services</i>	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Salaries & Wages-Full Time	13,998,596	14,418,500	14,418,500	13,823,500	14,418,500	13,677,074
Longevity Payments	69,579	62,860	62,860	62,860	62,860	62,860
Overtime	220	0	0	0	0	0
Accumulated Leave	89,768	0	0	0	0	0
Other	59,668	56,112	56,112	56,112	56,112	56,112
TOTAL - Personal Services-Personal Services	14,217,831	14,537,472	14,537,472	13,942,472	14,537,472	13,796,046

<i>Other Expenses</i>						
Chilled Water	5,575	5,600	5,600	5,600	5,600	5,600
Communications	44,485	45,000	45,000	45,000	45,000	45,000
Electricity	66,392	65,000	65,000	65,000	65,000	65,000
Employee Expenses	13,247	12,000	12,000	12,000	12,000	12,000
Employee Travel	224,378	95,000	95,000	95,000	95,000	95,000
Equipment Rental and Maintenance	36,161	36,000	36,000	36,000	36,000	36,000
Food And Beverages	583	0	0	0	0	0
Information Technology	38,545	40,000	40,000	40,000	40,000	40,000
Motor Vehicle Costs	5,138	5,200	5,200	5,200	5,200	5,200
Other Services	178,808	154,000	154,000	154,000	154,000	154,000
Premises Expenses	99,453	105,000	105,000	105,000	105,000	105,000
Premises Rent Expense-Landlord	1,196,030	1,132,350	1,132,350	1,110,350	1,132,350	1,110,350
Professional Services	284,836	177,500	177,500	27,500	177,500	27,500
Purchased Commodities	35,288	27,157	27,157	27,157	27,157	27,157
TOTAL-Other Expenses	2,228,919	1,899,807	1,899,807	1,727,807	1,899,807	1,727,807

<i>Equipment</i>						
Equipment	95,000	52,500	52,500	52,500	52,500	52,500
TOTAL-Equipment	95,000	52,500	52,500	52,500	52,500	52,500

<i>Other Current Expenses</i>						
Fringe Benefits	10,950,982	11,510,498	11,510,498	11,055,498	11,510,498	10,938,946
Indirect Overhead	248,930	532,887	532,887	466,740	532,887	466,740
TOTAL-Other Current Expenses	11,199,912	12,043,385	12,043,385	11,522,238	12,043,385	11,405,686

<i>Character & Major Object Summary</i>						
	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Personal Services	14,217,831	14,537,472	14,537,472	13,942,472	14,537,472	13,796,046
Other Expenses	2,228,919	1,899,807	1,899,807	1,727,807	1,899,807	1,727,807
Capital Outlay	95,000	52,500	52,500	52,500	52,500	52,500
Other Current Expenses	11,199,912	12,043,385	12,043,385	11,522,238	12,043,385	11,405,686
TOTAL-Insurance Fund	27,741,662	28,533,164	28,533,164	27,245,017	28,533,164	26,982,039

OFFICE OF CONSUMER COUNSEL

<http://www.ct.gov/occ>

AGENCY DESCRIPTION

The Office of Consumer Counsel (OCC) is an independent state agency charged with advocating for Connecticut consumers in all matters involving utility-related services.

The OCC initiates and participates in regulatory and judicial proceedings, both federal and state, working toward the goal that Connecticut's consumers should receive the highest quality and most reliable utility services at the lowest reasonable cost.

RECOMMENDED SIGNIFICANT CHANGES

Baseline Adjustments	2017-2018	2018-2019
• Fund Indirect Overhead at Comptroller's Projected Amount	-66,319	-66,319
Reductions	2017-2018	2018-2019
• Eliminate Funding for the Office of State Broadband	-307,250	-307,250
• Reduce Funding for Vacant Positions	-227,343	-227,343

AGENCY PROGRAMS

Personnel Summary	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Permanent Full-Time Positions</i>	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Consumer Counsel/Public Utility Fund	15	0	0	15	15	12	15	12
Agency Program by Total Funds	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Utility Consumer Advocacy & Assistance	2,803,350	3,281,560	3,281,560	3,215,241	2,680,648	3,281,560	3,215,241	2,680,648
TOTAL Agency Programs - All Funds Gross	2,803,350	3,281,560	3,281,560	3,215,241	2,680,648	3,281,560	3,215,241	2,680,648
Summary of Funding								
Consumer Counsel/Public Utility Fund	2,803,350	3,281,560	3,281,560	3,215,241	2,680,648	3,281,560	3,215,241	2,680,648
Total Agency Programs	2,803,350	3,281,560	3,281,560	3,215,241	2,680,648	3,281,560	3,215,241	2,680,648

UTILITY CONSUMER ADVOCACY AND ASSISTANCE

Statutory Reference

C.G.S. §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 quality and most reliable services.

Program Description

The OCC represents consumers before the Public Utility Regulatory Authority (PURA), state and federal courts, the Federal Energy

Regulatory Commission (FERC), the Federal Communications Commission (FCC) and other forums. OCC continues to be active in state and federal court cases that affect Connecticut utility consumers, and initiates state court cases (administrative appeals) on ratepayers behalf when warranted. OCC also compiles an annual scorecard which tallies ratepayer savings, and serves on energy-related boards and commissions.

Personnel Summary		FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Permanent Full-Time Positions</i>		Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Consumer Counsel/Public Utility Fund		15	0	0	15	15	12	15	12
Financial Summary by Program		FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
<i>Consumer Counsel/Public Utility Fund</i>		Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Personal Services		1,246,956	1,488,306	1,488,306	1,488,306	1,288,453	1,488,306	1,488,306	1,288,453
Other Expenses		489,230	502,907	502,907	502,907	332,907	502,907	502,907	332,907
<u>Capital Outlay</u>									
Equipment		0	2,200	2,200	2,200	2,200	2,200	2,200	2,200
<u>Other Current Expenses</u>									
Fringe Benefits		969,551	1,221,728	1,221,728	1,221,728	1,056,988	1,221,728	1,221,728	1,056,988
Indirect Overhead		97,613	66,419	66,419	100	100	66,419	100	100
Other Current Expenses		1,067,164	1,288,147	1,288,147	1,221,828	1,057,088	1,288,147	1,221,828	1,057,088
Total-Consumer Counsel/Public Utility Fund		2,803,350	3,281,560	3,281,560	3,215,241	2,680,648	3,281,560	3,215,241	2,680,648
Total - All Funds		2,803,350	3,281,560	3,281,560	3,215,241	2,680,648	3,281,560	3,215,241	2,680,648

AGENCY FINANCIAL SUMMARY - CONSUMER COUNSEL AND PUBLIC UTILITY CONTROL FUND

Current Expenses by Minor Object		FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Personal Services</i>		Actual	Estimated	Requested	Recommended	Requested	Recommended
Salaries & Wages-Full Time		1,206,487	1,060,365	1,060,365	860,512	1,060,365	860,512
Longevity Payments		4,858	4,858	4,858	4,858	4,858	4,858
Accumulated Leave		32,402	32,400	32,400	32,400	32,400	32,400
Other		3,209	390,683	390,683	390,683	390,683	390,683
TOTAL - Personal Services-Personal Services		1,246,956	1,488,306	1,488,306	1,288,453	1,488,306	1,288,453
<i>Other Expenses</i>							
Client Services		15,942	16,388	16,388	16,388	16,388	16,388
Communications		5,844	6,008	6,008	6,008	6,008	6,008
Electricity		16,322	16,778	16,778	16,778	16,778	16,778
Employee Expenses		3,230	3,320	3,320	3,320	3,320	3,320
Employee Travel		47,033	48,348	48,348	48,348	48,348	48,348
Natural Gas		2,018	2,075	2,075	2,075	2,075	2,075
Other Services		70,273	72,238	72,238	72,238	72,238	72,238
Premises Expenses		73,216	75,263	75,263	75,263	75,263	75,263
Professional Services		253,112	260,185	260,185	240,185	260,185	240,185
Purchased Commodities		1,704	1,752	1,752	-148,248	1,752	-148,248
Sewer		129	133	133	133	133	133
Water		407	419	419	419	419	419
TOTAL-Other Expenses		489,230	502,907	502,907	332,907	502,907	332,907
<i>Equipment</i>							
Equipment		0	2,200	2,200	2,200	2,200	2,200
TOTAL-Equipment		0	2,200	2,200	2,200	2,200	2,200

Other Current Expenses

Fringe Benefits	969,551	1,221,728	1,221,728	1,056,988	1,221,728	1,056,988
Indirect Overhead	97,613	66,419	66,419	100	66,419	100
TOTAL-Other Current Expenses	1,067,164	1,288,147	1,288,147	1,057,088	1,288,147	1,057,088

Character & Major Object Summary

	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Personal Services	1,246,956	1,488,306	1,488,306	1,288,453	1,488,306	1,288,453
Other Expenses	489,230	502,907	502,907	332,907	502,907	332,907
Capital Outlay	0	2,200	2,200	2,200	2,200	2,200
Other Current Expenses	1,067,164	1,288,147	1,288,147	1,057,088	1,288,147	1,057,088
TOTAL-Consumer Counsel/Public Utility Fund	2,803,350	3,281,560	3,281,560	2,680,648	3,281,560	2,680,648

OFFICE OF THE HEALTHCARE ADVOCATE

AGENCY DESCRIPTION

The Office of the Healthcare (OHA) assists health insurance consumers to: make informed choices when selecting a plan, understand their rights and responsibilities under their plan, appeal denials of service and reimbursement, and access services through information, referral and assistance.

OHA also provides information to the public, providers, agencies, and others regarding problems and concerns of health care consumers,

and makes legislative and regulatory recommendations to resolve those concerns.

A program management office was established in OHA for administrative purposes only for the administration of multi-payer care delivery, payment, population health and insurance reforms as part of the State Innovation Model (SIM) initiative.

The Statewide Innovation Model program office and the health information technology officer (HITO) are transferred to the new Office of Health Strategy as part of the Governor's proposal to restructure and transform state government.

RECOMMENDED SIGNIFICANT CHANGES

Baseline Adjustments

- Rebase Personal Services and Related Fringe Benefit Needs

2017-2018	2018-2019
-728,521	-728,521

Reallocations

- Transfer Statewide Innovation Model (SIM) Program to the New Office of Health Strategy

Funding for positions, fringe benefits and related expenses is transferred to the new Office of Health Strategy.

2017-2018	2018-2019
0	-3,565,649

AGENCY PROGRAMS

Personnel Summary

Permanent Full-Time Positions

	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Insurance Fund	23	2	0	25	25	25	25	18

Agency Program by Total Funds

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Healthcare Advocate	8,896,631	10,450,487	7,593,506	6,864,985	9,867,215	7,593,506	6,864,985	3,525,086
TOTAL Agency Programs - All Funds Gross	8,896,631	10,450,487	7,593,506	6,864,985	9,867,215	7,593,506	6,864,985	3,525,086

Summary of Funding

Insurance Fund	4,922,992	7,593,506	7,593,506	6,864,985	6,864,985	7,593,506	6,864,985	3,299,336
Federal Funds	3,839,769	2,770,501	0	0	2,915,750	0	0	225,750
Private Funds	133,870	86,480	0	0	86,480	0	0	0
Total Agency Programs	8,896,631	10,450,487	7,593,506	6,864,985	9,867,215	7,593,506	6,864,985	3,525,086

HEALTHCARE ADVOCATE

Statutory Reference

C.G.S. Sections 38a-1040 through 38a-1051.

Capital Outlay

Equipment	14,882	15,000	15,000	15,000	15,000	15,000	15,000	15,000
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Other Current Expenses

Fringe Benefits	1,548,749	2,256,227	2,256,227	1,788,131	1,788,131	2,256,227	1,788,131	1,329,851
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Indirect Overhead	142,055	142,055	142,055	106,630	106,630	142,055	106,630	106,630
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Other Current Expenses	1,690,804	2,398,282	2,398,282	1,894,761	1,894,761	2,398,282	1,894,761	1,436,481
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Total-Insurance Fund	4,922,992	7,593,506	7,593,506	6,864,985	6,864,985	7,593,506	6,864,985	3,299,336
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<i>Other Funds Available</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
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Private Funds	133,870	86,480	0	0	86,480	0	0	0
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<i>Federal Contributions</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
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93519 Affordable Care Act (ACA)	225,749	80,501	0	0	225,750	0	0	225,750
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Consumer Assistance Program Gran 93624 ACA - State Innovation Models: Funding for Model Design and	3,614,020	2,690,000	0	0	2,690,000	0	0	0
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Total - All Funds	8,896,631	10,450,487	7,593,506	6,864,985	9,867,215	7,593,506	6,864,985	3,525,086
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AGENCY FINANCIAL SUMMARY - INSURANCE FUND

Current Expenses by Minor Object

<i>Personal Services</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Salaries & Wages-Full Time	1,865,017	2,476,957	2,476,957	2,251,957	2,476,957	1,671,855
Salaries & Wages-Temporary	-1,269	0	0	0	0	0
Longevity Payments	4,720	5,000	5,000	5,000	5,000	5,000
Overtime	2,740	3,000	3,000	3,000	3,000	3,000
Other	3,557	3,500	3,500	3,500	3,500	3,500
TOTAL - Personal Services-Personal Services	1,874,765	2,488,457	2,488,457	2,263,457	2,488,457	1,683,355

