



2017

Employer Resource Guide

Providing Programs and Services
to assist Connecticut Businesses



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

Acknowledgement

This employer resource guide was created to educate all employers on the wide array of programs, services, and incentives available in Connecticut. This guide will be periodically updated, and automatically emailed to all registered employers in *CTHires*, (www.cthires.com), the Department of Labor's no cost online job bank. In addition, a link to the resource guide will be available on the Department of Labor's website, <http://www.ctdol.state.ct.us/employerresourceguide.pdf>.

The Connecticut Department of Labor would like to express its gratitude to the state agencies, organizations and individuals contributing to the publication of this guide:

- Central Connecticut State University's Institute of Technology and Business Development
- Connecticut Adult Education
- Connecticut Community College System
- CONNSTEP
- Department of Economic and Community Development
- Department of Rehabilitation Services
- Workforce Development Boards

We hope you find this guide useful. If you have any questions, please contact the Connecticut Department of Labor's Employment Services Operations Unit via email at: DOL.EmploymentServices@ct.gov.

The Connecticut Department of Labor, Employment Services Operations Unit – August 29, 2017

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The American Job Center (AJC) Network

The Resource

The *American Job Center* network is a partnership of organizations working as a team to promote a universal approach to provide effective workforce assistance to businesses. This collaboration of state, regional and local organizations is designed to provide a seamless delivery system of programs and services.

American Job Centers (AJCs), located throughout the state, provide a variety of employment-related services for Connecticut's businesses for little or no cost. Staff at the AJCs can provide assistance with services such as recruiting and screening qualified applicants, guidance on reaching out to specific populations in employers' recruiting efforts, job matching, and labor market information.

Benefit and Eligibility Criteria

- **Post job openings** - Employment opportunities can be posted on Connecticut's job bank system, www.CTHires.com making them accessible to thousands of job seekers at no cost.
- **Creating a Virtual Recruiter in CTHires** - Virtual Recruiter allows employers to save a candidate search and periodically identify new job seeker résumés that fit the search criteria. Results are reported to the employer's message box in CTHires or email address.
- **Targeted recruitments** - AJC staff can organize a customized recruitment for the employer at the job center. Staff contact candidates with the qualifications, skills, and experience needed to fill an employer's vacancy, all focused on an employer's requirements. The job center offers private facilities to interview candidates, staff assistance, and marketing of the company and its available openings to a large pool of skilled job seekers.
- **Screening of applicants prior to referral** - Based on qualifications desired by employers, AJC staff may screen applicants for job openings prior to referring individuals to the employer.
- **Job matching** - AJC staff can match qualified candidates with employers' job openings and send the résumés of candidates with the required skills, education, and experience to the employer.
- **Labor Market Information** - AJCs have current labor market information and can provide employers with data on prevailing industry wages, employment data by community, and other state/national trends regarding employment and labor market.
- **Outreach services** - AJC staff can provide programs and services to help dislocated workers find jobs following a layoff or reduction in force. Staff also assists with career/job fairs throughout the state.
- **Informational Seminars** – Financial incentives, employer roundtables, and apprenticeship programs
- **Specialized services** including coordinating services and referrals with other state agencies.

Contact Information Employers may contact their nearest *American Job Center* and speak with a Business Services Representative .

Southwest

Lori-lynn Chatlos

Bridgeport American Job Center
2 Lafayette Square
Bridgeport, CT 06604
Phone: (203) 455-2601
Fax: (203) 455-2730
lorilynn.chatlos@ct.gov

Dolores Ryan

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2 Lafayette Square
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Phone: (203) 455-2602
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dolores.ryan@ct.gov

South Central

Abby Leslie Gayle

Hamden American Job Center
37 Marne Street
Hamden, CT 06514
Phone: (203) 859-3414
Fax: (203) 859-3120
abbyleslie.gayle@ct.gov

Janice Albert

Hamden American Job Center
37 Marne Street
Hamden, CT 06514
Phone: (203) 859-3417
Fax: (203) 859-3120
janice.albert@ct.gov

North Central

Donna Smith

Hartford American Job Center
3580 Main Street
Hartford, CT 06120
Phone: (860) 256-3869
Fax: (860) 256-3580
donna.smith@ct.gov

Garth Swaby

Hartford American Job Center
3580 Main Street
Hartford, CT 06120
Phone: (860) 256-3871
Fax: (860) 256-3580
garth.swaby@ct.gov

Eastern

Mark Fillmore

Danielson American Job Center
95 Westcott Road
Danielson, CT 06239
Phone: (860) 412-7021
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mark.fillmore@ct.gov

Kathleen Cosgrove

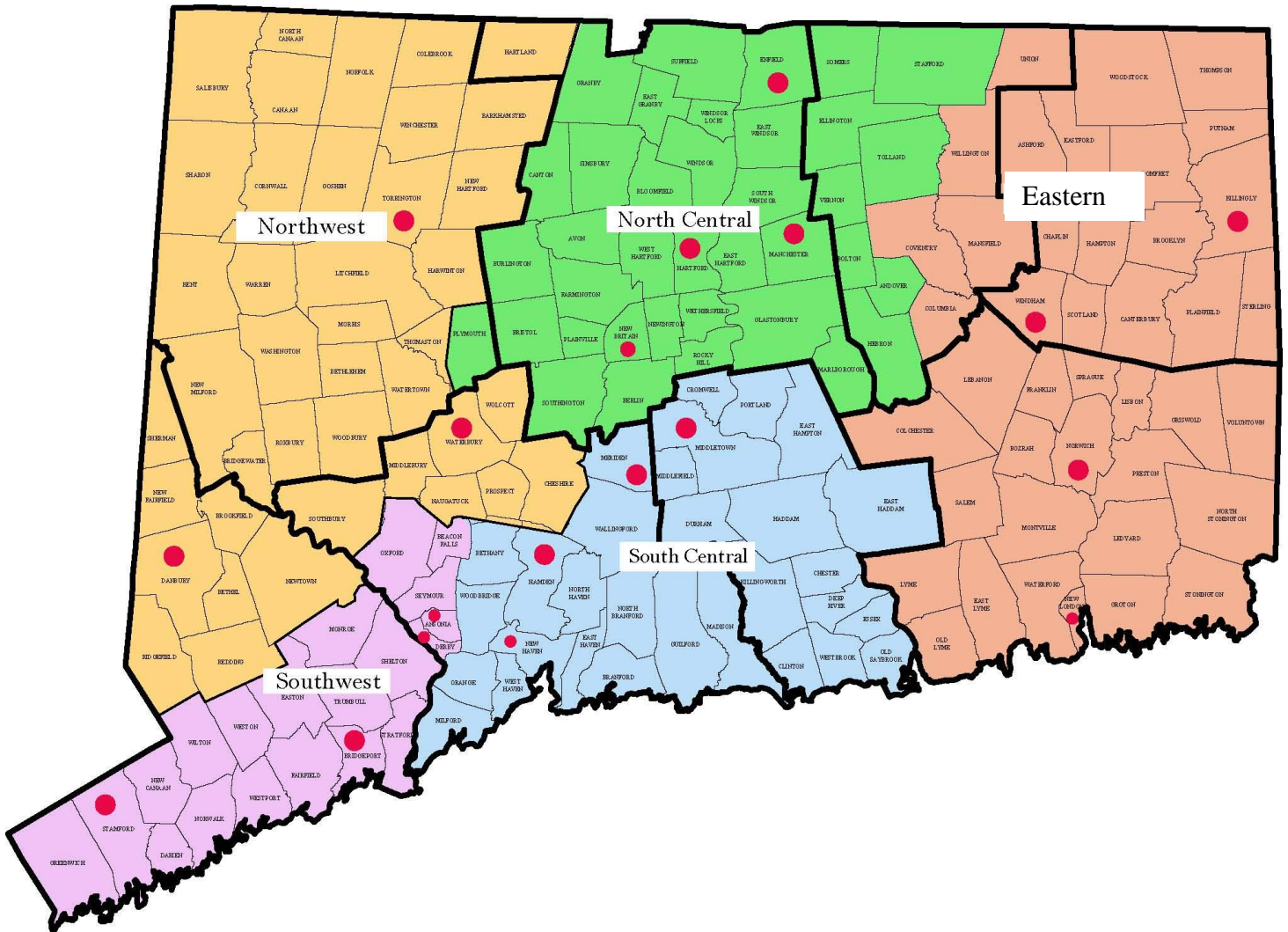
New London American Job Center
Shaw's Cove Six
New London, CT 06320
Phone: (860) 439-7600
Fax: (860) 439-7420
kathleen.cosgrove@ct.gov

Northwest

Michelle Caffè

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249 Thomaston Ave.
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Phone: (203) 437-3308
Fax: (203) 437-3290
michelle.caffe@ct.gov

Map of Connecticut American Job Centers by Region



Department of Labor

Office for Veterans' Workforce Development

The Resource

With a veteran population of over 259,000 in Connecticut – including more than 29,000 veterans with employment needs – the need for veterans' employment assistance has been heard. In response, a specialized unit meets these challenges. The Office for Veterans' Workforce Development (OVWD), a partner in the American Job Center (AJC) network, is a unit with a unique mission:

To provide all eligible Veterans with the resources and services to succeed in the 21st century workforce by maximizing their employment opportunities, protecting their employment rights and meeting labor-market demands in today's ever changing job market and economy....

The OVWD is comprised of Local Veterans Employment Representatives (LVERs) who are qualified veterans themselves, located in *American Job Centers* across the state. These representatives assist both job seeking veterans and employers with their employment and training needs.

Benefit and Eligibility Criteria

LVERs provide the following services to employers: employer outreach, job recruitment, workshops and presentations to employers, unions, and business organizations representing specific industries and occupations. In addition, LVERs are charged with informing Federal contractors of the process to recruit qualified veterans and promoting credentialing and licensing opportunities for veterans. They serve as advocates for the hiring of veterans, promoting their solid work ethic, skills, knowledge, leadership abilities, teamwork approach and understanding of their role and responsibilities in the workplace.

Job Development is another service the LVER provides to employers. This involves the matching of a specific veteran to a specific employer. This requires the LVER to have a thorough understanding of the occupation, industry, skill level and knowledge necessary to meet the employer's needs. LVERs work in concert with CTDOL's Business Services Representatives to assist employers with the placement of job listings, employer recruitments, on-the-job training, and apprenticeship opportunities. They inform employers of hiring incentives offered by state and federal programs, including the Vocational Rehabilitation & Employment program, which is available to disabled veterans who can no longer perform the duties required for their military occupation specialty. LVERs also plan and host CTDOL's annual Heroes 4 Hire Career Fair.

LVERs assess a business’s employment and training needs and provide solutions to those needs. LVERs use their expertise to match the employer and the veteran with the most beneficial service program or financial incentive. They also assist employers in translating an ex-service member’s military experience to the same or similar experience in the civilian workforce.

Contact Information

Employers can contact their Local Veteran Employment Representative or visit the unit’s website at www.ctvetjobs.org. Veterans with special needs or questions may contact Andy James at 860-263-6530 or Terence Brennan at 860-263-6514.

<p>Dan Laffin</p> <p>Bridgeport: 203-455-2711 Hamden: 203-859-3412 daniel.laffin@ct.gov</p>	<p>Jim Lauber</p> <p>Hartford: 860-256-3711 james.lauber@ct.gov</p>
<p>Jason Sechrist</p> <p>New London: 860-439-7582 jason.sechrist@ct.gov</p>	<p>Kelvin Johnson</p> <p>Waterbury: 203-437-3294 kelvin.johnson@ct.gov</p>

Department of Labor

Office of Workforce Competitiveness

Disability Employment Initiative

The Resource

The Connecticut Department of Labor’s Office of Workforce Competitiveness was awarded \$2.5 million by the U.S. Department of Labor to lead a partnership of four local Workforce Development Boards and other partners to improve employment opportunities for youth with disabilities, ages 14–24, using job-driven approaches in career pathway systems. This includes providing paid internships and work experiences for program participants.

Benefit and Eligibility Criteria

What: Paid internships and work experiences for youth with disabilities ages 14-24.

Who: Businesses in any industry seeking interns for short-term work experiences.

Where: Businesses located in the state’s eastern, south central, southwest, and northwest workforce regions are eligible to participate

When: Until program ends in March 2020

How: Paid internships or work experiences are funded through the Disability Employment Initiative grant. Connecticut businesses interested in offering short-term work experiences or internships can call their regional Disability Resource Coordinator.

Contact Information

<p>Karen Quesnel DEI Project Lead CT Department of Labor Office of Workforce Competitiveness 200 Folly Brook Blvd. Wethersfield, CT 06109 Tel. 860-263-6527 karen.quesnel@ct.gov</p>	<p>SOUTH CENTRAL</p> <p>Barbara Green Disability Resource Coordinator Workforce Alliance 560 Ella Grasso Boulevard New Haven, CT 06519 Tel. 203-867-4030 ext. 239 bgreen@workforcealliance.biz</p>	<p>SOUTHWEST</p> <p>D'Amira Kendrick Disability Resource Coordinator YouthWorks Workforce Development Specialist The Workplace, Inc. 350 Fairfield Avenue Bridgeport, CT 06604 Tel. 203-290-1946 dkendrick@workplace.org</p>
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EASTERN

Jessica Rivera

Disability Resource Coordinator

TVCCA @ American Job Center

113 Salem Turnpike, North Building Suite 200

Norwich, CT 06360

Tel. 860-859-5603 (M-T-TH) | Fax 860-859-5618

jrivera@tvcca.org

NORTHWEST

Gary Madison

Disability Resource Coordinator

Northwest Regional Workforce Investment Board

249 Thomaston Avenue

Waterbury, CT 06702-1028

Tel. 203-574-6971 ext. 442 | Fax 203-573-8951

gary.madison@nrwib.org

Department of Labor

Work Opportunity Tax Credit (WOTC)

The Resource

The Work Opportunity Tax Credit (WOTC) is a Federal tax credit available to employers that hire individuals from certain target groups who have faced significant barriers to employment. The regulations are set by the IRS and the U.S. Department of Labor and are administered by Connecticut Department of Labor.

Benefit and Eligibility Criteria

The tax credit ranges from \$1,200 - \$9,600 depending on the target group of the individual hired. There is no limit to the number of people they can hire, with minimal paperwork, so this program can be worth thousands of dollars to a business.

This credit provides a reduction in federal tax liability. Even a tax exempt 501c business can benefit from a reduced tax credit if they hire a qualified veteran and the business is a § 501(a) "qualified tax-exempt organization".

WOTC is a one-time tax credit for hiring and retaining individuals from one of these target groups:

Veterans:	Tax Credit Amount—up to a maximum of:
Veteran receiving benefits from the Supplemental Nutritional Assistance Program	\$2,400
Disabled veteran receiving compensation for service connected disability	\$4,800
Disabled veteran receiving compensation for service connected disability and unemployed for six months	\$9,600
Unemployed veteran four weeks	\$2,400
Unemployed veteran six months or more	\$5,600

Other Categories:

Temporary Assistance to Needy Families (TANF) recipient	\$2,400
Supplemental Nutritional Assistance Program (SNAP)	\$2,400
Ex-Felon	\$2,400
Designated Community Residents	\$2,400
Vocational Rehabilitation Referral	\$2,400
SSI and Ticket to Work	\$2,400
Summer Youth	\$1,200
Long Term Family Assistance Recipient	\$ 4,000 year one and \$5,000 year two
Long Term Unemployment Recipient	\$2,400

An application package consists of IRS Form 8850 and ETA Form 9061 with additional documents needed for the groups listed below:

- Veteran—DD214 or separation paperwork from the military
- Disabled Veteran—DD214 or separation paperwork from the military and proof of receipt of compensation for a service connected disability
- Designated Community Resident—proof of age and address
- Vocational Rehabilitative Referral—Authorization of Disclosure—JS-182
- Long Term Unemployment Recipient-- [ETA Form 9175](#) – not required but may expedite

Mail the completed package to:

Connecticut Department of Labor
Attn: WOTC Unit
200 Folly Brook Blvd
Wethersfield, CT 06109

Connecticut Department of Labor will provide a determination letter that either certifies or denies the tax credit. Once certified, employers will provide the letter, number of hours worked by the employee, and their wages to their accounting professional.