Other Expenses

Communications	5,782	10,000	10,000	10,000	10,000	10,000
Employee Expenses	190	3,000	3,000	3,000	3,000	3,000
Employee Travel	7,554	20,000	20,000	20,000	20,000	0
Equipment Rental and Maintenance	11,874	15,000	15,000	15,000	15,000	15,000
Food And Beverages	2,859	5,000	5,000	5,000	5,000	5,000
Information Technology	6,274	15,000	15,000	15,000	15,000	15,000
Motor Vehicle Costs	530	1,500	1,500	1,500	1,500	1,500
Other Services	135,834	200,000	200,000	200,000	200,000	0
Premises Expenses	13,045	15,000	15,000	15,000	15,000	15,000
Premises Rent Expense-Landlord	98,356	100,000	100,000	100,000	100,000	100,000
Professional Services	1,041,376	1,500,000	1,500,000	1,500,000	1,500,000	0
Purchased Commodities	9,838	807,267	807,267	807,267	807,267	0
Salaries and Wages	9,029	0	0	0	0	0
TOTAL-Other Expenses	1,342,541	2,691,767	2,691,767	2,691,767	2,691,767	164,500

Equipment

Equipment	14,882	15,000	15,000	15,000	15,000	15,000
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TOTAL-Equipment	14,882	15,000	15,000	15,000	15,000	15,000
<i>Other Current Expenses</i>						
Fringe Benefits	1,548,749	2,256,227	2,256,227	1,788,131	2,256,227	1,329,851
Indirect Overhead	142,055	142,055	142,055	106,630	142,055	106,630
TOTAL-Other Current Expenses	1,690,804	2,398,282	2,398,282	1,894,761	2,398,282	1,436,481

Character & Major Object Summary

	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Personal Services	1,874,765	2,488,457	2,488,457	2,263,457	2,488,457	1,683,355
Other Expenses	1,342,541	2,691,767	2,691,767	2,691,767	2,691,767	164,500
Capital Outlay	14,882	15,000	15,000	15,000	15,000	15,000
Other Current Expenses	1,690,804	2,398,282	2,398,282	1,894,761	2,398,282	1,436,481
TOTAL-Insurance Fund	4,922,992	7,593,506	7,593,506	6,864,985	7,593,506	3,299,336

REGULATION OF CONSUMER RELATED INDUSTRIES

Statutory Reference

C.G.S. Chapters 54, 98, 226, 226a, 226b, 226c, 229a, 246, 250, 250a, 283, 295, 296, 296a, 368a, 370, 400j, 416, 417, 418, 419, 419a, 419b, 419c, 419d, 420b, 420c, 420d, 420e, 420f, 532, 545, 735b, 735c, 736, 738b, 739, 742, 743b, 743c, 743d, 743e, 743g, 743h, 743i, 743k, 743l, 743m, 743n, 743o, 743p, 743q, 743t, 743u, 743aa, 750, 751, 752, and 753.

Statement of Need and Program Objectives

To protect the health and safety of Connecticut citizens by regulating all persons and businesses that manufacture or sell packaged food products in the state in order to detect and prevent the distribution of adulterated, contaminated, or unsanitary food products; distribution of drugs, cosmetics and medical devices in order to detect and prevent the diversion of drugs from those channels; and the distribution, sale and dispensing of liquor in order to prevent sales to minors and intoxicated persons, guarantee product integrity and ensure that licensed premises are safe and sanitary. To ensure the highest degree of integrity in the conduct of all forms of legalized gambling and the federally recognized Tribal Nations within the state by enforcing applicable statutes and by monitoring and educating to ensure compliance with the gaming laws and the tribal-state agreements.

Program Description

Program objectives are achieved through the following activities.

Food and Standards Division

Enforcement - The Food and Standards Division conducts inspections of food-processing plants, warehouses, retail food stores, bakeries, non-alcoholic beverage plants, frozen dessert plants, vending machine locations, apple juice and cider plants, gasoline stations, heating oil dealers and all weighing and measuring devices used commercially such as retail store scales, motor truck scales, petroleum meters and home delivery truck meters. Pursuant to a memorandum of understanding with the U.S. Department of Agriculture, the division is responsible for conducting effectiveness checks on any meat and poultry recalls that affect the state.

Crisis Response - The division is an integral part of the state's inter-agency network for rapid response to food crises during emergency situations, natural disasters and nuclear-related emergencies.

The Measurement Laboratory - The 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 accreditation from the U.S. Department of Commerce National Institute of Standards and Technology in order to ensure that the calibration services provided to its public and private sector customers are certifiable.

Drug Control Division

Enforcement - The Drug Control Division has both regulatory and enforcement authority (administrative and criminal) relating to the distribution of legal drugs in the state. Its oversight includes all health care practitioners who are authorized to prescribe controlled drugs in the state; all in-state manufacturers, wholesalers and laboratories that handle controlled drugs and/or other drugs, medical devices and

cosmetics; and all out-of-state wholesalers that distribute drugs, medical devices and cosmetics within the state.

The division administers the state's prescription drug monitoring program which is used by physicians, pharmacists and law enforcement to monitor distribution of controlled substance prescriptions, identify patterns of abuse, and initiate enforcement action where necessary. The division also administers the state's controlled substance drop box program.

The division administers the state's medical marijuana program in which the state licenses four medical marijuana producers, nine medical marijuana dispensary facilities, tracks the certification of patients by their physicians and approves research protocols to improve medical treatment with medical marijuana.

Crisis Response - The division is an integral component of the state's inter-agency network for rapid response to drug crises during emergency situations, natural disasters and nuclear-related emergencies. Many of the compliance inspections and investigations are performed in collaboration with the Federal Food and Drug Administration and the Connecticut Department of Public Health.

Liquor Control Division

Enforcement - The Liquor Control Division conducts inspections and investigations to ensure compliance with the provisions of state laws and regulations pertaining to the manufacture, importation, sale and dispensing of liquor. The division works in a collaborative manner with state and municipal police officers to conduct joint enforcement actions such as alcohol compliance operations that utilize trained minors. It also seizes liquor products, maintains the evidence for hearings and court cases and subsequently supervises the destruction or disposal of these products.

Liquor Control Commission - The Liquor Control Commission is a three-member regulatory body within the department that is chaired by the Commissioner of Consumer Protection. It oversees provisional permits and holds formal administrative hearings as well as compliance meetings regarding allegations about the suitability of applicants and permittee premises, obtaining liquor permits by fraud, sales to minors and intoxicated persons, unlawful activity on permittee premises and other matters as are delegated to the Liquor Control Commission by the Commissioner of Consumer Protection. The commission reviews and approves final liquor permits, substitute permittee applications, patio requests and other issues that come before it for consideration.

Gaming Division

Casinos - The casino section monitors compliance with gaming procedures and with agreements between the state and the Mashantucket Pequot and Mohegan Tribes. The field staff assists in ensuring compliance with the memoranda of understanding between the tribes and the state by monitoring the drops and buys and reviewing the daily cash count to discover and reconcile any differences.

Casino Licensing - The casino licensing section processes all applications for casino licenses and registrations in accordance with the Tribal-State Compacts and the Licensing and Disclosure Regulations.

16002 Law Enforcement Asst-Narc/Dangerous Drugs State	3,673	2,855	2,855	2,855	2,855	2,855	2,855	2,855
93103 Food & Drug Administration Research	280,159	266,349	21,778	21,778	21,778	0	0	0
Total - All Funds	12,352,794	12,563,581	12,313,334	12,298,287	11,491,709	12,291,556	12,276,509	11,469,931

REGULATION OF TRADE PRACTICES & OCCUPATIONAL/PROFESSIONAL LICENSING

Statutory Reference

C.G.S. Chapters 246, 283, 368a, 379, 389, 390, 391, 392, 393, 393b, 393c, 394, 396, 396a, 399a, 399b, 400, 400b, 400f, 400g, 400h, 400i, 400l, 400m, 400o, 400p, 416, 420, 420a, 420d, 407, 407a, 412, 416, 419c, 419d, 482, 669, 734a, 734b, 735, 735a, 736, 737, 737a, 740, 741, 743, 743s, 743dd, 826 and 827.

Statement of Need and Program Objectives

To protect public health and safety by regulating the manufacture, distribution and sale of bedding and upholstered furniture products and by enforcing the provisions of the State Child Protection Act; through the enforcement of licensing obligations for numerous occupational and professional trades; and by administering a professional licensing procedure which ensures that only qualified, competent individuals are licensed in the occupational trades and in several professional licensing categories. To protect individual consumers and businesses from harm by detecting, preventing, and deterring unfair and deceptive business practices.

Program Description

Program objectives are achieved through the following activities.

Trade Practices Division

Enforcement - The Trade Practices Division receives complaints and conducts reviews and investigations to determine if violations of applicable laws exist. The division also enforces the State Child Protection Act and conducts product testing, monitor injury/death statistics and identifies priority issues from consumer complaints and inspections. Recalls are initiated and monitored when products do not comply with mandatory safety standards. The division regulates real estate, health clubs, itinerant vendors and closing out sales. It also administers the lemon law arbitration program which provides an independent arbitration mechanism to settle disputes between consumers and automobile manufacturers regarding defective new cars and motorcycles. The Trade Practices Division provides financial relief to consumers 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 division recalls products that fail to meet mandatory safety standards. These recall actions entail

communication with manufacturers and distributors, collection of samples for testing, possible removal of products from store shelves and a complete monitoring of the product removed from distribution.

Frauds Division

Prevention and Deterrence - The Fraud Division identifies, investigates, and intervenes to prevent, halt, and deter fraudulent conduct. Where appropriate, the division takes legal action against organizations that appear to be defrauding or otherwise harming consumers or markets.

Occupational/Professional Licensing Division

Enforcement - The Occupational and Professional Licensing Division enforces laws governing approximately 93,000 licensees in 33 areas and, where applicable, administers 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 salespersons 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, operating stationary engineers and pool and spa repairers. The division ensures that applicants for licensure possess the required education and training by testing for specific knowledge of the licensed fields.

Boards, Commissions and Councils - The division provides administrative support to administer and enforce laws regarding eligibility for licensure and to develop and administer testing procedures that determine competency. These boards include: Plumbing and Piping Work Examining Board; Heating, Piping, Cooling and Sheet Metal Work Examining Board; Electrical 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; Architectural Licensing Board; State Boards of Examiners for Professional Engineers and Land Surveyors; State Board of Landscape Architects; Real Estate Commission; Real Estate Appraisal Commission; Board of Examiners of Shorthand Reporters; Major Contractor Advisory Council; Mobile Manufactured Home Park Council; and State Board of Accountancy.

Program Measures

Trade Practices - Number of scheduled inspections conducted annually

	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Estimated	Projected	Projected
	385	390	395	397

Occupational & Professional - Number of new license applications processed within 30 days	450	450	450	450
Frauds - Ratio and percentage of Hotline Calls handled to all calls	Unable to tabulate due to the changeover from Intellicenter to CMS for DCP's Call Center	17,800/18,700, 95%	17,800/18,700, 95%	17,800/18,700, 95%

<i>Personnel Summary</i>	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
<i>Permanent Full-Time Positions</i>								
General Fund	37	4	0	41	41	35	41	35
Private Funds	6	0	0	6	6	6	6	6

<i>Financial Summary by Program</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
<i>General Fund</i>								
Personal Services	3,118,729	3,151,057	3,151,057	3,151,057	2,782,548	3,151,057	3,151,057	2,782,548
Other Expenses	207,392	207,392	209,401	207,392	206,754	209,401	207,392	206,754
Total-General Fund	3,326,121	3,358,449	3,360,458	3,358,449	2,989,302	3,360,458	3,358,449	2,989,302

<i>Other Funds Available</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Private Funds	948,679	739,471	739,471	739,471	739,471	739,471	739,471	739,471
Special Non-Appropriated Funds	1,176,344	1,748,230	1,748,230	1,748,230	1,748,230	1,748,230	1,748,230	1,748,230
Total - All Funds	5,451,144	5,846,150	5,848,159	5,846,150	5,477,003	5,848,159	5,846,150	5,477,003

MANAGEMENT SERVICES

Statutory Reference

C.G.S. Chapter 416.

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 Office of the Commissioner sets the agency's course by identifying priorities and by anticipating marketplace problems.

Office of Consumer Education and Communications Outreach is responsible for providing relevant information to the public and alerting citizens to consumer news.

The Legal Services Office provides in-house legal support services through administrative enforcement actions such as formal hearings, compliance meetings, agreements containing consent orders, assurances of voluntary compliance, investigative demands and subpoenas.

The License Services Division processes all licenses, permits, registrations and certificates issued by the department. The Division issues registrations and/or permits for authorized charitable gaming activities, and assures compliance with applicable statutes and regulations.

The Administrative and Accounting Services Office administers consumer restitution funds and accounts receivable activity.

The Technical Systems Unit provides information technology support services to the agency.