Contact Information

Information on Work Opportunity Tax Credit can be found at:

<http://www.ctdol.state.ct.us/progsupt/taxcredits/taxcreditprogramspage.htm>

Or:

Sharon Grip WOTC Coordinator 860-263-6066 Sharon.grip@ct.gov	Don Ojide 860-263-6797 Donatus.ojide@ct.gov	WOTC Unit 860-263-6060
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Grants, Training, Consultation, and Workplace Safety

Department of Labor

The Manufacturing Innovation Fund

Incumbent Worker Training Grants

The Resource

The Manufacturing Innovation Fund Incumbent Worker Training (MIF IWT) program provides training grants to Connecticut manufacturers for growing innovative and technology-based manufacturing businesses in Connecticut. The goals are:

- To support advanced manufacturing and innovative companies in their efforts to train incumbent workers in the appropriate skills to meet current and emerging market needs.
- To bring technological innovation to the market and help manufacturing companies leap ahead in productivity and efficiency by enhancing the skills of their current workforce.
- To maintain sales and grow revenue and profitability.

Benefit and Eligibility Criteria

Employers are reimbursed up to 50% of an approved training plan within a 12-month period. The maximum grant is \$50,000 and could cover a training plan costing \$100,000. Reimbursement may be distributed in partial payments as training line items are completed or in whole when all the training is completed. For example, if a company is approved for a training plan totaling \$40,000, the employer could receive as much as \$20,000 in reimbursement.

Applications requesting funding prior to the start of training are evaluated by the Department of Labor to ensure the following mandatory requirements are met:

- Connecticut-based manufacturer with 2,000 or fewer employees in CT and registered for at least 12 months with the Secretary of the State's office to conduct business in Connecticut.
- Operate a manufacturing facility located in Connecticut. Training covered under this program is for Connecticut based employees only.
- In good standing with the Department of Revenue Services, Department of Labor and other relevant state or local agencies.
- Have a training project that meets criteria to enhance employee skills.

Contact Information

Eligible manufacturing companies should complete and submit the online application form found at: www.ctdol.state.ct.us/IWTmanufappform.htm. Please contact [Bernice Zampano](mailto:Bernice.Zampano@ct.gov) at (860) 263-6732 or via email at bernice.zampano@ct.gov for further assistance with the program.

Department of Labor Trade Adjustment Assistance On-the-Job Training

The Resource

- Trade Adjustment Assistance (TAA) provides training benefits to workers in firms who have lost their jobs due to foreign trade.
- On-the-job training (OJT) is a method of training new employees at the work site using other skilled employees as instructors.
- TAA-OJT brings together employers and workers by providing funding to employers to offset a portion of the cost of training workers in skilled occupations.

Benefit and Eligibility Criteria

- Provides up to 50% of the starting wage rate for a new employee.
- Reimbursement between two and nine months, depending on complexity and skill level of the job.
- Department of Labor (DOL) staff will work with you to design a customized OJT plan to meet your needs.
- The new employee will be trained to your specific work requirements.

How does it work? If you would like to create an OJT program, please contact your local Business Services Representative listed on page 5 of this guide. Once you create an OJT program with DOL, we refer TAA-certified workers to your OJT openings, assist with paperwork and record keeping, pay the agreed-upon monthly OJT reimbursement, and provide ongoing employer/employee support. The employer agrees to offer full-time OJT training to the worker.

Contact Information

Interested in TAA, OJT for your business? Contact [Joseph Criscuolo](#) at (860) 263-6070, or for a listing of local DOL Business Services Representative, see page 5.

Department of Labor

The Office of Apprenticeship Training

The Resource

Apprenticeship programs in the State of Connecticut are administered by the Department of Labor's, Office of Apprenticeship Training. Skilled consultants provide technical assistance, monitoring, and consulting services to qualified employers that take on the responsibilities of program sponsorship.

Apprenticeship is a program of "learning while earning." Unlike other vocational training which is held in a school setting, apprenticeship is based on an employer-employee relationship. The apprentice employee enters into a mutual agreement with an employer regarding training. It can thus be perceived that employment and training are interrelated. Apprenticeship can be seen as part of the "conditions of work."

Benefit and Eligibility Criteria

Apprenticeship is a paid training program of earning while learning. This on-the-job training, combined with classroom instruction, ensures a well-qualified, job-ready employee. Apprenticeships generally range from one to four years and at completion, the Connecticut Department of Labor's Office of Apprenticeship Training provides a portable training credential. A Registered Apprenticeship program can help employers develop a world-class workforce, enhance productivity, profitability and the bottom line. Hundreds of companies are already benefitting their business by taking advantage of wage subsidies, tuition reimbursements, training scholarships, and tax credits.

Grant Funding

The Office of Apprenticeship Training received three federal grants and a state bonding initiative that has aided in the expansion of the Registered Apprenticeship program. A total of \$14.55M for staff and program has been allocated as follows: American Apprenticeship Initiative \$5M, Apprenticeship Accelerator \$200K, Apprenticeship Expansion Rx \$1.55M, and MIF Apprenticeship \$7.8M.

Contact Information

Those seeking more information about the apprenticeship program can visit our website at www.ctapprenticeship.com or contact The Office of Apprenticeship Training at 860-263-6085 or: dol.apprenticeship@ct.gov .

Department of Labor

Division of Occupational Safety and Health (CONN-OSHA)

The Resource

The CONN-OSHA Division offers a free and confidential on-site consultation service designed to help employers maintain a safe and healthy workplace.

Benefits

- CONN-OSHA does not enforce standards in private businesses in Connecticut.
- Consultations are provided at no charge and no penalties are assessed.
- Consultations are confidential and information is not shared with OSHA enforcement.
- A written report summarizing the consultation report is provided.
- CONN-OSHA consultants help employers recognize safety and health hazards.
- CONN-OSHA consultants assist employers in correcting hazards and suggesting control measures.
- CONN-OSHA consultants provide technical support and guidance.
- Monitoring for air contaminants with laboratory analysis.
- Noise monitoring can be performed.
- CONN-OSHA assists in the development and implementation of required federal OSHA written programs.
- CONN-OSHA consultants can provide training and education for employers and employees.
- Employers establish and strengthen their safety and health programs.
- Employers can lower their injury and worker's compensation rates.
- Employers can gain recognition through the CONN-OSHA Safety and Health Achievement Recognition Program (SHARP).
- Breakfast Roundtable Meetings to keep your business up-to-date with the latest information and resources on safety and health issues. These discussion groups conducted in a supportive and informal environment are held the third Tuesday of every month 8:15-9:45 at the Department of Labor, 200 Folly Brook Boulevard, Wethersfield. Pre-registration is required.
- Free training and workshops to help employers comply with federal requirements and ensure a safe workplace environment.
- The *CONN-OSHA Quarterly* is an online publication containing articles of current interest including information on training opportunities, seminars, conferences, and newly developed safety and health regulations.

Eligibility Criteria

Both public and private sector employers in Connecticut are eligible. Priority is given to small employers with 250 or fewer employees at a worksite, and 500 or fewer employees nationwide in high hazard industries.

Contact Information

Contact Consultation Program Manager John Rosa, at 860-263-6925 to schedule a consultation or for further assistance with the program.

To attend a CONN-OSHA Breakfast Roundtable Discussion Meeting, contact John Able, 860-263-6902, john.able@ct.gov. For a listing of the meetings, go to <http://www.ctdol.state.ct.us/osha/breakfast/index.htm>.

For training events and workshops, contact Catherine Zinsser, 860-263-6942, catherine.zinsser@ct.gov.

To subscribe to the *CONN-OSHA Quarterly*, contact Grayson Gregory, 860-263-6912, grayson.gregory@ct.gov.

Central Connecticut State University

Institute of Technology & Business Development (CCSU ITBD)

The Resource

Central Connecticut State University Institute of Technology & Business Development (ITBD) helps support growing Connecticut businesses and organizations through workforce and economic development. Combining the expertise of a professional staff, academic experts, private sector advisors, and government resources, ITBD turns ideas into ventures, aids the growth of existing businesses, and helps Connecticut's business community succeed in today's challenging domestic and international markets.

Benefit and Eligibility Criteria

ITBD provides affordable, current and advanced skill development to businesses of all sizes throughout Connecticut, with the goal to provide productivity and process improvement. The Training Center offers public open enrollment sessions throughout the year on some of the most sought after topics along with customized, on-site training and consulting programs to fit a company's specific needs. ITBD's pragmatic, expert instructors include experience from business and industry making all training courses interactive, hands-on, and effective.

The Education & Innovation Center is a joint collaboration between CCSU's ITBD, TRIO and academic affairs conducted by such programs and institutions as the TriO Talent Search Program and the Elihu Burritt Library. The Center was developed to discover how to turn creative ideas into reality and encourage students to pursue careers in Science, Technology, Engineering and Math (STEM) careers. Inter-disciplinary instructors use library research techniques, 3D Computer Aided Design tools, 3D Printing technologies, open source coding, and training in entrepreneurship to guide students in learning to manage a business. Additionally, students learn from working on client-funded 3D projects while the client gains independent creativity in designing new or existing products.

The Conference Center hosts over 500 events at CCSU's state-of-the-art facility which is outfitted with WIFI and full technology capabilities, along with one 22-station computer lab. Groups of up to 300 attendees with full catering services available can be accommodated. The Conference Center is conveniently located near major highways with ample parking available in the municipal parking garage and is the perfect place for your next meeting or event!

The Incubator Program offers entrepreneurs the space to create and develop their business. With access to affordable office space, shared services, educational programs, and business counseling services, ITBD is home to success. Nearly 100 incubators have been assisted with CCSU's proven lifecycle model that includes access to grant funding opportunities for development. Join our ecosystem for your start-up venture!

There are no membership fees or eligibility requirements to obtain our services. All activities are on a fee for service basis, and at times we offer grant funding to leverage accessibility and reduce cost to our clients.

The services provide timely, efficient and comprehensive solutions to client needs. Often by engaging us and participating in our programs or engaging our networks, clients find added resources to help in today's challenging business environment.

Contact Information

Mailing Address: Central Connecticut State University, 185 Main Street New Britain, Connecticut, 06051
Email: CCSUITBD@ccsu.edu Web: www.ccsu.edu/itbd Phone: 860-832-0700

The Resource

CONNSTEP is a consulting firm, helping Connecticut manufacturers with strategic leadership and operational methodologies that help them innovate, improve operations, grow their top and bottom lines, and create sustainable competitive advantages in the marketplace.

For the 12 months of fiscal year 2016, reported client results were:

- Positive economic impact of \$318 million in increased and retained sales, and \$7 million in reduced production costs and employee utilization.
- An invested \$22 million in new technology and equipment; 209 new jobs created and 1,430 jobs retained, for a total of 1,639 jobs.

Benefit and Eligibility Criteria

Services provided at competitive rates:

CONTINUOUS IMPROVEMENT:

Lean strategies and principles improve how you deliver value to your customers by:

- Improving product and information flow
- Reducing lead times
- Freeing cash tied up in excess inventory
- Improving the performance of key suppliers

BUSINESS GROWTH:

Offers a suite of business development services tailored to the needs of small to mid-sized companies to:

- Grow sales
- Increase your customer base
- Identify new market opportunities
- Get the best return on marketing investments

QUALITY MANAGEMENT:

CONNSTEP can work with you to achieve industry quality certification (including ISO and OSHA categories, military and aerospace standards, and Six Sigma Green Belt) and develop stronger internal quality management systems that make you:

- Operationally agile
- Customer-focused
- Better able to face the competitive challenges of today and tomorrow

TRAINING:

Offers a suite of training programs to improve your company's overall value and performance by:

- Developing your people
- Streamlining your processes
- Eliminating waste
- Generating new business
- Increasing sales
- Growing your business strategically

Contact Information

Web: www.connstep.org | Phone: 800-266-6672 | Email: info@connstep.org

Connecticut Community Colleges

The Resource

The Connecticut Community College system has a solid record of achievement in meeting the workforce training needs of the Nutmeg State's employers. Connecticut's colleges offer timely, comprehensive assistance to businesses that want to provide training and educational opportunities. The Connecticut Community College University System is composed of 17 campuses: 12 community colleges, four state universities and one online college.

Benefits and Eligibility

The Connecticut Community College University System can provide the following benefits to businesses:

- Customized contract workforce training, on a fee-for-service basis, by community colleges to meet specific and immediate training needs of individual employers. Contract training courses are typically designed to improve the skills of incumbent workers or those of unemployed workers seeking jobs with the particular employer. The customized assessment process creates a comprehensive training plan specific to employer needs, goals and employees' skill level. Choose from convenient campus locations – or train onsite.
- Large pool of talented graduates that possess the skills and education levels that companies look to hire in order to compete in today's global economy. On campus, local employers will find opportunities to participate in career and internship fairs as well as hold information sessions.

All businesses can access business services and participate in career events of the Connecticut Community College system.

Connecticut Community College Business & Industry Contacts

Asnuntuck Community College

170 Elm St., Enfield CT 06082
Gary Carra, Business & Industry/Marketing
gcarra@asnuntuck.edu | 860-253-3128

Capital Community College

950 Main St., Hartford, CT 06103
Linda R. Guzzo, Dean of Continuing Education
lguzzo@ccc.commnet.edu | 860-906-5132
Odile Dilone, CE Coordinator
odilone@capitalcc.edu | 860-906-5141

Gateway Community College

20 Church St, New Haven, CT 06510
Erika Lynch, Workforce Development Coordinator,
ELynch@gwcc.commnet.edu | 203-285-2302

Housatonic Community College

900 Lafayette Blvd., Bridgeport, CT 06604
Joseph Jenacaro, Continuing Education
Coordinator/Acting Legislative Liaison,
jjenacaro@hcc.commnet.edu | 203-332-5964

Manchester Community College

60 Bidwell St., Manchester, CT 06040
Mick Pigott, Director of Business & Industry Services
mpigott@manchestercc.edu | 860-512-2815
Doreen Forbes-Rogers, Business Services Representative
dforbes-rogers@manchestercc.edu | 860-512-2817

Middlesex Community College

100 Training Hill Rd, Middletown, CT 06457
Diane Bordonaro, Director of Non-Credit Programs
dbordonaro@mxcc.edu | 860-343-5716

Naugatuck Valley Community College

750 Chase Pkwy, Waterbury, CT 06708
Laurie L. Hornbecker, Director, Community and
Economic Development
lhornbecker@nvcc.commnet.edu | 203-575-7058
Cynthia Tolin, Program Coordinator, Business &
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Northwestern Community College

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Jane Williams, Coordinator Workforce Development,
JWilliams@nwcc.commnet.edu | 860-738-6444

Norwalk Community College

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Extended Studies and Workforce Education,
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Quinebaug Valley Community College

742 Upper Maple St, Danielson, CT 06239
Valerie Nightingale, Coordinator of Continuing and
Professional Education
VNightingale@qvcc.commnet.edu | 860-932-4110

Three Rivers Community College

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Marjorie Valentin, Associate Dean, Workforce &
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Ana Gonzales, Coordinator, Workforce & Community
Education, agonzales@trcc.commnet.edu 860-215-9246

Tunxis Community College

271 Scott Swamp Rd., Farmington, CT 06032
Victor Mitchell, Director of Business & Industry
Services, vmitchell@txcc.commnet.edu | 860-314-4709

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Layoff Aversion and Management

Department of Labor

Rapid Response Team Services

The Resource

Rapid Response is a pro-active, business-focused, and flexible program designed to provide Connecticut employers and employees with two major services. The first is to help growing companies access an available pool of skilled workers from other companies that are downsizing, or access employees who have been trained in the skills a company needs to be competitive.