Program Measures

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Projected	FY 2019 Projected
License Services - Ratio and percentage of license renewals processed & issued in less than 5 days	184M/206M (89%)	207M/230M (90%)	206M/221M (93%)	218M/230M(95%)
License Services - Ratio and percentage of renewal license applications processed electronically	98M/206M (47%)	117M/230M (51%)	108M/217M (50%)	126M/232M (54%)
License Services - Ratio and percentage of new license applications processed within 30 days	29400/32250 (91%)	24300/26500 (92%)	24800/26500 (94%)	25300/26500(95%)

Personnel Summary		FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Permanent Full-Time Positions</i>		Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund		52	32	0	84	84	78	84	78
Private Funds		5	0	0	4	5	5	5	5
Financial Summary by Program									
<i>General Fund</i>		FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
		Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Personal Services		4,527,566	4,582,706	4,582,706	4,582,706	4,078,840	4,582,706	4,582,706	4,078,840
Other Expenses		387,687	407,687	438,653	407,687	371,654	452,153	407,687	371,654
Total-General Fund		4,915,253	4,990,393	5,021,359	4,990,393	4,450,494	5,034,859	4,990,393	4,450,494
Other Funds Available									
		FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
		Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Private Funds		1,001,310	1,228,961	1,228,961	1,228,961	1,228,961	1,228,961	1,228,961	1,228,961
Special Non-Appropriated Funds		4,500	6,000	6,000	6,000	6,000	6,000	6,000	6,000
Total - All Funds		5,921,063	6,225,354	6,256,320	6,225,354	5,685,455	6,269,820	6,225,354	5,685,455

AGENCY FINANCIAL SUMMARY - GENERAL FUND

Current Expenses by Minor Object		FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Personal Services</i>		Actual	Estimated	Requested	Recommended	Requested	Recommended
Salaries & Wages-Full Time		15,139,050	15,329,186	15,329,186	13,652,486	15,329,186	13,652,486
Salaries & Wages-Temporary		15,560	15,560	15,560	15,560	15,560	15,560
Salaries & Wages-Part Time		183,303	183,303	183,303	183,303	183,303	183,303
Longevity Payments		112,625	112,625	112,625	112,625	112,625	112,625
Overtime		74,639	74,643	74,643	74,643	74,643	74,643
Accumulated Leave		389,219	389,219	389,219	389,219	389,219	389,219
Other Salaries & Wages		31,057	31,057	31,057	31,057	31,057	31,057
Other		-1,586,048	-1,586,048	-1,586,048	-1,586,048	-1,586,048	-1,586,048
TOTAL - Personal Services-Personal Services		14,359,405	14,549,545	14,549,545	12,872,845	14,549,545	12,872,845
Other Expenses							
Communications		172,968	172,968	193,742	172,435	193,742	172,435
Employee Expenses		8,575	8,575	8,575	8,549	8,575	8,549
Employee Travel		17,777	17,777	17,777	17,722	17,777	17,722
Equipment Rental and Maintenance		60,894	60,894	60,894	60,707	60,894	60,707
Food And Beverages		90	90	90	90	90	90
Information Technology		187,817	305,621	332,869	269,902	346,369	269,902
Motor Vehicle Costs		391,236	406,232	406,232	404,982	406,232	404,982
Other / Fixed Charges		-49,661	-49,661	-49,661	-49,661	-49,661	-49,661
Other Services		283,161	283,161	283,161	282,289	283,161	282,289
Premises Expenses		18	18	18	18	18	18
Professional Services		6,690	6,690	6,690	6,670	6,690	6,670
Purchased Commodities		65,122	85,122	85,122	84,860	85,122	84,860
TOTAL-Other Expenses		1,144,687	1,297,487	1,345,509	1,258,563	1,359,009	1,258,563
Character & Major Object Summary		FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019

	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Personal Services	14,359,405	14,549,545	14,549,545	12,872,845	14,549,545	12,872,845
Other Expenses	1,144,687	1,297,487	1,345,509	1,258,563	1,359,009	1,258,563
TOTAL-General Fund	15,504,092	15,847,032	15,895,054	14,131,408	15,908,554	14,131,408

DEPARTMENT OF LABOR

<http://www.ct.gov/dol>

AGENCY DESCRIPTION

The mission of the Connecticut Department of Labor (CTDOL) 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 accomplishes its mission by providing a variety of services that benefit the workplace. These services include: income support that assists workers between jobs and stimulates the local economy; protection on the job (through statutes covering wages, safety regulations, working conditions, and on-site health and safety consultations); work-related training programs; job search and recruitment; tax credit incentive programs and maintenance of the collective bargaining relationship. As the Connecticut arm of the U.S. Bureau of Labor Statistics, the department collects, analyzes and disseminates workforce data to inform businesses, the general public, educational institutions, and 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 leave, representation by labor organizations and resolution of labor disputes.

The department provides both employment and unemployment services to workers and employers, with a strong emphasis on continuous improvement in terms of quality and customer satisfaction. The department's website (www.ct.gov/dol) is highly utilized by jobseekers and employers interested in job fairs, wage standards, unemployment insurance, labor market information, and a wide variety of other workforce services.

CTDOL's major programs, Unemployment Insurance and the Wagner-Peyser Labor Exchange/Employment Services, are federally funded. Federal funding for the administration of the state's UI program is tied to the unemployment rate. Connecticut's unemployment rate has ranged from 5.8 percent to 4.4 percent during 2015-2016.

RECOMMENDED SIGNIFICANT CHANGES

Reductions

- Reduce Funding for Various Programs

Funding is reduced for the following programs: Apprenticeship Program, Connecticut Youth Employment, Jobs First Employment Services, New Haven Jobs Funnel and Veterans Opportunity Program.

	<u>2017-2018</u>	<u>2018-2019</u>
	-2,947,607	-2,947,607

- Eliminate Funding for Various Programs

Funding is eliminated for the following programs: 2-Generation Pilot Program, ConnectiCorps, Cradle to Career, Incumbent Worker Training, Individual Development Accounts, Jobs Funnel, STRIDE and STRIVE.

	-2,447,511	-2,447,511
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- Annualize FY 2017 Holdbacks

To align budget growth with available resources, funding is reduced to reflect the continuation of allocated bottom-line lapses contained in Public Act 16-2 (May Spec. Sess.).

	-2,337,392	-2,337,392
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Expansions

- Increase Compensation to Arbitrators for Written Decisions from \$175 to \$500

	<u>2017-2018</u>	<u>2018-2019</u>	<u>2019-2020</u>
	40,000	40,000	40,000

AGENCY PROGRAMS

Personnel Summary

Permanent Full-Time Positions	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	155	36	0	191	191	191	191	191
Private Funds	12	0	0	11.95	12	12	12	12
Employment Security Administration	511	0	5.35127497869325E-14	510.38	511	511	511	511
Special Non-Appropriated Funds	1	0	0	0.81	1	1	1	1

Agency Program by Total Funds

	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended

Agency Management Services	15,213,084	16,917,465	15,994,118	15,994,118	15,905,758	16,075,085	16,075,085	15,986,725
Job Readiness and Employment Services	79,074,087	95,129,911	94,862,081	94,862,081	88,081,801	88,055,488	88,055,488	81,275,208
Unemployment Insurance	62,255,748	48,799,039	50,559,564	50,559,564	50,559,564	57,024,502	57,024,502	57,024,502
Wage & Workplace Standards	3,722,958	4,365,988	4,054,544	4,054,544	4,044,036	4,054,544	4,054,544	4,044,036
Occupational Safety and Health	3,480,512	3,311,637	3,307,720	3,307,720	3,307,720	3,307,720	3,307,720	3,307,720
Maintaining the Collective Bargaining Relationship	2,025,739	1,847,414	1,847,414	1,847,414	1,887,414	1,847,414	1,847,414	1,887,414
Workforce Job Training & Skill Development	3,040,429	3,755,611	2,739,411	2,739,411	1,890,784	2,887,141	2,887,141	2,038,514
Labor Market Information	2,485,026	2,144,260	2,186,595	2,186,595	2,181,860	2,528,257	2,528,257	2,523,522
TOTAL Agency Programs - All Funds Gross	171,297,583	176,271,325	175,551,447	175,551,447	167,858,937	175,780,151	175,780,151	168,087,641
<i>Summary of Funding</i>								
General Fund	73,005,205	74,084,579	74,084,579	74,084,579	66,582,069	74,084,579	74,084,579	66,582,069
Banking Fund	1,615,000	1,615,000	1,615,000	1,615,000	1,425,000	1,615,000	1,615,000	1,425,000
Workers' Compensation Fund	661,693	687,148	687,148	687,148	687,148	687,148	687,148	687,148
Federal Funds	251,530	127,917	124,000	124,000	124,000	124,000	124,000	124,000
Private Funds	2,728,276	2,901,074	2,592,173	2,592,173	2,592,173	2,593,596	2,593,596	2,593,596
Employment Security Administration	92,933,115	96,782,359	96,375,239	96,375,239	96,375,239	96,602,459	96,602,459	96,602,459
Special Non-Appropriated Funds	102,764	73,248	73,308	73,308	73,308	73,369	73,369	73,369
Total Agency Programs	171,297,583	176,271,325	175,551,447	175,551,447	167,858,937	175,780,151	175,780,151	168,087,641

MANAGEMENT SERVICES

Statutory Reference

C.G.S. Section 31-1 and 31-2.

Statement of Need and Program Objectives

To ensure that the department 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 CTDOL 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 of Workforce Competitiveness, Workforce Development Boards, other state agencies and community-based organizations to promote effective workforce development strategies in the AJC system.

The Office of Diversity and Equity Programs (ODEP) acts on behalf of the Commissioner on matters concerning affirmative action and equal employment opportunity. The ODEP achieved 60 percent of its hiring/promotional goals for FY16. The contract compliance program exceeded its goals for utilizing small business and minority/women business enterprise vendors. The ODEP conducted diversity training for all new employees and sexual harassment prevention training for all managers and supervisors. The ODEP's Equal Employment Opportunity Manager has been designated as the agency's ADA Coordinator – 27 requests for reasonable accommodation were processed.

The Communications unit is the primary contact for media inquiries and strives to heighten public awareness of the agency's available services and accomplishments.

The Employee and Organizational Development unit ensures that staff has the knowledge, skills and abilities to support the agency's strategic goals. The unit assists the executive management in developing programs that support organizational change through performance improvement initiatives, including training programs and professional development.

The Office of Program Policy provides legal counsel to the agency, technical assistance in unemployment insurance matters to agency adjudicators, and written opinions and verbal guidance in complex cases. Employees also provide training in unemployment compensation statutes, regulations, case law and the adjudication process and represent the Unemployment Compensation Administrator in hearings and related proceedings before the Employment Security Appeals Division and the Employment Security Board of Review.

In FY 2016, Program Policy staff issued decisions in 656 individual unemployment compensation cases and 61 multi-claimant cases and entered more than 494 decisions associated with the multi-claimant cases. More than 90 appeals, written arguments or motions were submitted to the Board of Review and Appeals Referees. In addition to providing educational presentations to employer groups, office attorneys handled Freedom of Information requests, FMLA complaints, and retaliation cases that concerned complaints filed by individuals under three retaliation statutes: wage retaliation, unemployment compensation retaliation, and public-sector OSHA retaliation.

Facilities Management provides services which include the care and control of CTDOL's Central Office, facilities leasing and compliance for

CTDOL's local offices (a total of 118,234 square feet); design and planning; facilities project management; printing services; mail services; telecommunication services; security services; warehousing and inventory control.

The Human Resources unit provides personnel related services to over 670 employees in nine locations throughout the state and employed in nearly 200 job classifications.

The Information Technology (IT) division provides information technology infrastructure and applications systems.

The Performance and Accountability unit is a centralized impartial unit for data administration, reporting, and operational and program evaluation. This unit supports administrators of the state's workforce

investment system by: compiling reports and evaluating data; maintaining and supporting an existing business system; implementing, and maintaining a new comprehensive business system to replace the current one now in operation, and implementing a Results-Based Accountability system to inform decision making regarding business strategies, service delivery, training, and continuous improvement.

The Project Management Office (PMO) provides skilled resources trained in the discipline of project management to agency automation and technology projects. This critical link between program and information technology staff ensures successful project outcomes and consistency with established statewide project practices and controls.

Personnel Summary								
<i>Permanent Full-Time Positions</i>	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
General Fund	20	3	0	23	23	23	23	23
Employment Security Administration	67	0	6.05	73.19	73	73	73	73
Financial Summary by Program								
<i>General Fund</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	2,429,632	2,264,460	2,264,460	2,264,460	2,176,100	2,264,460	2,264,460	2,176,100
Other Expenses	418,930	357,467	357,467	357,467	357,467	357,467	357,467	357,467
Total-General Fund	2,848,562	2,621,927	2,621,927	2,621,927	2,533,567	2,621,927	2,621,927	2,533,567
Other Funds Available								
	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Employment Security Administration	12,364,522	14,295,538	13,372,191	13,372,191	13,372,191	13,453,158	13,453,158	13,453,158
Total - All Funds	15,213,084	16,917,465	15,994,118	15,994,118	15,905,758	16,075,085	16,075,085	15,986,725

JOB READINESS AND EMPLOYMENT SERVICES

Statutory Reference

C.G.S. Chapters 565 and 567, Sections 31-3j, 31-3k, 31-3o, Chapter 319oo, Sections 31-51w, 4-124w, 17b-694, 12-217y, 17b-16, Public Law 105-220, Subtitle B, Section 112 (b)(18)(C).

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

The CTDOL administers the Workforce Innovation and Opportunity Act (WIOA) federal funding, which totaled \$32.1 million for FY 2016. More than 24,000 individuals were served through several modalities that included the use of self-service career centers, group activities, career counseling, and access to and attendance in training. WIOA, which was enacted in July 2014 and took effect July 1, 2015, superseded the Workforce Investment Act (WIA) of 1998 as the nation's public workforce system legislation. Designed to improve and strengthen the workforce system, WIOA enhances and increases coordination between service delivery partners engaged in the

provision of employment, education, and training services. WIOA retains the customer-focused, one-stop delivery system offered under WIA and emphasizes the development of opportunities and advancements for youth and individuals with significant barriers to employment. Under WIOA, a key factor in assisting participants obtain employment or become re-employed in jobs that lead to self-sufficiency is the availability of high-quality training offerings for in-demand occupations. To fulfill this requirement, CTDOL and its partners engage with Connecticut employers to gather critical information regarding current and future workforce needs and identify occupational trends. Providing career pathways with stackable, portable industry-recognized credentials for the state's workforce will bolster the growth of businesses and help Connecticut remain competitive in an ever-changing economy. During the challenging transition to WIOA, CTDOL worked closely with the state's five Workforce Development Boards and other partner agencies to develop WIOA policies and procedures; update contracts, application forms, and other programmatic documents; establish mandated plans, program linkages and board certifications; and launch a new virtual one-stop and management information system (CTHires).