The second service involves responding to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. Connecticut's Rapid Response Team will work with employers and any employee representative(s) to quickly maximize public and private resources to minimize the disruptions on companies, affected workers, and communities that are associated with job loss. Rapid Response can provide customized services on-site at an affected company, accommodate any work schedules, and assist companies and workers through the many issues that arise from job loss.

Benefit and Eligibility Criteria

Layoff aversion

- Match businesses that are in transition with growing businesses with similar skill sets.
- Communicate directly with employers on their needs and what is necessary to avoid layoffs.
- Educate employers on various federal, state, and local programs and agencies that provide alternatives to layoffs. Such programs include the Shared Work Program, Connecticut Manufacturing Innovation Fund Apprenticeship Program, State of Connecticut Manufacturing Innovation Fund Incumbent Worker Training, Trade Adjustment Assistance (TAA) Act for firms, tax incentives, and business loans.
- Provide referrals to information and assistance if an employer is considering selling a business.

Managing a layoff

Benefits for employees/dislocated workers include:

- On-site workshops on job search, résumé preparation, interviewing, Unemployment Insurance benefits, health insurance options, and other relevant topics.
- Provide leads to jobs in similar companies that are hiring.
- Provide information on local labor markets, education and training opportunities, health benefits and pensions, access to computers, copiers and fax machines for job search, and special services for veterans and adults with disabilities.

- Information on Trade Adjustment Assistance (TAA) benefits for workers whose jobs are lost due to foreign trade or shifts in production out of the United States.
- Access to representatives, who act as advocates to resolve issues with unemployment, training, health insurance or other related issues.

Benefits for businesses:

- Information/technical assistance on state/federal labor laws including the Worker Adjustment and Retraining Notification (WARN) Act, which requires employers with 100 or more employees to provide 60-day advance notification of plant closings or mass layoffs where a substantial number of workers will be laid off over a certain period of time.
- Higher productivity and worker morale and lower absenteeism during layoff events due to reduced stress.
- Lower Unemployment Insurance costs as workers are re-employed more quickly when services are provided prior to layoff.
- Decreased likelihood of sabotage or work disruptions.
- Media and rumor management. The Rapid Response Team understands the often confidential nature of layoffs and will work with the company to ensure confidentiality at all times.
- Better public relations for an employer. The Rapid Response Team can also work with the media to highlight services an employer is providing to its workers during a layoff period, which will improve a company's public image.
- Reduced stress on Human Resources staff as the unemployment claims process and related questions can be expedited and handled by Rapid Response personnel.

Work with businesses to develop growth and expansion plans:

- Linking growing companies to skilled workers from similar/downsized companies.
- Providing access to job posting boards, job fairs, and recruitments events.
- Assisting in finding qualified, pre-screened candidates.
- Providing information on the labor market, training grants, and tax credits.

What businesses are eligible for these benefits and services?

- Businesses facing a downturn in sales and looking for alternatives to layoffs.
- Businesses that need to lay off staff and are seeking to make the transition as smooth as possible for the company, affected workers, and the community.
- Businesses that are growing and looking to hire skilled workers from companies that are downsizing.

How can a business apply or register?

Businesses should contact the Rapid Response Unit to notify them of impending layoffs or to inquire about other services for their company. A Rapid Response Unit member will contact the employer to discuss available options and set up on-site or virtual meetings.

Contact Information

Rapid Response Unit, Connecticut Department of Labor, 200 Folly Brook Blvd., Wethersfield, CT 06109.

Telephone: 860-263-6589 or email: dol.rapidresponse@ct.gov

Department of Labor Shared Work

The Resource

Shared Work is designed to save jobs and retain skilled workers by temporarily reducing employee hours and supplementing their lost wages with the help of partial unemployment benefits. Under the program guidelines, when a company's climate improves, employees resume their regular hours and employers are able to ramp up quickly with a full team of experienced employees in place.

Benefit and Eligibility Criteria

To participate in the Shared Work program, a company must be registered with the Department of Labor, up to date with its unemployment taxes, and have at least two part-time and/or full-time employees associated with the company's Shared Work plan. Additionally, the reduction of hours should be between 10% and 60%.

- Shared Work offers an alternative to laying off workers if a company faces a decline in business due to an economic downturn.
- Employers can reduce employee work hours to reflect decreases in business demand, retain skilled workers, and avoid the expense of recruiting, hiring and training new employees when business demands increase.
- Employers determine current production demands and employees share the work as part of the company's Shared Work plan.
- Employees avoid the hardships of full unemployment and continue to earn a portion of their regular wages.
- Workers collect partial unemployment benefits to replace a portion of their lost wages.

Contact Information

Connecticut Department of Labor – Shared Work Program

Visit: www.SharedWorkCT.com

Call: 860-263-6660

Email: DOL.SharedWork@ct.gov

Fax: 860-263-6681

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Business Development Partnerships

ADULT EDUCATION

The Resource

The Connecticut State Department of Education (CSDE) supports adult education throughout the state. Connecticut towns are required to provide mandated adult education programs for their residents who have not completed high school, free-of charge. In 2015-16 adult education programs in Connecticut served over 21,000 adult students in nearly 300 program sites. These programs are provided through local school districts, consortiums of districts, and other eligible agencies. The mandated adult education programs include:

- **Adult Basic Education**

Instruction is designed for adults seeking a high school diploma who are functioning below the secondary school level and lack the basic reading, writing and numeracy skills necessary to function effectively as workers, parents and citizens. Instruction can be individualized or offered in a classroom, or a learning lab. Persons completing ABE are prepared to benefit from secondary level instruction.

- **Secondary School Completion**

Connecticut Adult Education supports three pathways for adults to attain a high school diploma.

1. The Adult High School Credit Diploma is a prescribed plan through which a student must earn a minimum of 20 required academic and elective credits. Credit can include military service, online classes or independent study. The diploma is awarded by the local school district.
2. The GED is a four-part exam including Reasoning through Language Arts, Social Studies, Science and Mathematical Reasoning. These tests measure academic skills and concepts normally acquired through the completion of high school. The diploma is awarded by the State of Connecticut.
3. The National External Diploma Program provides a secondary school credential to adults who show that they have gained skills through life experiences and demonstrated competence in a particular job, talent or academic area through an online portfolio assessment program. The diploma is awarded by the local school district.

- **Americanization/Citizenship**

Instruction is designed for foreign-born adults who wish to become United States citizens. Persons completing this program are prepared to pursue citizenship through the prescribed process of the United States Citizenship and Immigration Services.

- **English as a Second Language**

Instruction is designed for adults who have limited proficiency in the English language or whose native language is not English. ESL programs assist individuals to improve their English skills in listening, speaking, reading and writing in order to find or maintain employment, attain citizenship, become more involved with their children's schooling and make greater use of community resources.

All Adult Education programs provide the mandated programs listed above with at least one high school completion option. Many provide additional programs such as workforce readiness, family literacy and transition to postsecondary education or training.

Benefit and Eligibility Criteria

Adult Education programs are available to Connecticut residents who are at least 17 years of age, have not received a high school diploma, and have been officially withdrawn from high school. Mandated programs are provided free of charge to local residents.

Contact Information

A directory of Adult Education providers is available on the CSDE website at <http://www.sde.ct.gov/sde/lib/sde/PDF/DEPS/Adult/providerdirectory.pdf#45469>. For further information please contact Marcy Reed at CSDE at 860-807-2130.

Department of Rehabilitation Services

Vocational Rehabilitation Services

The Resource

The Department of Rehabilitation Services (DORS) programs are designed for Connecticut businesses to leverage a largely untapped talent pool of people with disabilities while providing opportunities for workforce development, skill building, employee growth and retention. The DORS is ready and willing to assist your business in the areas of:

- Talent Recruitment
- Diversity and Inclusion Assistance
- Employee Retention
- Training for Business (Understanding the ADA, Accommodations, Assistive Technology)
- Training for Employees (Disability Awareness, Occupational Skill Building, On-the-Job Training)
- Tax Credit and Incentive Assistance

Benefit and Eligibility Criteria

Connecticut businesses that build a diverse and inclusive workplace foster an atmosphere of teamwork and problem solving that drive productivity. These businesses promote a dynamic approach to their respective, competitive markets. Benefits of DORS business resources include:

- Statewide network of DORS rehabilitation professionals as an extensive resource for talented applicants who are pre-screened to meet your business needs.
- Pre-screening of referrals that can result in both time and cost savings.
- DORS will partner with businesses and labor organizations in the design and delivery of education and training programs to meet current and future hiring needs.
- Available programs include on-the-job training, internships, registered apprenticeships and customized training programs.
- DORS business resources provide Connecticut businesses the opportunity to offset costs of recruitment and training and provide additional capacity to build a more dynamic and diverse workforce.
- DORS actively works to coordinate services and supports with its participants and business partners to promote workforce development opportunities.
- While there are eligibility requirements for individuals with disabilities to utilize DORS participant services, there are no requirements for DORS business partners.

Contact Information

Mark Henry and Jonathan Richmond are available to immediately address your business needs. Mr. Henry can be reached at (860) 424-4859 or at mark.henry@ct.gov and Mr. Richmond can be reached at (860) 602-4031 or at jonathan.richmond@ct.gov.

Department of Economic and Community Development

The Manufacturing Innovation Fund Voucher Program

The Resource

The Manufacturing Innovation Fund Voucher Program (MIF MVP) program provides matching funds to Connecticut manufacturers for growing innovative and technology-based manufacturing business in Connecticut. The goals are:

- To support advanced manufacturing and innovative companies in their efforts to significantly improve productivity, efficiency and competitiveness.
- To bring technological innovation to the market and help manufacturing companies leap ahead in productivity and efficiency by providing them the means to upgrade or purchase new equipment.
- To maintain sales and grow revenue and profitability.

Benefit and Eligibility Criteria

The MIF MVP is a matching grant program to help manufacturing companies undertake innovative projects that will significantly improve productivity, efficiency and competitiveness. The program provides matching grants of between \$5,000 and \$50,000 for manufacturers with no more than 300 employees and located in Connecticut or moving operations into the state.

The program will consider projects that are expected to achieve substantial and measurable improvements to the company's overall profitability and competitiveness and meet the following mandatory requirements:

- Must be a Manufacturer or Allied Service Provider (Allied Service Providers only include companies that physically interact with a manufactured good to alter the product - for example industrial Heat Treaters and industrial Platers).
- The company must have a manufacturing facility in Connecticut or relocating operations to CT.
- Company must be registered for at least three years and currently generating revenue.
- 51% or more of the company's revenue must be generated from the sale of goods the applicant manufactures or from allied services provided to manufacturers.
- Company must have at least three full-time employees and less than 300.
- Total proposed project value must be at least \$10,000.
- The company's manufacturing facility must be operating in an appropriately zoned commercial area.
- Company must not have received \$50K or more from MVP program previously.
- Must be in Good Standing with both the CT Department of Revenue Services and CT Department of Labor at time of application submission.

Contact Information

Eligible manufacturing companies should complete and submit the online application form found here: <https://ctmvp.ccat.us/form.php>. Please contact Paul Striebel at (860)282-4231 or at pstriebel@ccat.us for further assistance with the program.

Department of Economic and Community Development

Small Business Express Program

The Resource

The Department of Economic and Community Development (DECD) Small Business Express Program (EXP) provides grants and/or loans to eligible Connecticut small businesses to spur job creation and growth.

The Benefit

The Small Business Express program provides three potential funding sources with businesses eligible for a grant, a loan, or a combination of both. The Grants and loans are:

- Revolving Loan- amounts from \$10,000 to a maximum of \$100,000.
- Job Creation Loan- amounts from \$10,000 to a maximum of \$300,000.
- Matching Grant- amounts from \$10,000 to a maximum of \$100,000.
- Up to 4% interest and maximum 10-year term.
- DECD determines loan terms, conditions, and collateral requirements in a manner that prioritizes job growth and retention.
- Approved applicants will be responsible for all closing costs before state funds are disbursed.

Eligibility Criteria

- Employ not more than 100 employees.
- Have operations in Connecticut or planning to relocate operations to Connecticut.
- Have been registered to conduct business for not less than 12 months.
- Be in good standing with the payment of all state and local taxes and with all state agencies.
- Priority for economic-based industries, businesses creating jobs, and exporting activities.

Contact Information

Eligible manufacturing companies should complete and submit the online application form found here: <http://www.ct.gov/ecd/cwp/view.asp?a=3931&q=489792>. Please contact Sheila Hummel at (860)270-8105 or via email at Shelia.Hummel@ct.gov for further assistance with the program.

Department of Economic and Community Development Manufacturing Assistance Act (MAA)

The Resource

Incentive-driven direct loans for projects when there is a strong economic development potential.

Benefit and Eligibility Criteria

Eligible uses include:

- Planning, including but not limited to: feasibility studies, engineering, appraisals, market studies and related activities.
- Acquisition of real property, machinery or equipment or any combination, provided such assistance does not exceed the fair market value.
- Construction of site and infrastructure improvements relating to a municipal or business development project.
- Construction/renovation/demolition of buildings.
- Relocation expenses for the purpose of assisting manufacturing or other economic-based businesses to locate, construct, renovate or acquire a facility.
- Working capital in conjunction with a business development project.
- Business support services such as labor training, day care, energy conservation, pollution control, recycling and the like, in conjunction with other state agencies.

Contact Information

- Litchfield County- Sheila Hummel, Sheila.Hummel@ct.gov, 860-270-8105
- Hartford & Tolland Counties- Rob Rigney, Robert.Rigney@ct.gov, 860-270-8110
Pat Gillanders, Patricia.Gillanders@ct.gov, 860-270-8119
- Windham & New London County- Tricia Paesani, Patricia.Paesani@ct.gov, 860-270-8215
- Middlesex County- Susan Decina, Susan.Decina@ct.gov, 860-270-8163
- New Haven County- Lindy Gold, Lindylee.Gold@ct.gov, 860-270-8073
- Fairfield County- Tricia Paesani, Patricia.Paesani@ct.gov, 860-270-8215
Cowlis Andrews, Cowlis.Andrews@ct.gov, 860-270-8125

Department of Economic and Community Development

First Five Jobs Initiative

The Resource

The First Five jobs initiative allows for substantial financial assistance for large-scale business projects to encourage business expansion, relocation and job creation. The assistance under this program may include up to 100% funding under the Manufacturing Assistance Act (MAA) and additional business tax credits.

The Benefit and Eligibility Criteria

- An eligible business development project under the program must commit to (1) create not less than 200 jobs within 24 months from the date the application is approved or (2) invest not less than \$25 million and create not less than 200 new jobs not later than five years after the date an application is approved.
- The Commissioner of the Department of Economic and Community Development (DECD) may give preference to a business development project that is a redevelopment project if the Commissioner believes the project will create jobs sooner than either:
 - 24 months from the date of application if the company creates not less than 200 jobs or within five years from the date of application if the investment is not less than \$25 million.
- The DECD Commissioner may waive existing statutory caps on the amount of tax credits insurers may claim against the insurance premium tax.
- The written consent of the Governor is required for financial assistance awarded through the program. Prior to the Governor's approval, the DECD Commissioner must certify that the business development project applicant has satisfied all criteria in the program.
- To expedite the approval process, eligible First Five projects are exempt from current laws requiring legislative approval for financial assistance or tax credits above the present statutorily specified amounts required for approval.