The state Rapid Response (RR) Unit, in conjunction with local Workforce Investment Boards and other one-stop partners, is responsible under WIOA regulations (Part 682, Subpart C) for carrying out Rapid Response activities statewide. WIOA Title I formula funding supports all rapid response activities in the state. Headed by the CTDOL, the RR Unit reaches out to employers contemplating or experiencing layoffs and plant closings. Employers, affected workers and their unions are provided information on layoff aversion, mass layoff/plant closing and other labor laws, unemployment insurance, WIOA, and employment services. The RR Unit also makes referrals to and coordinates services with CTDOL units, other agencies, and programs for special intervention or supportive services applicable to dislocated workers.

During the period of July 2015 to June 2016, the RR Unit made 261 initial outreach calls regarding potential layoffs and responded to 53 WARN notices affecting 6,385 workers. The RR staff made 90 employer and/or union visits and provided 103 presentations to 2,322 impacted workers, which included nine on-site job search and/or career planning workshops and 33 webinars for workers at companies that opted not to have on-site meetings.

Employment sites where face-to-face contact was not possible were provided packets of information, benefiting an additional 1,728 dislocated workers, including human resources managers and union representatives. An additional 484 webinar invitations were sent to workers who were part of large layoffs but whose employers declined on-site visits or had employees who work remotely. As a means of increasing awareness of RR services, the RR Unit also helped staff seven statewide job fairs and five company-specific job fairs providing information to 1,895 jobseekers.

The RR Unit submitted 17 Trade Adjustment Assistance Act (TAA) petitions on behalf of workers whose jobs were believed to be affected by increased imports or a shift in production to a foreign country. Of the 17 petitions: nine petitions, covering 620 workers, were certified TAA eligible; two petitions resulted in negative determinations; and, six petitions were pending investigation at the close of the program year.

Job Corps is a national, federally funded, primarily residential, educational and vocational training program administered by the U.S. Department of Labor that helps low income youth ages 16-24 to gain workplace skills, train for an occupation in demand, and become independent and self-sufficient. With centers in Hartford and New Haven, more than 400 students enroll each year to earn a high school diploma or GED, learn a trade, obtain third party certifications and receive assistance finding a good job. CTDOL employees provide a variety of supports to the Hartford Job Corps Academy and New Haven Job Corps Center. CTDOL is committed to promoting and enhancing the goals of Job Corps students and staff nationally and locally with a vision that includes constantly enlisting new partners and establishing innovative programs to aid Connecticut's youth to become educated, trained and established in careers with upward mobility. The wide array of services provided by CTDOL's on-site coordinator proves to be extremely beneficial to the success of the program. Services include but are not limited to: accessing and coordinating services/programs/jobs to provide quality educational/employment opportunities and support programs to students; assisting in the recruitment, training and placement of students; providing technical assistance and training to Job Corps center staff and direct services to students in a variety of employability-related areas; facilitating coordination between the center, area One-Stops and local Workforce Development Boards to support student needs; and providing direct support to students in the area of employability services, such as

résumé writing, interviewing preparation, job search assistance and mentoring.

CTDOL administers Jobs First Employment Services (JFES) which provides employment services to recipients of the Temporary Family Assistance (TFA), the Department of Social Services' cash assistance program.

The goals of JFES are to enable TFA recipients to become independent of cash assistance, through employment, within 21 months; to remain independent of cash assistance; and to achieve federally mandated work participation requirements.

All TFA families that are not determined to be exempt have 21 months to reach independence through employment. These families are referred to as "time-limited" and the parents are required to participate with JFES.

In FY 2016, JFES served 13,293 recipients. Of these, 5,505 entered employment at some time during that year with an average wage of \$10.40.

A range of employment services were provided including assessment, case management, job search assistance, vocational education, subsidized employment, adult basic education and other support services. CTDOL contracts with the five Workforce Development Boards to provide these employment-related services for JFES customers. All services are integrated in the statewide One-Stop Centers.

Under the Wagner-Peyser Act, CTDOL Employment Services (ES) receives federal funding to provide universal access to an integrated array of labor exchange services including, but not limited to, job search assistance, job referral, and placement assistance for jobseekers; reemployment services to Unemployment Insurance claimants; and recruitment services to businesses with job openings. During July 1, 2015 to June 30, 2016, to support these efforts, the Connecticut Department of Labor launched CTHires, a new, web-based management information and case management system designed to provide cost-free, workforce development services to individuals and employers 24 hours a day, 7 days a week.

CTHires (www.cthires.com) offers individuals the ability to rapidly search for jobs, based on search criteria selected by the jobseeker, including location, occupation, industry, skills, salary, employer name, and more. The system offers quality, unduplicated job listings entered directly into CTHires by Connecticut employers or drawn from an employer's corporate website. Jobseekers can post their résumés on CTHires while employers can post jobs and search the résumé bank for qualified candidates. The Virtual Recruiter component of CTHires allows individuals to save a job search and run it periodically to identify new job postings that match their search criteria.

From December 21, 2015, the date CTHires was implemented, to June 30, 2016, a total of 2,653 registrations from businesses were processed by CTHires staff. During this same period, employers posted 18,152 new Connecticut job openings, and jobseekers placed 4,037 new résumés into the system. In addition, 88,835 jobs were indexed from corporate websites. Indexing allows jobseekers to click on a job title and be taken directly to the job listing on the employer's website.

Also during the program year, 47,719 Wagner-Peyser participants received services (staff-assisted or self-service). A total of 143,458 staff-assisted services were provided and 25,225 American Job Center (AJC) customers benefited from a host of services including assistance with career choices and job searches; job search resources such as computers with Internet connection; workshops on résumé writing,

interviewing and career exploration; and information about specific companies and labor market trends.

In addition, more than 6,248 individuals received résumé preparation services at CTDOL-sponsored events and AJCs. Résumé preparation services were provided by staff with board-certified credentials from the Professional Association of Résumé Writers (PARW). During PY15, CTDOL continued a training initiative that resulted in additional staff receiving PARW's credentials, further enhancing both the professional development of staff and the quality of the résumés developed at AJCs.

Special Population Groups

Veterans Workforce Development - CTDOL is committed to the federal mandate requiring priority of services to eligible veterans. The Office for Veterans' Workforce Development is funded by a federal grant from the USDOL-Veterans Employment and Training Services. All CTDOL staff in the AJC provide services to veterans, with special emphasis given to services for disabled veterans and recently-separated veterans, including Connecticut National Guard and armed forces reserve members. Over 1,700 veterans were served through AJC employment services in FY 2015. Additionally, each AJC has specialized veteran staff to provide employment and training services exclusively to veterans. A total of 1,729 veterans, including 283 disabled veterans and 155 special disabled veterans, were served by the specialized CTDOL veteran staff. CTDOL staff concentrates efforts into two categories: Disabled Veteran Outreach Program representatives (DVOPs) and Local Veteran Employment Representatives (LVERs). The DVOPs/LVERs devote their time to serving veterans only and dedicate a portion of their time to outstation and outreach activities, bringing CTDOL services to veterans who may not be aware of the employment assistance available to them.

The Second Chance IBEST (Integrated Basic Education and Skills Training) program was designed to reduce unemployment and recidivism among ex-offenders/returning citizens and increase earnings, employment and credentials. Specifically, program goals include: completion of basic, occupational, and advanced training; increase in earnings and employment; reduction of recidivism; and retention of employment. Focus is on serving ex-offenders discharging to, or residing in, Hartford, New Britain, Manchester, and East Hartford. Participants may be drawn from other Hartford County towns if slots are not filled with participants from the priority towns. Priority shall be given to participants from the age of 18 through 25. From February to June of 2016 up to 467 individuals received outreach and recruitment services under the Second Chance IBEST program.

Unemployment Insurance Reemployment and Eligibility Assessment (UI REA) and Enhanced Reemployment Services (ERS) - While the Unemployment Insurance (UI) program delivers essential financial assistance to eligible individuals during periods of unemployment, Connecticut also has a multi-faceted strategy in place to provide reemployment assistance to UI claimants with the goal of helping them return to work. During PY15, CTDOL administered both the Unemployment Insurance Reemployment and Eligibility Assessment (UI REA) program and the Enhanced Reemployment Services (ERS) program as part of its strategy, and provided 17,380 UI claimants with job search assistance and information about specific companies and labor market trends.

CTDOL implemented the UI REA program statewide in five AJC in October 2015. In addition to assisting UI claimants with their reemployment needs and providing early access to services that may

help them return to the workforce faster, the UI REA program also addresses the detection and prevention of improper UI payments. Under UI REA, claimants reported to the Bridgeport, Hartford, Hamden, New London, and Waterbury AJC to receive the following mandated services: UI eligibility assessment and referral to adjudication, as appropriate, if a potential issue is identified; provision of labor market and career information specific to the claimant's needs; registration with the state's job bank; orientation to AJC services; development and review of an individualized reemployment plan that includes work search activities, accessing services provided through an AJC or using self-service tools, and/or approved training; referral to at least one reemployment service and/or training based on an assessment of the claimant's most critical need identified in the individualized reemployment plan.

Between September 25, 2015, when the first group of UI claimants were notified about reporting, and June 30, 2016, 8,428 initial UI REA appointments were scheduled, 6,126 appointments were successfully completed, and 5,164 claimants participated in a required reemployment activity.

During PY15, CTDOL staff also continued to focus on UI claimants served by the ERS program. ERS identifies UI claimants who are likely to exhaust their benefits, are unlikely to return to their previous occupations, and will need job search assistance services to make a successful transition to new employment. Orientation sessions were conducted for 2,034 ERS participants. Sessions included providing labor market information, career guidance, information on the state's job bank, an overview of AJC services, and details on UI benefit rights and responsibilities. Many ERS participants also benefited from more direct, individual employment services and training.

The Shared Work Program preserves employee's jobs and an employer's trained workforce during a temporary decline in business. Rather than reducing their workforce through lay-offs, an employer reduces the hours of work for all, or a particular group, of affected employees. These employees could then be eligible to receive partial unemployment compensation benefits to supplement their lost wages. Shared Work Law changes implemented in October 2013 and July 2014 expanded the program and now offers more employers the opportunity to take part in the program. With Labor Department partnerships during the 2015-2016FY, the agency was able to launch a campaign to promote the program to Connecticut employers and increase awareness of program benefits. Due to increased outreach efforts, this year the program has served 2,979 UI claimants and 341 employers, of which 58 were new to the program. Program highlights and regulations, along with a downloadable plan application, may be found at the Labor Department website: www.ctdol.state.ct.us/progsupt/bussrvce/shared_work/swp.htm.

Serving People with Disabilities - CTDOL works in conjunction with the Department of Rehabilitative Services, Department of Social Services, as well as other state agencies and community-based organizations toward the goal of improving the lives of people with disabilities. CTDOL is also a member of the Governor's Committee on Employment of People with Disabilities and supports the Committee's mission of addressing the workforce development needs of individuals with disabilities. CTDOL maintains a website of disability resources for both jobseekers and employers, at www.ctdol.state.ct.us/gendocs/pwd.htm. This website, developed collaboratively between CTDOL and the Governor's Committee on Employment of People with Disabilities, includes information on assistive technology, tax credits, workplace accommodations, and disability employment initiatives in Connecticut.

Migrant and Seasonal Farm workers (MSFWs) - CTDOL is committed to providing MSFWs equal access to the full range of employment services available to the general population. CTDOL's State Monitor Advocate ensures compliance with all laws concerning migrant and seasonal farmworkers. Outreach services were provided to approximately 727 workers, including information on available workforce services, referrals to healthcare providers and other supportive services. Agricultural employers received recruitment assistance, mediation, and interpreter services, as well as technical guidance on compliance with the migrant and seasonal farm worker regulations.

The Trade Adjustment Assistance (TAA) program helps individuals who are part of worker groups certified by the U.S. Department of Labor as having lost their jobs or experienced partial separation due to foreign competition. TAA offers a multitude of benefits to eligible workers including reemployment services, training, job search allowance, relocation allowance, and a health coverage tax credit. Some certifications also provide a wage subsidy (Reemployment Trade Adjustment Assistance – RTAA) for workers age 50 years or older.

During FY 2016, 20 Connecticut companies were certified under Trade, with 256 workers determined eligible for benefits.

The Alien Labor Certification (ALC) program allows employers who have been unsuccessful in securing United States workers to hire foreign nationals on a temporary basis in both non-agricultural and agricultural employment environments. In order for an Alien Labor Certification to be approved, U.S. DOL must ensure that there are in fact an insufficient number of 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 similarly employed U.S. workers. CTDOL also responds to requests for prevailing wages from employers' intent on hiring H-1B non-immigrant professionals, H-2B Temporary Nonagricultural, and Permanent Workers. ALC handled 49 H-2A job order certification certifications and inspected 37 employer/farms in connection with agricultural certifications. During this time period, the CTDOL has also re-established its H-2B program which handles certifications for temporary foreign non-agricultural employment. CTDOL staff processed 64 job orders for H-2B workers.

Program Measures

	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Estimated	Projected	Projected
ES-Job openings on CT.Jobs/CT JobCentral	31,099	31,410	31,724	32,041
ES-Number Employment Retention (at 6 months)	26,544	26,809	27,077	27,348
ES-Number Entered Employment	25,753	26,011	26,271	26,534
ES-Number of Individuals Received Career Guidance	25,223	25,475	25,730	25,987
ES-Number of Individuals Received Staff Assisted Service	14,444	14,588	14,734	14,881
ES-Number of Individuals Referred to Employment	3,745	3,782	3,820	3,858
VETS-Total Veterans/Eligibles Served	195	195	195	195
VETS-Special Disabled Vets Served	111	111	111	111
VETS-Veteran Emp Retention Rate (%)	54	54	54	54
VETS-Veteran Entered Employment Rate (%)	80	80	80	80
VETS-Transitional Service Members Served	3	3	3	3
JFES-Number served	13,293	14,000	14,000	14,000
JFES-Number entered employment	8,123	5,300	5,300	5,300
JFES-Number retained employment 13 weeks	7,428	4,200	4,200	4,200
WIA-Entered Employment Rate Adult %	71.6	70.5	72	72
WIA-Entered Employment Rate DW%	84.8	75.6	76.4	76.4
WIA-Placement in Employment or Education Youth%	81	76.5	77.3	77.3
Long Term Unemployed - Enrollments	656	328	328	328
Long Term Unemployed - Wage Subsidy Placement	148	74	74	74
Long Term Unemployed - Unsubsidized Employment	271	136	136	136
2nd Chance - Outreach and Recruitment	467	234	234	234
2nd Chance - Attended Orientation	238	119	119	119
2nd Chance - Entered Boot Camp	162	81	81	81
2nd Chance - Entered Sector Training	53	27	27	27

Other Current Expenses	1,140,000	1,140,000	1,140,000	1,140,000	950,000	1,140,000	1,140,000	950,000
Total-Banking Fund	1,140,000	1,140,000	1,140,000	1,140,000	950,000	1,140,000	1,140,000	950,000
Financial Summary by Program								
<i>Workers' Compensation Fund</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
<i>Other Current Expenses</i>	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Occupational Health Clinics	23	0	0	0	0	0	0	0
Total-Workers' Compensation Fund	23	0	0	0	0	0	0	0
Other Funds Available								
	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Private Funds	1,224,283	637,060	637,060	637,060	637,060	637,060	637,060	637,060
Employment Security Administration	15,899,136	30,636,130	30,368,240	30,368,240	30,368,240	23,561,586	23,561,586	23,561,586
Special Non-Appropriated Funds	102,764	73,248	73,308	73,308	73,308	73,369	73,369	73,369
Federal Contributions								
	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Null	30,485	0	0	0	0	0	0	0
17275 Compet Grants - Worker Training High Growth/Emerge	-378	0	0	0	0	0	0	0
93674 Chafee Foster Care Independent Living	204,262	100,000	100,000	100,000	100,000	100,000	100,000	100,000
Total - All Funds	79,074,087	95,129,911	94,862,081	94,862,081	88,081,801	88,055,488	88,055,488	81,275,208

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 2016, through the regulation of wages program, \$7.1 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 \$3,000, 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.

The Wage and Workplace Standards Division is also 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 division has the authority to stop the work of an employer who misclassifies employees as independent contractors or underreports payroll for the purpose of committing fraud against insurance companies by paying lower premiums. The division issued 226 Stop Work Orders in 2016.

To increase public awareness of the wage and workplace laws the division has published guidebooks, bookmarks, brochures, and more information on its website (www.ctdol.state.ct.us/HP/Wage-Safety.htm).

Program Measures

	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Estimated	Projected	Projected
Wage-Complaints, requests and inquiries	30,250	31,765	33,350	35,015
Wage-Conditions of employment inspections	614	645	675	700
Wage-Private employment agencies	260	275	280	290
Wage-Complaint investigations	5,315	5,580	5,859	6,151
Wage-Recommendations issued	712	748	785	825
Wage-Average amount of wages collected per agent/investigator(s) (\$)	250,000	275,000	288,750	303,187
Wage-Employees paid wages	3,848	4,050	4,252	4,464
Wage-Complaints Received	3,151	3,500	3,675	3,858
Wage-Time between receipt of complaint and start of investigation (months)	1	1	1	1
Wage-Employer citations for record keeping violations	185	200	210	225
Wage-Hearings held on disputed cases	415	435	457	480

Personnel Summary

Permanent Full-Time Positions	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	31	3	0	34	34	34	34	34
Private Funds	9	0	0	9.13	9	9	9	9

Financial Summary by Program

General Fund	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Personal Services	2,486,941	2,317,872	2,317,872	2,317,872	2,317,872	2,317,872	2,317,872	2,317,872
Other Expenses	101,574	86,672	86,672	86,672	76,164	86,672	86,672	76,164
Total-General Fund	2,588,515	2,404,544	2,404,544	2,404,544	2,394,036	2,404,544	2,404,544	2,394,036

Other Funds Available

	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Private Funds	1,134,443	1,961,444	1,650,000	1,650,000	1,650,000	1,650,000	1,650,000	1,650,000
Total - All Funds	3,722,958	4,365,988	4,054,544	4,054,544	4,044,036	4,054,544	4,054,544	4,044,036

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 Division of Occupational Safety and Health has four primary responsibilities:

- Protecting 224,400 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 and private employers at their locations. The program is geared to help high-hazard establishments and smaller firms or government agencies that 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.
- Administering 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.

Program Measures

	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Estimated	Projected	Projected
OSHA-Compliance inspections	302	230	230	230
OSHA-Violations (Other than Serious)	448	450	460	470
OSHA-Violations (Serious)	511	450	460	470
OSHA - Violations (Willful)	7	5	5	5
OSHA - Violations (Repeat)	7	5	5	5
OSHA-Instances of violations (All Types)	1,146	900	910	920
OSHA-On-site consultations	639	470	470	470
OSHA-Training and education programs	68	65	68	70

Personnel Summary

Permanent Full-Time Positions	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
General Fund	28	0	0	28	28	28	28	28

Financial Summary by Program

General Fund	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	2,615,708	2,437,882	2,437,882	2,437,882	2,437,882	2,437,882	2,437,882	2,437,882
Other Expenses	185,973	158,690	158,690	158,690	158,690	158,690	158,690	158,690
Total-General Fund	2,801,681	2,596,572	2,596,572	2,596,572	2,596,572	2,596,572	2,596,572	2,596,572

Financial Summary by Program

Workers' Compensation Fund	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
<u>Other Current Expenses</u>								
Occupational Health Clinics	661,670	687,148	687,148	687,148	687,148	687,148	687,148	687,148
Total-Workers' Compensation Fund	661,670	687,148	687,148	687,148	687,148	687,148	687,148	687,148

Federal Contributions

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
17504 Consultation Agreements	17,161	27,917	24,000	24,000	24,000	24,000	24,000	24,000
Total - All Funds	3,480,512	3,311,637	3,307,720	3,307,720	3,307,720	3,307,720	3,307,720	3,307,720

MAINTAIN COLLECTIVE BARGAINING RELATIONSHIPS

Statutory Reference

C.G.S. Sections 5-270, 5-280, 7-467 through 7-479, 31-90 through 31-111(b), 52-418 through 52-420, 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. 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.

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.

The Municipal Interest Arbitration 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 employee 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 2016 a total of 561 grievances were filed for arbitration; 956 grievance arbitration hearings were scheduled; 643 arbitration cases were closed and 93 awards were issued. Expiration notices were

received on 120 private sector contracts and the board imposed binding interest arbitration on 332 municipal contracts under C.G.S. Sec. 7-473c. The mediators responded to 787 cases.

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 four statutes setting forth the requirements of the collective bargaining process.

The board 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.

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.

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.

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.

Program Measures

	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Estimated	Projected	Projected
Labor Relations-Cases filed	653	660	665	670
Labor Relations-Unfair labor and prohibited practice	549	585	595	595
Labor Relations-Petitions for representations	104	75	70	75
Labor Relations-Percent of Cases settled without formal hearings (%)	75	75	75	75
Labor Relations-Formal hearings (days of evidentiary hearings)	100	90	90	92
Labor Relations-Decisions issued	30	35	36	38
Labor Relations-Cases pending end of fiscal year	280	270	260	265
Med & Arbitration-Total cases filed	1,348	1,303	1,315	1,325
Mediation cases	787	788	790	795
Grievances filed	561	515	525	530
Med & Arbitration-Grievance Arbitration closed	643	648	650	660
Filing fees collected (\$)	27,550	196,000	200,000	202,000
Filing fees not collected (\$)	2,500	10,000	10,000	10,000
Municipal contracts	332	375	390	395

Personnel Summary

	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Permanent Full-Time Positions								
General Fund	17	2	0	19	19	19	19	19

<i>Financial Summary by Program</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
<i>General Fund</i>	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Personal Services	1,507,041	1,404,588	1,404,588	1,404,588	1,404,588	1,404,588	1,404,588	1,404,588
Other Expenses	513,112	437,826	437,826	437,826	477,826	437,826	437,826	477,826
Total-General Fund	2,020,153	1,842,414	1,842,414	1,842,414	1,882,414	1,842,414	1,842,414	1,882,414
<i>Other Funds Available</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Private Funds	5,586	5,000	5,000	5,000	5,000	5,000	5,000	5,000
Total - All Funds	2,025,739	1,847,414	1,847,414	1,847,414	1,887,414	1,847,414	1,847,414	1,887,414

WORKFORCE JOB TRAINING AND SKILL DEVELOPMENT

Statutory Reference

C.G.S. Sections 31-22m to 31-22t.

Statement of Need and Program Objectives

To meet the need for a highly skilled and trained workforce in apprenticeable occupations and to help businesses develop a stable, highly-skilled workforce that will enable them to be highly productive and globally competitive.

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 three to four years, but may range from one to six 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.

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.

Business Services helps Connecticut's employers to hire, train and retain workers by analyzing the needs of businesses and customizing solutions. Between July 1, 2015 and June 30, 2016, Business Services staff assisted employers with more than 496 employee recruitments attended by approximately 5,925 jobseekers.

Program Measures

	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Estimated	Projected	Projected
Apprenticeship-Employers using apprenticeship	2,924	1,505	1,520	1,535
Apprenticeship-Individuals entering training	2,896	2,924	2,953	2,982
Apprenticeship-Individuals completing training	856	864	872	880
Apprenticeship-Minorities (males) entering training (%)	30	30.3	30.4	30.5
Apprenticeship-Females entering training (%)	.02	.03	.04	.05
Apprenticeship-Active apprentice enrollment as of 6/30	5,806	5,864	5,922	5,981

Personnel Summary

<i>Permanent Full-Time Positions</i>	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended

General Fund	8	0	0	8	8	8	8	8
Private Funds	3	0	0	2.82	3	3	3	3
Employment Security Administration	2	0	0.82	2.5	3	3	3	3

<i>Financial Summary by Program</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
<i>General Fund</i>	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Other Expenses	2	2	2	2	2	2	2	2
<i>Other Current Expenses</i>								
Apprenticeship Program	544,048	502,842	502,842	502,842	465,342	502,842	502,842	465,342
Spanish-American Merchants Association	474,426	423,184	423,184	423,184	400,489	423,184	423,184	400,489
Incumbent Worker Training	663,588	587,976	587,976	587,976	0	587,976	587,976	0
STRIVE	224,788	200,456	200,456	200,456	0	200,456	200,456	0
Other Current Expenses	1,906,850	1,714,458	1,714,458	1,714,458	865,831	1,714,458	1,714,458	865,831
Total-General Fund	1,906,852	1,714,460	1,714,460	1,714,460	865,833	1,714,460	1,714,460	865,833

<i>Financial Summary by Program</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
<i>Banking Fund</i>	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
<i>Other Current Expenses</i>								
Opportunity Industrial Centers	475,000	475,000	475,000	475,000	475,000	475,000	475,000	475,000
Total-Banking Fund	475,000	475,000	475,000	475,000	475,000	475,000	475,000	475,000

<i>Other Funds Available</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Private Funds	363,964	297,570	300,113	300,113	300,113	301,536	301,536	301,536
Employment Security Administration	294,613	1,268,581	249,838	249,838	249,838	396,145	396,145	396,145
Total - All Funds	3,040,429	3,755,611	2,739,411	2,739,411	1,890,784	2,887,141	2,887,141	2,038,514

LABOR MARKET INFORMATION

Statutory Reference

C.G.S. Sections 31-2 and 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 businesses, jobseekers, students, government planners and policymakers, economic and workforce development agents, education and training providers, labor and employer organizations, economists, and the public at large.

Program Description

The Office of Research is Connecticut's leading producer of information and statistics on the economy, workforce, occupations, and careers. The office prepares a variety of resources for tracking the health of the state's economy, for assessing the state's needs for skilled workers, for assisting in economic development initiatives, for aiding in education and training program planning, and for guiding the career choices of jobseekers and students. Labor market information (LMI) is provided in numerous publications and other resources in print and on the Internet. Staff respond to numerous requests for economic and workforce information, and participate in many initiatives to strengthen the economy, identify and evaluate the workforce needs of targeted regions or groups, and respond to critical economic and workforce issues.

Web-based LMI for employers, jobseekers, students and others includes the Connecticut Job & Career Connection (JCC) and the Connecticut Education & Training Connection (ETC). The JCC (www.ctjobandcareer.org) 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 the state. The Potential Employer Search finds contact information on Connecticut employers by desired occupation or company search. The Military Skills Translator feature uses the Military Occupation Specialty Classification to identify similar occupations in the civilian workforce.