Contact Information

Eligible companies should contact Patricia Paesani at (860) 270-8215 or patricia.paesani@ct.gov

The Connecticut Workforce Development Boards

The Resource

Connecticut has five Workforce Development Boards (WDBs), each working to link businesses in their region to the public workforce system. They ensure that workforce training programs are responsive to regional priorities and seek to close the skills gap between the state's workforce and business demands. They accomplish this by developing sector partnerships comprised of businesses with similar hiring needs, leveraging labor market information, and offering a range of customized services and incentive programs that help businesses find, train, and retain talent.

A majority of WDB membership is comprised of business representatives from the private sector. Other members include representatives from municipal government, economic development agencies, educational institutions, and other community organizations. These members are backed by a staff of workforce development professionals that implement programs and support businesses directly.

Benefit and Eligibility Criteria

Businesses of all sizes and industries can work with WDBs to meet their needs through a variety of programs and services.

- Through the *American Job Centers*, businesses can access recruiting and hiring services including job posting and advertising support, candidate screening, and customized recruitment events.
- WDBs connect businesses to a variety of special incentive programs that provide funds to offset the costs associated with hiring and training their workforce. These programs vary, and may target businesses in particular industries, specific occupations, or special populations of job seekers. Programs may help offset employee wages, assist with the costs of providing on-the-job training to new hires, or fund training for a business's incumbent workforce.
- WDBs provide a variety of youth employment and internship programs to help businesses find future employees and increase productivity by matching work-ready youth and young adults to internship positions.
- WDBs convene partnerships in key regional industries. Businesses in these partnerships design and direct current and future workforce programs, ensuring that programs align with industry needs.
- WDBs provide labor market information produced by the Labor Department to businesses interested in using local data to make hiring, training, and related decisions.

Contact Information

An employer can contact their local WDB to inquire about employer opportunities by selecting the region closest to their location:

Capital Workforce Partners, North-Central Connecticut, www.capitalworkforce.org

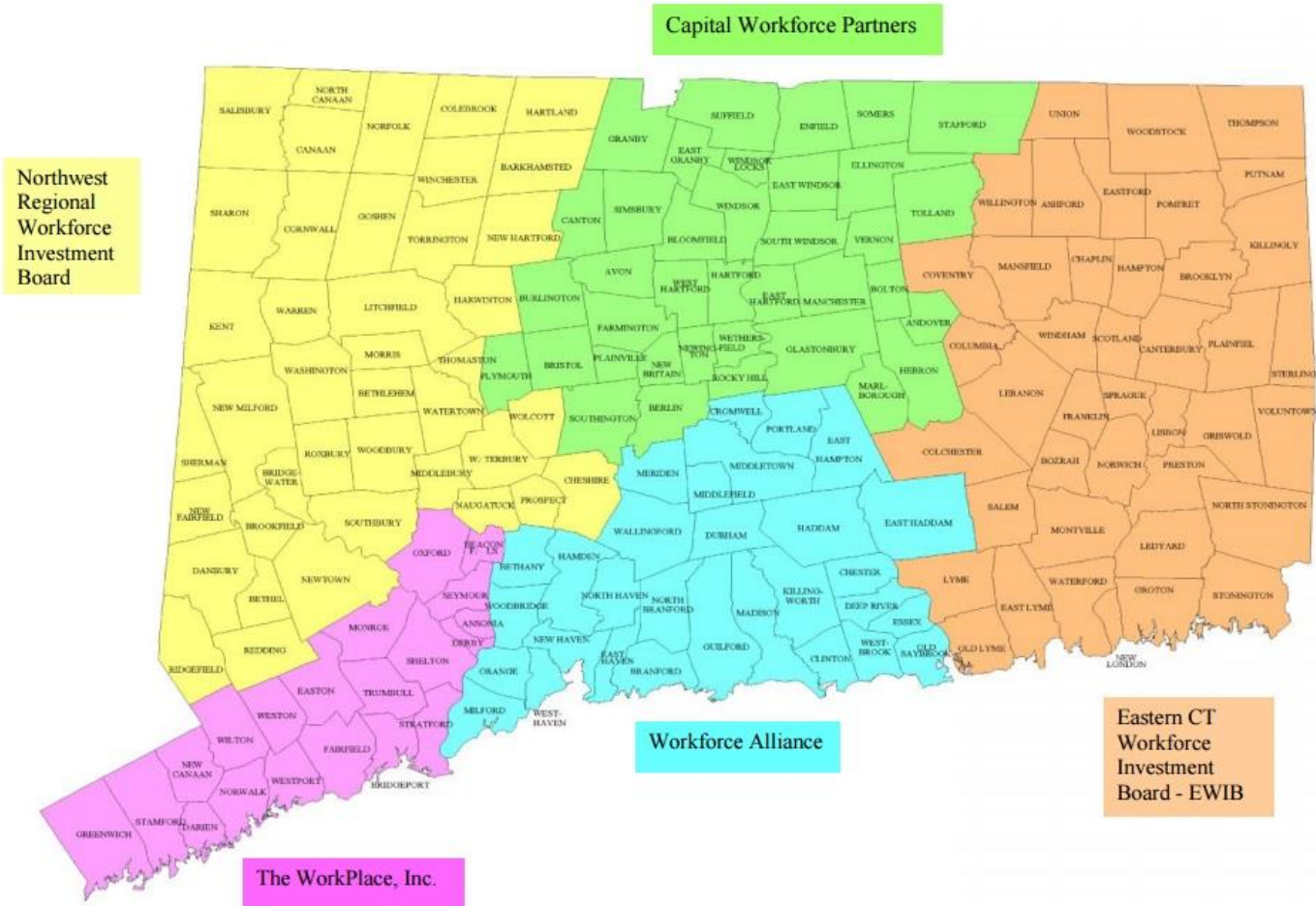
Eastern Connecticut Workforce Investment Board, Eastern Connecticut, www.ewib.org

Northwest Regional Workforce Investment Board, Northwest Connecticut, www.nrwib.org

Workforce Alliance, South-Central Connecticut, www.workforcealliance.biz

The Workplace, Southwest Connecticut, www.workplace.org

Map of Connecticut's Workforce Development Board (WDB) Areas



Capital Workforce Partners

Northwest Regional Workforce Investment Board

Workforce Alliance

Eastern CT Workforce Investment Board - EWIB

The WorkPlace, Inc.

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Other Department of Labor Resources

Department of Labor

Wage & Workplace Standards Division

Employer Training

The Resource

The Wage and Workplace Standards Division (WWSD) provides assistance and training to Connecticut employers to help them adhere to Connecticut wage payment laws and remain competitive in the Connecticut business environment. Training programs include:

- Compliance assistance/ wage payment requirements
- Prevailing wage guidance, certified payrolls, classification
- Minimum wage, overtime, and tip credit allowances
- Commissions/ bonuses
- Drug testing, electronic monitoring, and meal periods
- Employment of minors
- Service contracts
- Private employment agencies
- Home health care

Benefit and Eligibility Criteria

The Division receives over 5,000 complaints for non-payment of wages annually from Connecticut workers. The staff of 37 includes agents, investigators and clerical personnel. Our experience is that most employers conducting business in Connecticut would comply with the requirements if they had the correct information and knowledge. Too many times the first introduction an employer has to WWSD is after an employee files a complaint against them. This could result in owing back wages and penalties. A Division goal is to educate employers to ensure compliance and lessen the burden of possible back wages, penalties, and legal fees. Staff will assist, train, and guide before a company has any violations. WWSD is available for individual or group training and will come to an establishment upon request. In addition, the website has training manuals and provides access to additional information often requested by employers such as deduction forms, record retention requests, and waivers, etc.

Contact Information

Staff is available Monday through Friday at 860-263-6790 to answer any questions. You may also visit our website at: <http://www.ctdol.state.ct.us/wgwkstnd/index.htm>.