The ETC (www.cttraining.info) includes information on more than 250 providers and 8,700 training programs and courses, and is the most comprehensive source of information on education and training in Connecticut.

Workforce Investment System Approved Training Programs (www1.ctdol.state.ct.us/etpl) is a web-based tool for counselors, career developers, and other AJC staff to aide individuals receiving WIOA assistance with the selection of training programs to obtain the knowledge and skills that can help them get the job of their choice.

The Office of Research serves as the data matching nexus for the P20 WIN (Pre K through Grade 20 Workforce Information Network), that links student longitudinal data throughout Connecticut's primary, secondary, and higher education systems to workforce outcomes

(including industry of employ and wages earned). P20 WIN facilitates the evaluations of the education system as well as its effectiveness in producing desirable employment. The Office of Research has built and maintains a warehouse of wage, workforce training and employment services data.

The Information for Workforce Investment Planning (IWIP) publication provides the state's Workforce Development Boards with labor market information for strategic planning, evaluating services, and developing training programs. The IWIP includes information on the labor force, industry employment trends, population changes, public aid recipients, high school dropout rates, and persons with other barriers to employment. The geographic detail contained in the IWIP is extremely useful for planners and policy makers involved in making critical workforce system decisions.

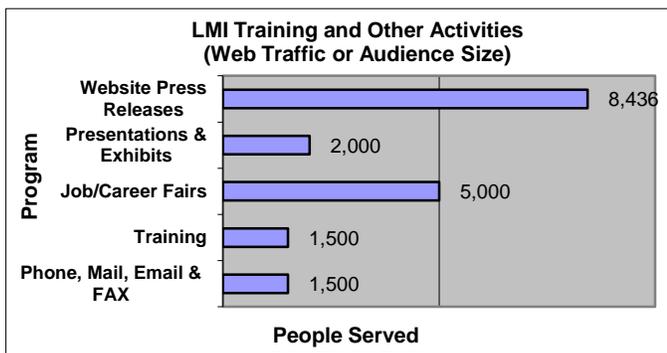
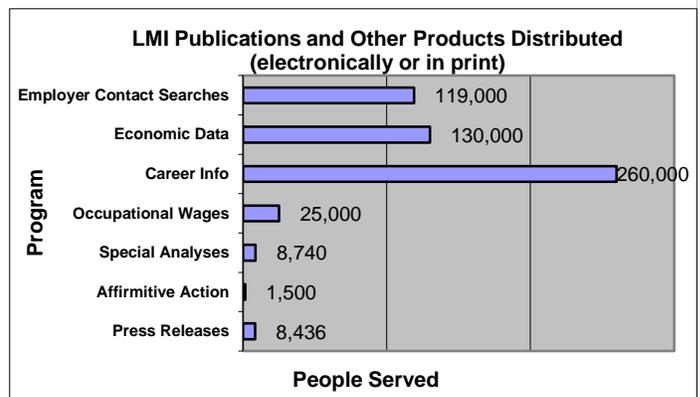
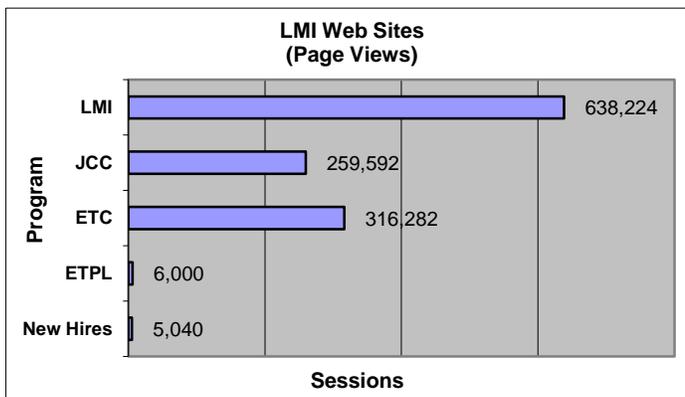
The office undertakes special studies and projects of importance to the state on topics relevant to the labor market, workforce, and the workforce development system. These have included:

- Intensive studies of the impact of employment services on the employment and earnings of participants, of the long-term effect of job displacement on the income of workers, and of the dynamics of job gain and loss in the Connecticut labor market;

- Analyses of Connecticut's older workers: the industrial distribution, geographic distribution, and the wage distribution of the jobs held, and the detailed estimates of earnings losses of older workers (ages 40 and over) who experience mass layoffs relative to a continuously employed comparison group;
- Examination of the earnings losses of displaced workers in Connecticut highlights prime age workers who have lived and worked in Connecticut and who lose their jobs due to a reduction in employment at their place of work;
- Special reports on the demand in Connecticut for occupational skills requiring knowledge in science and math, the profiles of Connecticut's industry clusters, the employment and earnings outcomes of graduates of public higher education, and career information and planning guidance for students and following Connecticut's unemployment insurance claimants through the recession.

The Training and Education Planning System (TEPS) is a tool designed to aid the analysis and discussion of the demand and supply of talent in Connecticut's workforce. It is intended to help identify where there may be skill shortages or surpluses in the labor market, and thereby guide investments in education and training programs by program planners and administrators, as well as by individuals considering career options.

LABOR MARKET INFORMATION GRAPHS



	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>	<u>Projected</u>
LMI Website Visitor Sessions	1,225,138	1,261,892	1,299,748	1,338,741
LMI Products Requested Print and Web	552,676	569,256	586,333	603,924
LMI Training, Presentations, Conferences: Customers Served	8,500	8,500	8,500	8,500

<i>Personnel Summary</i>	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<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>
General Fund	4	0	0	4	4	4	4	4
Employment Security Administration	15	0	0.6299999999999999	14.05	14	14	14	14

<i>Financial Summary by Program</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
<i>General Fund</i>	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>
Personal Services	211,329	196,962	196,962	196,962	196,962	196,962	196,962	196,962
Other Expenses	7,476	6,379	6,379	6,379	6,379	6,379	6,379	6,379
<i>Other Current Expenses</i>								
Connecticut Career Resource Network	147,125	157,848	157,848	157,848	153,113	157,848	157,848	153,113
Total-General Fund	365,930	361,189	361,189	361,189	356,454	361,189	361,189	356,454

<i>Other Funds Available</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>	<u>Requested</u>	<u>Baseline</u>	<u>Recommended</u>
Employment Security Administration	2,119,096	1,783,071	1,825,406	1,825,406	1,825,406	2,167,068	2,167,068	2,167,068
Total - All Funds	2,485,026	2,144,260	2,186,595	2,186,595	2,181,860	2,528,257	2,528,257	2,523,522

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 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 17.2 weeks of the 26 weeks of unemployment insurance. CTDOL also administers two federally-funded unemployment benefits programs: (1) Disaster Unemployment Assistance for loss of earnings due to natural disaster and (2) Trade Adjustment Assistance for worker groups certified by the U.S. DOL as adversely affected by imports or production shifts to certain countries. The Trade Adjustment Assistance benefits include: training; relocation and job search allowances; Trade Readjustment Allowances (TRA) – weekly federally funded benefits after exhaustion of state unemployment benefits for those individuals in approved training or on a waiver of training; Reemployment Trade Adjustment Assistance (RTAA), that provides eligible individuals age 50 and older who obtain new employment with a wage subsidy to help bridge the salary gap between their old and new employment; and the Health Coverage Tax Credit (HCTC). This is a refundable tax credit equal to 72.5% of the health insurance premium paid by an eligible individual, or as an advance credit paid by the IRS, and eligible individuals pay the

remaining 27.5% of the premium for health coverage for themselves and qualified family members (Information on this credit may be located at www.irs.gov/hctc).

Unemployment Insurance (UI) benefits are provided to unemployed persons while claimants look for new work or take part in approved training programs. This year the agency enhanced its online benefits filing system, located at FileCTUI.com. The new system, available 365/24/7 in English and Spanish, allows claimants to file a first time (initial) or re-opened claim by using the web. Prior to this improvement, claimants had to call into CTDOL's TeleBenefits telephone system and wait on the phone to speak with a Customer Service Representative to complete a new claim. While the phone system remains available in English and Spanish to all claimants, FileCTUI.com offers a quicker, more streamlined process. A "Quick Links" section on the site also allows claimants to access a variety of related services, such as benefit payment history or request a mailing address change. The online system also provides an appeals filing application for unemployment insurance decisions.

Employers issue separation packets (English and Spanish versions), which include the separation notice or "pink slip," to workers who separate from employment. Separation packets are designed to be used with the TeleBenefits and new on-line system at FileCTUI.com, by calling (860) 263-6635, or by download from CTDOL's Internet site (www.ctdol.state.ct.us/tic/sep-pack.html). Weekly continued claims are filed using the automated WebBenefits and TeleBenefits systems, and WebBenefits gives claimants access to their benefit payment history with the capability to print out the information. Over 50% of all individuals filing weekly unemployment claims now use the Internet method.

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

Eligibility determinations are conducted through interviews with claimants and employers at CTDOL's adjudication centers throughout the state.

CTDOL staff at local AJC assists claimants in developing a work-search plan and provide enhanced re-employment services such as résumé writing and interviewing workshops.

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 at (www.ctdol.state.ct.us/appeals/apfrmnt.htm) to file an electronic appeal in unemployment compensation matters.

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

The UI Tax Division assists in carrying out the CTDOL's mission by providing funding needed to pay UI benefits to eligible claimants. The division also accounts for all revenues and expenditures in the UI program. It ensures compliance with federal and state mandates and administers the federal program of Tax Performance Standards and Tax Operations Compliance. The UI Tax Division is comprised of five distinct operational units;

Liability and Registration (Employer Status Unit) - The principal function of the Employer Status Unit is to identify employers liable for UI coverage and to assist them in their effort to comply with State UI laws and regulations. The major tasks within the unit are:

- register liable employers
- determine status (e.g., new; successor; non-subject status)
- notify employers of their liability and initial UI tax rate
- terminate inactive employer accounts
- handle liability appeals
- maintain accurate and current files on each employer

The Employer Tax Accounting Unit receives UI tax and wage information, employer contributions, bond assessments, and special assessments payments. The Unit processes and records all tax deposit and tax and wage information and maintains individual employer account ledgers. It processes all employer refunds and credits. It is responsible for billing non-profit organizations, municipalities, and

government agencies who are on the reimbursement method of payment, as well as combined wage accounts for UI benefits paid to claimants who performed services in multiple states.

Collections (Delinquent Accounts Unit) - The primary focus of the collection unit is the collection of delinquent taxes and tax returns not filed, and the management of accounts receivable for UI taxes, bond assessments, and special assessments.

The Field Audit Unit maintains a comprehensive program of field audits in conjunction with and supplemental to conducting employer liability investigations, delinquency collections, UI benefit claim and other field investigations of all types to ensure an equitable tax program. Its functions include:

- selecting employers for audit; auditing employer records; issuing assessments for unpaid taxes
- determining proper worker classification
- handling appeals in contested determinations
- investigating tax rate manipulation - SUTA (State Unemployment Tax Act) dumping
- handling blocked unemployment insurance claims

The Fund Accounting Unit accounts for and maintains general financial control for all funds received and disbursed in the UI program by:

- maintaining general ledger controlling accounts for funds received and disbursed
- preparing reconciliations that determine the accuracy of our cash and receivable accounts
- preparing and submitting federal, state and internal reports on financial transactions and balances
- preparing bank reconciliations to ensure accuracy with financial institutions and the Connecticut State Treasurer's Office

OUTCOME MEASURE:					
FISCAL YEAR	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017*</u>
UI Benefits Paid (in millions)	\$781.6	\$746.9	\$660.3	\$619.6	\$600
	Includes EB	Includes STC	Includes STC	Includes STC	Includes STC
Employers Registered	98,939	100,038	100,935	102,200	103,200
FY Collections (in millions)	\$791.4	\$772.0	\$759.4	\$766.4	\$675
*Estimates for 2017					

Program Measures

	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Estimated	Projected	Projected
UI-Total Taxable Benefits Pd to Claimants- UI, Reimbursable, Combined Wage & ST-EB (\$M)*Total Benefits Paid to Claimants (\$M)	681	699	612	612
UI-Average weeks collected	17.2	17.4	17.6	17.8
UI-Average amount of payment (\$). (This figure includes check amount, IRS, DRS, and Child Support withholdings)	340	343	347	350
UI-Taxes paid by employers including Trust Fund Interest (\$M). (This figure is: all taxes paid by Contributory and Reimbursable employers; and reimbursements from the Federal government and other States; and interest earned by the Trust Fund; and U.C. Trust Fund Advances)	829	742	671	671

UI-Percent of employers delinquent (%)	15	15	15	15
UI-Trust Fund Net Reserve (\$M) (This figure is comprised of Trust Fund	373	416	475	531

<i>Personnel Summary</i>	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Permanent Full-Time Positions</i>	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Employment Security Administration	361	0	12.0700000000001	348.65	349	349	349	349
<i>Other Funds Available</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Employment Security Administration	62,255,748	48,799,039	50,559,564	50,559,564	50,559,564	57,024,502	57,024,502	57,024,502
Total - All Funds	62,255,748	48,799,039	50,559,564	50,559,564	50,559,564	57,024,502	57,024,502	57,024,502