Department of Labor

Benefit Payment Control Unit – BPCU

The Resource

The Benefit Payment Control Unit (BPCU), is responsible for the prevention, detection and recovery of overpaid unemployment compensation benefits governed by [Section 31-273](#) of the Connecticut General Statutes and [Sections 31-273-1 to 31-273-9](#) of the Regulations of Connecticut State Agencies. There are two types of unemployment insurance overpayments: fraud and non-fraud. A fraud overpayment is the result of willful misrepresentation or willful nondisclosure of information provided by an individual in order to obtain unemployment compensation benefits.

Methods used to prevent or limit fraud overpayments include the use of sophisticated computer cross-matches with state and federal databases, return-to-work reports, video surveillance, and tips from the public.

Benefit and Eligibility Criteria

The Connecticut Department of Labor (DOL) has implemented several initiatives to combat unemployment fraud, including a 24-hour fraud hotline, online fraud reporting and an aggressive surveillance program. Unemployment fraud is a serious and costly offense that can carry severe repercussions including administrative penalties, monetary penalties, interest charges, garnishment, and prosecution.

For repayment of unemployment compensation overpayments, DOL accepts credit and debit cards, cash, check and money orders. In cases of non-repayment of an overpayment, DOL actively pursues repayment through mandatory repayment schedules, wage garnishment, and income tax intercepts.

Contact Information

To report fraud, please visit: <https://www.ctdol.state.ct.us/BPCU/fraud.htm> or call 1-800-894-3490.

For additional information regarding BPCU, visit: <https://www.ctdol.state.ct.us/BPCU/> or call 860-263-6325.

Department of Labor

Merit Rating

The Resource

The Merit Rating Unit (MRU) produces unemployment tax rates annually for each taxable employer in the State of Connecticut. Unemployment Insurance is a tax paid by the employer on each of its employees. It is not a payroll deduction. An employer's tax rate is calculated by a formula that divides an employer's unemployment benefits charged to them (sent to employers on a quarterly basis by MRU) by taxable payroll reported each calendar quarter to Cashiers Unit. This formula results in an "experience account" and a three-year period is used to make this calculation.

Additional resources can be found by visiting these websites:

- <http://www.ctdol.state.ct.us/uitax/Employers-Taxable.pdf>
- <http://www.ctdol.state.ct.us/uitax/Employers-Reimburse.pdf>

Contact Information

For more information please call 860-263-6705.

Department of Labor

Eligibility Determination Process – First Level Adjudication

The Resource

The Adjudications hearing process is the method for determining eligibility for unemployment benefits when a claimant's job separation is for a reason other than lack of work. The Connecticut Department of Labor (DOL) is required to adjudicate the separation issue through a hearing process consisting of an informal fact-finding hearing conducted by an Adjudications Specialist (also known as the Administrator) by phone. In lieu of participating by phone, the employer may participate in writing. A hearing notice with a specified date and time for the hearing is sent to the claimant and employer. The process requires the Adjudications Specialist, at the date and time of the hearing, to elicit statements from the parties regarding the circumstances that caused the claimant to be separated from his/her job. The goal is for the DOL to make timely and accurate determinations regarding claimant eligibility and resulting charging (or non-charging) to the employer's unemployment insurance account.

Benefit and Eligibility Criteria

The Adjudications Specialist makes a determination based on statutes, regulations and case law as to whether the claimant is eligible for benefits. Generally, if the claimant is approved, the employer may be charged for benefits (there are exceptions) and if the claimant is denied the employer may not be charged for benefits. The aggrieved party may file an appeal to have the case reheard by a Referee in DOL's Appeals Division. This is a first level hearing and it is important to have the employer participate. Failure to participate at the first level hearing by the employer could result in liability for unemployment compensation charges even if, upon appeal, a higher authority overturns the initial determination of eligibility.

Contact Information

For questions regarding the first level adjudications process: Adjudications Division, 860-754-5100 or 860-263-6220.

Department of Labor Employment Security Appeals Division

The Resource

The Employment Security Appeals Division is an autonomous, quasi-judicial agency housed in the Department of Labor. The Appeals Division is comprised of the Referee Section and the Board of Review. It primarily hears and decides appeals arising from decisions of The Connecticut Department of Labor's (DOL) Adjudicators. Referees and Board legal staff also serve as hearing officers and mediators for the Labor Commissioner in complaints filed under Connecticut's Family and Medical Leave Act.

Benefit and Eligibility Criteria

An employee's eligibility and employer's chargeability are determined by the Unemployment Compensation Act (Connecticut General Statutes, Title 31). The initial decision to award benefits and to assess a charge against an employer's account is made by the Adjudicator. However, the losing party can appeal the decision to an Appeals Referee. This decision can be appealed to the Board of Review, and the Board's decision can be appealed to Superior Court.

Contact Information

For additional information on the Appeals Division process, services available, frequently asked questions, and other resources please visit any *American Job Center* office, or visit: <http://www.ctboard.org/> or <http://www.ctdol.state.ct.us/appeals/esappeal.htm>

Middletown Appeals Division	Waterbury Appeals Division	Board of Review
860-566-5262	203-596-4138	860-566-3045

Department of Labor Employer Status

The Resource

Employer Status registers and maintains employer unemployment insurance accounts. Currently, the unit maintains accounts for over 100,000 employers, both taxable and reimbursable. In addition to processing employer registration requests received via the internet and manually, the unit is responsible for:

- Determination of liability of employers
- Status of employers (new employer, successor)
- Change of address, status
- Discontinue/release of liability for registered employers
- Changes in payment option (Tax or Benefit Reimbursing)
- Interpretation of unemployment laws and regulation.
- Joint and unit accounts of commonly-controlled entities
- Requests for partial transfers of Merit Rating experience
- Clearance statements for corporations regarding status with the Secretary of the State
- Identify potential employers subject to unemployment insurance tax law
- Notify employers of their liability and initial rates
- Terminate inactive employer accounts
- Process and record all coverage information
- Handle liability appeals
- Maintain accurate and current files on each employer

Contact Information

Connecticut Department of Labor – ESD-Tax Division-Employer Status Unit

200 Folly Brook Boulevard

Wethersfield, CT 06109

Visit: <http://www.ctdol.state.ct.us/uitax/tax.htm>

Email: dol.status@ct.gov

Call: 860-263-6550

Fax: 860-263-6567

Department of Labor Office of Research

The Resource

The Connecticut Department of Labor's Office of Research gathers, analyzes, and disseminates information on the economy, workforce and careers that is used to evaluate the economic health of Connecticut, to support and promote state workforce development activities, and to inform businesses about employment trends in Connecticut industries. This information about our state's labor markets influences business investment decisions as well as government spending, course offerings at academic institutions, and the evaluation of the quality of life in our state.

Information is available free of charge on the web:

www.ct.gov/dol -- scroll down and select "Labor Market Information"

- **Occupational Employment and Wages:** detailed information about the wages for occupations statewide and by labor market area.
- **Connecticut Labor Situation:** latest data on employment and unemployment including employment change by industry sector.
- **Employment Projections by Industry and Occupation:** ten-year projections by detailed occupation and industry.
- **Economic Indicator Scorecards:** track the Connecticut economy in terms of Workforce, Business, and the Consumer Sector.
- **Help Wanted On Line:** the number of job postings overall and by labor market area highlighting the occupations with the most postings.
- **The Connecticut Economic Digest:** topical articles of general interest plus data on employment and unemployment, manufacturing activity, housing permits, and more.
- **Regional Information:** each Workforce Area, Labor Market Area, and County has a page with the data that is available for that particular region.

In addition to the information of direct interest to business, the Labor Market Information page contains a comprehensive set of tools for job search and career planning including detailed information about occupations, education and training opportunities, and employers.

Contact Information

The Office of Research welcomes specific questions about our data as well as general questions about the economy. Please contact the Office of Research at 860-263-6275 or email us at dol.lmi@ct.gov.