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Personal Services</i>	Actual	Estimated	Requested	Recommended	Requested	Recommended
Salaries & Wages-Full Time	8,955,568	8,346,742	8,346,742	8,258,382	8,346,742	8,258,382
Salaries & Wages-Temporary	10,714	9,986	9,986	9,986	9,986	9,986
Longevity Payments	46,177	43,038	43,038	43,038	43,038	43,038
Overtime	315	293	293	293	293	293
Accumulated Leave	218,310	203,468	203,468	203,468	203,468	203,468
Other Salaries & Wages	2,971	2,770	2,770	2,770	2,770	2,770
Other	246,565	229,802	229,802	229,802	229,802	229,802
TOTAL - Personal Services-Personal Services	9,480,620	8,836,099	8,836,099	8,747,739	8,836,099	8,747,739
<i>Other Expenses</i>						
Client Services	23	20	20	20	20	20
Communications	83,918	71,606	71,606	71,606	71,606	71,606
Electricity	51,314	43,786	43,786	43,786	43,786	43,786
Employee Expenses	2,196	1,875	1,875	1,875	1,875	1,875
Employee Travel	94,098	80,294	80,294	69,786	80,294	69,786
Equipment Rental and Maintenance	18,053	15,404	15,404	15,404	15,404	15,404
Food And Beverages	775	661	661	661	661	661
Information Technology	77,131	65,812	65,812	65,812	65,812	65,812
Motor Vehicle Costs	74,533	63,598	63,598	63,598	63,598	63,598
Natural Gas	7,012	5,984	5,984	5,984	5,984	5,984
Other Services	519,725	443,468	443,468	483,468	443,468	483,468
Premises Expenses	113,330	96,704	96,704	96,704	96,704	96,704
Premises Rent Expense-Landlord	3,451	2,945	2,945	2,945	2,945	2,945
Professional Services	142,405	121,512	121,512	121,512	121,512	121,512
Purchased Commodities	40,766	34,785	34,785	34,785	34,785	34,785
Reimbursements	3	3	3	3	3	3
Sewer	1,784	1,522	1,522	1,522	1,522	1,522
Water	1,022	872	872	872	872	872
TOTAL-Other Expenses	1,231,539	1,050,851	1,050,851	1,080,343	1,050,851	1,080,343

<i>Other Current Expenses</i>						
CETC Workforce	584,594	658,845	658,845	619,591	658,845	619,591
Workforce Investment Act	32,518,662	34,149,177	34,149,177	34,149,177	34,149,177	34,149,177
Job Funnels Projects	213,828	197,379	197,379	0	197,379	0
Connecticut's Youth Employment Program	5,149,042	5,225,000	5,225,000	2,500,000	5,225,000	2,500,000
Jobs First Employment Services	15,145,904	15,169,606	15,169,606	14,869,606	15,169,606	14,869,606
STRIDE	490,768	438,033	438,033	0	438,033	0
Apprenticeship Program	544,048	502,842	502,842	465,342	502,842	465,342
Spanish-American Merchants Association	474,426	423,184	423,184	400,489	423,184	400,489
Connecticut Career Resource Network	147,125	157,848	157,848	153,113	157,848	153,113
Incumbent Worker Training	663,588	587,976	587,976	0	587,976	0
STRIVE	224,788	200,456	200,456	0	200,456	0
Customized Services	395,157	371,215	371,215	0	371,215	0
Opportunities for Long Term Unemployed	3,023,025	2,370,261	2,370,261	1,753,994	2,370,261	1,753,994
Veterans' Opportunity Pilot	301,230	385,106	385,106	227,606	385,106	227,606
Second Chance Initiative	1,004,783	1,330,750	1,330,750	1,270,828	1,330,750	1,270,828
Cradle To Career	191,980	198,000	198,000	0	198,000	0
2Gen - TANF	739,245	1,262,252	1,262,252	0	1,262,252	0
ConnectiCorps	74,000	125,458	125,458	0	125,458	0
New Haven Jobs Funnel	406,853	444,241	444,241	344,241	444,241	344,241
TOTAL-Other Current Expenses	62,293,046	64,197,629	64,197,629	56,753,987	64,197,629	56,753,987

Character & Major Object Summary

	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	Actual	Estimated	Requested	Recommended	Requested	Recommended
Personal Services	9,480,620	8,836,099	8,836,099	8,747,739	8,836,099	8,747,739
Other Expenses	1,231,539	1,050,851	1,050,851	1,080,343	1,050,851	1,080,343
Other Current Expenses	62,293,046	64,197,629	64,197,629	56,753,987	64,197,629	56,753,987
TOTAL-General Fund	73,005,205	74,084,579	74,084,579	66,582,069	74,084,579	66,582,069

AGENCY FINANCIAL SUMMARY - BANKING FUND

<i>Other Current Expenses</i>						
Opportunity Industrial Centers	475,000	475,000	475,000	475,000	475,000	475,000
Individual Development Accounts	190,000	190,000	190,000	0	190,000	0
Customized Services	950,000	950,000	950,000	950,000	950,000	950,000
TOTAL-Other Current Expenses	1,615,000	1,615,000	1,615,000	1,425,000	1,615,000	1,425,000

Character & Major Object Summary

	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	Actual	Estimated	Requested	Recommended	Requested	Recommended
Other Current Expenses	1,615,000	1,615,000	1,615,000	1,425,000	1,615,000	1,425,000
TOTAL-Banking Fund	1,615,000	1,615,000	1,615,000	1,425,000	1,615,000	1,425,000

AGENCY FINANCIAL SUMMARY - WORKERS' COMPENSATION FUND

<i>Other Current Expenses</i>						
Occupational Health Clinics	661,693	687,148	687,148	687,148	687,148	687,148
TOTAL-Other Current Expenses	661,693	687,148	687,148	687,148	687,148	687,148

Character & Major Object Summary

	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Other Current Expenses	661,693	687,148	687,148	687,148	687,148	687,148
TOTAL-Workers' Compensation Fund	661,693	687,148	687,148	687,148	687,148	687,148



COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES

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

AGENCY DESCRIPTION

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	2017-2018	2018-2019
<ul style="list-style-type: none"> Annualize FY 2017 Holdbacks <i>To align budget growth with available resources, funding is reduced to reflect the continuation of allocated bottom-line lapses contained in Public Act 16-2 (May Spec. Sess.).</i> 	-395,308	-395,308
<ul style="list-style-type: none"> Suspend Municipal Set Aside Program <i>Provides municipal relief by implementing a two year moratorium on the municipal set aside program. FY 2018 assumes savings for nine months.</i> 	-395,183	-526,910
<ul style="list-style-type: none"> Reduce Funding for Other Expenses 	-40,000	-40,000

AGENCY PROGRAMS

Personnel Summary	FY 2016	FY 2016	FY 2017	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Permanent Full-Time Positions</i>	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	76	9	0	85	85	74	85	74

Agency Program by Total Funds	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
Equal Opportunity Assurance	6,519,822	6,830,621	6,811,828	6,811,828	5,981,337	6,813,071	6,813,071	5,850,853
TOTAL Agency Programs - All Funds Gross	6,519,822	6,830,621	6,811,828	6,811,828	5,981,337	6,813,071	6,813,071	5,850,853

Summary of Funding	FY 2016	FY 2017	FY 2018	FY 2018	FY 2018	FY 2019	FY 2019	FY 2019
	Actual	Estimated	Requested	Baseline	Recommended	Requested	Baseline	Recommended
General Fund	6,477,868	6,767,893	6,767,893	6,767,893	5,937,402	6,767,893	6,767,893	5,805,675
Federal Funds	35,760	56,348	37,364	37,364	37,364	38,410	38,410	38,410
Private Funds	6,194	6,380	6,571	6,571	6,571	6,768	6,768	6,768
Total Agency Programs	6,519,822	6,830,621	6,811,828	6,811,828	5,981,337	6,813,071	6,813,071	5,850,853

EQUAL OPPORTUNITY ASSURANCE

Statutory Reference

C.G.S. Sections 46a-51 through 46a-104.

Statement of Need and Program Objectives

To prohibit discrimination in: employment, credit transactions, housing and other public accommodations on the basis of age, ancestry, color, gender expression and identity, genetic information, intellectual disability, learning disability, marital status, past or present history of mental disability, national origin, physical disability including but not limited to blindness, previous opposition to

discrimination or participation in a discriminatory practices proceeding, race, religious creed, sex, sexual orientation, workplace hazards to reproductive systems, criminal record (in regard to state employment and licensing); use of a guide dog and lawful source of income (housing and public accommodations); and familial status (housing).

Program Description

The Commission on Human Rights and Opportunities receives, investigates, conciliates, processes, prosecutes, and adjudicates

individual complaints alleging discriminatory practices. The CHRO may initiate complaints of discrimination based on public need, where an individual complainant has yet to file a complaint. Additionally, the CHRO investigates claims of school-based discrimination, which includes bullying. Further, the CHRO investigates, prosecutes and adjudicates police misconduct and racial profiling cases to ensure fair and impartial policing throughout the state. The CHRO also monitors and enforces compliance with laws requiring affirmative action in state employment and laws requiring contractors and subcontractors doing business with the state to make every effort to implement affirmative action in their employment practices. Further, the CHRO monitors and enforces the state's set aside program which is designed to provide equal opportunity for small and minority businesses, women owned businesses, and disabled owned businesses on state funded projects and municipal public works projects receiving state funds.

The CHRO serves as an advocate for civil rights in Connecticut and as a source of education for the public about human and civil rights issues and laws, and the services provided by the agency. CHRO sponsors various programs to raise the consciousness of youth regarding civil and human rights issues such as Connecticut Kids Court and College Court. The CHRO also serves as a resource providing sexual harassment and civil rights law training to businesses, municipal housing authorities, housing providers and non-profits throughout the state, under its Business Training Institute.

The CHRO compiles facts and data concerning compliance with the various state civil rights laws and other related matters in Connecticut and annually reports the outcomes of the agency's activities to the Governor.

Program Measures

	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Estimated	Projected	Projected
Number of Complaints Closed with the Commission	2,793	2,800	2,800	2,800
Number of Individuals Assisted by Regional Staff	19,100	18,000	19,300	19,500
Number of Individuals Served for Housing Related Issues	1,336	800	1,400	1,500
Number of Individuals Who Filed a Complaint with the Commission	2,616	1,800	2,700	2,800
Number of Plan Reviews (Affirmative Action and Contract Compliance)	496	600	700	725
Number of Technical Assistance Provided for Contract Compliance	16,923	16,480	17,225	17,000

Personnel Summary

<i>Permanent Full-Time Positions</i>	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
General Fund	76	9	0	85	85	74	85	74

Financial Summary by Program

<i>General Fund</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	6,154,994	6,409,092	6,409,092	6,409,092	5,629,364	6,409,092	6,409,092	5,497,637
Other Expenses	318,292	352,640	352,640	352,640	302,061	352,640	352,640	302,061
<i>Other Current Expenses</i>								
Martin Luther King, Jr. Commission	4,582	6,161	6,161	6,161	5,977	6,161	6,161	5,977
Total-General Fund	6,477,868	6,767,893	6,767,893	6,767,893	5,937,402	6,767,893	6,767,893	5,805,675

Other Funds Available

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Private Funds	6,194	6,380	6,571	6,571	6,571	6,768	6,768	6,768

Federal Contributions

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
14401 Fair Housing Assist Pgm-State & Local	32,863	53,848	34,864	34,864	34,864	35,910	35,910	35,910
30002 Employment Discrimination State & Local	2,897	2,500	2,500	2,500	2,500	2,500	2,500	2,500
Total - All Funds	6,519,822	6,830,621	6,811,828	6,811,828	5,981,337	6,813,071	6,813,071	5,850,853

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
<i>Personal Services</i>	Actual	Estimated	Requested	Recommended	Requested	Recommended
Salaries & Wages-Full Time	6,045,199	6,294,765	6,294,765	5,515,037	6,294,765	5,383,310
Longevity Payments	34,690	36,122	36,122	36,122	36,122	36,122
Overtime	56,691	59,031	59,031	59,031	59,031	59,031
Accumulated Leave	10,853	11,301	11,301	11,301	11,301	11,301
Other	7,561	7,873	7,873	7,873	7,873	7,873
TOTAL - Personal Services-Personal Services	6,154,994	6,409,092	6,409,092	5,629,364	6,409,092	5,497,637
 <i>Other Expenses</i>						
Capital Outlays	1,140	1,263	1,263	1,263	1,263	1,263
Communications	35,603	39,446	39,446	39,446	39,446	39,446
Electricity	4,528	5,017	5,017	5,017	5,017	5,017
Employee Expenses	1,472	1,631	1,631	1,631	1,631	1,631
Employee Travel	10,663	11,814	11,814	11,814	11,814	11,814
Equipment Rental and Maintenance	22,208	24,605	24,605	24,605	24,605	24,605
Food And Beverages	190	211	211	211	211	211
Information Technology	480	532	532	532	532	532
Motor Vehicle Costs	12,928	14,323	14,323	14,323	14,323	14,323
Other Services	115,929	136,321	136,321	85,742	136,321	85,742
Premises Expenses	1,193	1,322	1,322	1,322	1,322	1,322
Premises Rent Expense-Landlord	73,072	73,072	73,072	73,072	73,072	73,072
Professional Services	1,944	2,154	2,154	2,154	2,154	2,154
Purchased Commodities	36,942	40,929	40,929	40,929	40,929	40,929
TOTAL-Other Expenses	318,292	352,640	352,640	302,061	352,640	302,061
 <i>Other Current Expenses</i>						
Martin Luther King, Jr. Commission	4,582	6,161	6,161	5,977	6,161	5,977
TOTAL-Other Current Expenses	4,582	6,161	6,161	5,977	6,161	5,977
 <i>Character & Major Object Summary</i>						
	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	Actual	Estimated	Requested	Recommended	Requested	Recommended
Personal Services	6,154,994	6,409,092	6,409,092	5,629,364	6,409,092	5,497,637
Other Expenses	318,292	352,640	352,640	302,061	352,640	302,061
Other Current Expenses	4,582	6,161	6,161	5,977	6,161	5,977
TOTAL-General Fund	6,477,868	6,767,893	6,767,893	5,937,402	6,767,893	5,805,675

ABUSE INVESTIGATION

Statutory Reference

C.G.S. Sections 46a-11b through 46a-13a.

Statement of Need and Program Objectives

To ensure that allegations of abuse and neglect of adults with intellectual disability are reported, are promptly and thoroughly investigated and responded to appropriately.

To oversee the mechanisms for reporting and tracking allegations of abuse and neglect of adults with intellectual disability that arise within human service programs, to determine which allegations warrant investigation, and to ensure the quality of such investigations.

To ensure that protective services are implemented when necessary to assure the safety of an adult with an intellectual disability who has been abused or neglected.

To ensure that independent investigations are conducted into the death of any Department of Developmental Services (DDS) client where abuse or neglect is suspected to have contributed to the death.

Program Description

The Abuse Investigation Division (AID) investigates allegations of abuse or neglect by caregivers of adults with intellectual disability who

are between the ages of 18 and 60. AID conducts primary investigations for allegations of abuse and neglect involving people with intellectual disability living outside the service systems. Most reports involving clients of the developmental disabilities service system are directly investigated by the service agencies, with OPA monitoring the internal investigation. AID is also mandated to investigate the deaths of persons with intellectual disability for whom the Department of Developmental Services has responsibility for direct care or oversight and when there is reason to believe that the cause of death may involve abuse or neglect.

Each year, AID receives approximately 1,400 reports of suspected abuse or neglect of persons with intellectual disability. P&A staff investigate directly or monitor investigations of allegations of neglect, physical abuse, injury of unknown origin, and sexual abuse. On average, approximately 15% of alleged perpetrators are residential staff, 15% are vocational staff, 10% are family members, 2% are medical staff and the remaining alleged perpetrators fall into other categories.

Personnel Summary

Permanent Full-Time Positions

	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
General Fund	11	1	0	12	12	0	12	0

Financial Summary by Program

General Fund

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	935,735	961,837	237,400	0	0	237,400	0	0
Other Expenses	8,998	47,341	38,343	0	0	38,343	0	0
Total-General Fund	944,733	1,009,178	275,743	0	0	275,743	0	0

Federal Contributions

96009 Social Security State Grants For Work

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
96009 Social Security State Grants For Work	3,111	32,500	0	0	0	0	0	0
Total - All Funds	947,844	1,041,678	275,743	0	0	275,743	0	0

ADVOCACY FOR PERSONS WITH DISABILITIES

Statutory Reference

C.G.S. Sections 46a-7 through 46a-13a, 45a-694, 29-200b, 29-269b and 9-168d.

Statement of Need and Program Objectives

To protect civil rights and challenge discriminatory 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 5,000 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 in collaboration with the 15 member volunteer advisory board, and are 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 resources to educating, organizing and supporting community advocacy groups. Staff members from all program areas provide training to people with disabilities, service providers and disability interest groups. OPA community development staff provide technical assistance and limited resource support to local advocacy programs and parent and self-advocacy organizations, and pursue outreach efforts in minority communities. To better ensure statewide presence and support collaboration with community-based advocacy organizations, OPA subcontracts some of its functions with legal services and self-advocacy organizations.

Personnel Summary								
<i>Permanent Full-Time Positions</i>	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
General Fund	17	2	0	19	-12	0	-12	0
Federal Funds	13	0	0	10.92	0	0	0	0
Financial Summary by Program								
<i>General Fund</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	1,328,332	1,086,044	-237,400	0	0	-237,400	0	0
Other Expenses	168,686	131,419	-38,343	0	0	-38,343	0	0
Total-General Fund	1,497,018	1,217,463	-275,743	0	0	-275,743	0	0
<i>Federal Contributions</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
84161 Rehabilitation Services Client Assistance	71,680	73,305	0	0	0	0	0	0
84240 Pgm Protection and Advocacy of Individual Rights	225,595	159,792	0	0	0	0	0	0
84343 Assistive Technology State Grants For	46,131	82,776	0	0	0	0	0	0
93138 Protection & Advocacy For Individual	498,485	495,530	0	0	0	0	0	0
93267 State Grants For Protection & Advoca	60,652	38,451	0	0	0	0	0	0
93618 Voting Access-Individ W/Disabilities	66,798	51,928	0	0	0	0	0	0
93630 Developmental Disabilities Basic Support	410,775	533,054	0	0	0	0	0	0
93667 Social Services Block Grant	120,495	121,000	0	0	0	0	0	0
96009 Social Security State Grants For Work	183,268	131,819	0	0	0	0	0	0
Total - All Funds	3,180,897	2,905,118	-275,743	0	0	-275,743	0	0

AGENCY FINANCIAL SUMMARY - GENERAL FUND

Current Expenses by Minor Object							
<i>Personal Services</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended	
Salaries & Wages-Full Time	2,195,997	2,017,423	178,843	0	178,843	0	
Longevity Payments	16,925	9,082	-7,843	0	-7,843	0	
Overtime	1,306	0	0	0	0	0	

Accumulated Leave	36,075	0	-150,000	0	-150,000	0
Other Salaries & Wages	4,875	3,000	-3,000	0	-3,000	0
Other	8,889	18,376	-18,000	0	-18,000	0
TOTAL - Personal Services-Personal Services	2,264,067	2,047,881	0	0	0	0

Other Expenses

Communications	19,998	19,998	-1,084	0	-1,084	0
Employee Expenses	750	750	0	0	0	0
Employee Travel	1,187	1,187	0	0	0	0
Equipment Rental and Maintenance	4,841	4,841	0	0	0	0
Information Technology	636	636	0	0	0	0
Motor Vehicle Costs	11,007	11,007	0	0	0	0
Other Services	22,339	13,341	-8,998	0	-8,998	0
Premises Expenses	83	83	0	0	0	0
Professional Services	113,387	123,534	8,998	0	8,998	0
Purchased Commodities	3,383	3,383	1,084	0	1,084	0
Salaries and Wages	73	0	0	0	0	0
TOTAL-Other Expenses	177,684	178,760	0	0	0	0

Character & Major Object Summary

	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	Actual	Estimated	Requested	Recommended	Requested	Recommended
Personal Services	2,264,067	2,047,881	0	0	0	0
Other Expenses	177,684	178,760	0	0	0	0
TOTAL-General Fund	2,441,751	2,226,641	0	0	0	0

Total Agency Programs

20,013,275 22,794,791 22,296,579 22,389,605 20,343,277 21,553,309 21,686,835 20,681,274

WORKERS' COMPENSATION COMMISSION

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 and ensure that workers injured on the job receive medical treatment and timely payment of lost work time benefits.

Program Description

The Workers' Compensation Commission is statutorily mandated to adjudicate and resolve disputes arising from injuries occurring in the workplace. Issues are resolved through hearings, mediation and/or negotiation.

The Compensation Review Board is the appellate level of the Workers' Compensation Commission.

Education programs provide information to employers, employees and the general public.

Safety and Health Programs prevent and reduce workplace injuries by assisting employers in establishing committees to oversee safety programs.

Managed Care Plan applications from employers are reviewed to ensure employees are provided adequate access to medical care while employers strive to achieve cost containment.

Self-Insurance Division reviews applications from employers 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 evidence of employer's compliance with workers' compensation insurance coverage.

Program Measures

	FY 2016 Actual	FY 2017 Estimated	FY 2018 Projected	FY 2019 Projected
Injuries/Illnesses Reported	58,314	60,000	60,000	60,000
Fatal Injuries	30	30	30	30
Informal Hearings	41,084	42,000	42,000	42,000
Formal Hearings	661	700	700	700
Pre-Formal Hearings	7,060	7,500	7,500	7,500
Voluntary Agreements	11,785	12,000	12,000	12,000
Stipulations Approved	6,794	7,000	7,000	7,000
Awards	1,929	2,000	2,000	2,000
Dismissals	161	200	200	200
CRB New Appeals	92	100	100	100
CRB Dispositions	89	100	100	100
Education Services Information Responses	66,911	67,000	67,000	67,000
Website Visits, Page Views and Downloads	1,141,344	1,150,000	1,150,000	1,150,000

Personnel Summary

<i>Permanent Full-Time Positions</i>	FY 2016 Filled	FY 2016 Vacant	FY 2017 Change	FY 2017 Total	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
Workers' Compensation Fund	107	10	0	117	117	109	117	109

Financial Summary by Program

<i>Workers' Compensation Fund</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Personal Services	9,313,544	10,240,361	10,240,361	10,351,311	9,905,669	10,240,361	10,351,311	9,905,669
Other Expenses	2,922,910	3,819,747	3,362,535	3,362,535	2,111,669	2,619,265	2,659,765	2,449,666
<u>Capital Outlay</u>								
Equipment	0	41,000	0	1	1	0	1	1
<u>Other Current Expenses</u>								
Fringe Benefits	7,209,830	8,192,289	8,192,289	8,281,049	7,931,229	8,192,289	8,281,049	7,931,229
Indirect Overhead	464,028	398,322	398,322	291,637	291,637	398,322	291,637	291,637

Other Current Expenses	7,673,858	8,590,611	8,590,611	8,572,686	8,222,866	8,590,611	8,572,686	8,222,866
Total-Workers' Compensation Fund	19,910,312	22,691,719	22,193,507	22,286,533	20,240,205	21,450,237	21,583,763	20,578,202
<i>Other Funds Available</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Baseline	FY 2018 Recommended	FY 2019 Requested	FY 2019 Baseline	FY 2019 Recommended
Private Funds	102,963	103,072	103,072	103,072	103,072	103,072	103,072	103,072
Total - All Funds	20,013,275	22,794,791	22,296,579	22,389,605	20,343,277	21,553,309	21,686,835	20,681,274

AGENCY FINANCIAL SUMMARY - WORKERS' COMPENSATION FUND

<i>Current Expenses by Minor Object</i>	FY 2016 Actual	FY 2017 Estimated	FY 2018 Requested	FY 2018 Recommended	FY 2019 Requested	FY 2019 Recommended
<i>Personal Services</i>						
Salaries & Wages-Full Time	9,174,707	9,982,021	9,982,021	9,647,329	9,982,021	9,647,329
Salaries & Wages-Temporary	2,440	60,000	60,000	60,000	60,000	60,000
Longevity Payments	89,843	97,840	97,840	97,840	97,840	97,840
Overtime	204	500	500	500	500	500
Accumulated Leave	23,595	100,000	100,000	100,000	100,000	100,000
Other Salaries & Wages	-1,187	0	0	0	0	0
Other	23,942	0	0	0	0	0
TOTAL - Personal Services-Personal Services	9,313,544	10,240,361	10,240,361	9,905,669	10,240,361	9,905,669
<i>Other Expenses</i>						
Communications	116,877	120,000	120,000	120,000	120,000	120,000
Electricity	41,588	44,000	44,000	44,000	44,000	44,000
Employee Travel	8,857	10,000	10,000	10,000	10,000	10,000
Equipment Rental and Maintenance	82,151	82,000	82,000	82,000	82,000	82,000
Food And Beverages	1,316	2,500	2,500	2,500	2,500	2,500
Information Technology	794,534	1,542,982	1,040,770	0	280,000	280,000
Motor Vehicle Costs	12,493	15,000	15,000	15,000	15,000	15,000
Natural Gas	2,700	2,700	2,700	2,700	2,700	2,700
Other Services	242,260	250,000	250,000	250,000	250,000	250,000
Premises Expenses	109,183	120,000	120,000	120,000	120,000	120,000
Premises Rent Expense-Landlord	1,390,939	1,500,000	1,500,000	1,316,608	1,500,000	1,316,605
Professional Services	19,717	30,000	30,000	30,000	30,000	30,000
Purchased Commodities	99,737	100,000	145,000	118,296	162,500	176,296
Sewer	238	240	240	240	240	240
Water	320	325	325	325	325	325
TOTAL-Other Expenses	2,922,910	3,819,747	3,362,535	2,111,669	2,619,265	2,449,666
<i>Equipment</i>						
Equipment	0	41,000	0	1	0	1
TOTAL-Equipment	0	41,000	0	1	0	1
<i>Other Current Expenses</i>						
Fringe Benefits	7,209,830	8,192,289	8,192,289	7,931,229	8,192,289	7,931,229
Indirect Overhead	464,028	398,322	398,322	291,637	398,322	291,637

TOTAL-Other Current Expenses	7,673,858	8,590,611	8,590,611	8,222,866	8,590,611	8,222,866
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Character & Major Object Summary

	FY 2016	FY 2017	FY 2018	FY 2018	FY 2019	FY 2019
	Actual	Estimated	Requested	Recommended	Requested	Recommended
Personal Services	9,313,544	10,240,361	10,240,361	9,905,669	10,240,361	9,905,669
Other Expenses	2,922,910	3,819,747	3,362,535	2,111,669	2,619,265	2,449,666
Capital Outlay	0	41,000	0	1	0	1
Other Current Expenses	7,673,858	8,590,611	8,590,611	8,222,866	8,590,611	8,222,866
TOTAL-Workers' Compensation Fund	19,910,312	22,691,719	22,193,507	20,240,205	21,450,237	20,578,202

