

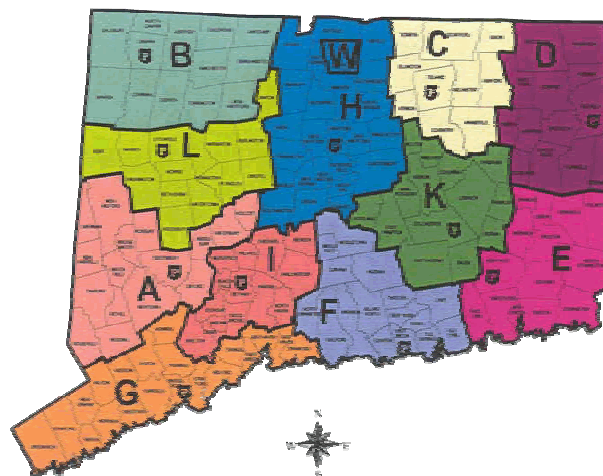


DEPARTMENT OF PUBLIC SAFETY

AGENCY PURPOSE

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

- To solve crime and bring criminals to justice.
- To fairly and impartially enforce state and federal laws and regulations.
- To enhance community services and relations through Community Policing.
- To maintain a progressive working environment of career development and equal opportunities.
- To achieve the highest level of professionalism, ethics and standards.
- To foster mutual and collaborative efforts among the various disciplines both inside and outside the Department.
- To acquire and maintain effective and efficient technology and facilities which provide a quality work environment.



TROOP MAP

RECENT HIGHLIGHTS

- The Division of Homeland Security has been established to focus on the prevention, protection, mitigation and response to terrorism. The Division will also conduct training for state, local and private organizations to increase their awareness and ability to respond to terrorism incidents and share information regarding terrorist activity.
- The expanding national model Computer Crime Laboratory continues to provide state-of-the-art services to law enforcement, government agencies and corporate as well as private citizens. Educational programs in these areas have reached approximately 5,800 children, 625 parents and 250 police officers.
- The Special Licensing and Firearms Unit updated their existing database to include inquiry and notification of judicial protective and restraining orders on a "real time" basis. This was in answer to the Firearms Protocol, which was agreed upon by the Commissioner of Public Safety, Chief State's Attorney and the Police Chiefs Association to obtain firearms from those people who became ineligible to possess because of domestic violence. The unit is also upgrading their system so that hunting licenses can be verified immediately during a gun sale authorization.
- The Department has moved ahead on its conversion of Computer Aided Dispatch (CAD). The system not only gathers the mandated National Incident Based Reporting System (NIBRS) data collected to populate the Record Management System (RMS) but also allows troopers to electronically communicate investigative tips and leads to each other. This is a powerful enforcement tool since it eliminates elapsed time communicating investigative information.
- In the Division of Fire, Emergency and Building Services, all training and other related administrative functions were consolidated under the Office of Education and Data Management to eliminate duplication of personnel, resources and equipment, while increasing program offerings and enhancing program quality. In response to the increase in training demands and commensurate with increases in administrative functions, the Office was reorganized to form two bureaus, the Bureau of Education and the Bureau of Administration. This reorganization ensures that the Office can continue to maximize available resources, meet the increased need for training and effectively provide administrative support for those programs and data management systems. An initiative of the Office was the establishment of an outreach program designed to educate carpenters, electricians, plumbers, HVAC technicians and other professionals in the various aspects of building & fire codes. These outreach programs are conducted at times convenient to the audience, either early morning or later in the evening. Approximately 310 trade professionals have taken advantage of outreach training programs thus far.

RECOMMENDED SIGNIFICANT CHANGES

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

AGENCY SUMMARY

Personnel Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total	Change From	Total	Change From	Total
	Authorized	2002-2003	Recommended	2003-2004	Recommended
<u>Permanent Full-Time Positions</u>					
General Fund	1,879	-59	1,820	0	1,820
Federal Contributions	2	0	2	0	2
Private Contributions	45	0	45	0	45
<u>Other Positions Equated to Fulltime</u>					
General Fund	18	0	18	0	18
Financial Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current	Total	Current	Total
		Services	Recommended	Services	Recommended
Personal Services	109,141,635	115,005,560	107,202,968	120,997,923	109,128,332
Other Expenses	20,642,648	23,657,994	21,537,508	23,624,416	20,873,648
<u>Capital Outlay</u>					
Equipment	1,000	1,215,403	1,000	1,156,130	1,000
<u>Other Current Expenses</u>					
Stress Reduction	53,354	54,847	53,354	56,383	53,354
Fleet Purchase	6,052,328	8,280,836	6,046,128	8,513,085	6,039,928
Workers' Compensation Claims	2,744,265	2,848,504	2,848,504	2,956,956	2,956,956
TOTAL - Other Current Expenses	8,849,947	11,184,187	8,947,986	11,526,424	9,050,238
<u>Pmts to Other than Local Govts</u>					
Civil Air Patrol	36,758	39,775	36,758	40,889	36,758
TOTAL - General Fund	138,671,988	151,102,919	137,726,220	157,345,782	139,089,976
<u>Additional Funds Available</u>					
Special Funds, Non-Appropriated	175,000	0	0	0	0
Bond Funds	1,384,700	1,301,816	1,301,816	1,317,300	1,317,300
Federal Contributions	8,153,365	7,035,065	7,035,065	1,797,500	1,797,500
Private Contributions	13,232,083	13,187,000	13,187,000	13,371,000	13,371,000
TOTAL - All Funds Net	161,617,136	172,626,800	159,250,101	173,831,582	155,575,776



POLICE OFFICER STANDARDS AND TRAINING

AGENCY PURPOSE

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

- It is the primary provider of training for municipal, state agency and state university police officers in the areas of basic law enforcement, in-service law enforcement and professional development.
- It is responsible for all of the certified police training activities at the Connecticut Police Academy.
- It develops and revises a comprehensive police training and education plan, which includes approving the operations of police training schools, approving courses of

study, certifying instructors and setting minimum employment standards and certification requirements.

- It offers professional, advanced, specialized and continuing education to veteran police officers as part of the license renewal process, which requires each police officer to satisfactorily complete at least 45 hours of certified review training every three years.
- It also may revoke the certification, i.e. license, of police officers under certain statutory conditions.

RECENT HIGHLIGHTS

- Developed a Customized Software Program to track the Certification of all Police Officers who require it.
- Completed a review and rewrite of the state's Basic Law Enforcement Officer Curriculum and formally adopted it.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

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

AGENCY SUMMARY

Personnel Summary

	2002-2003 Total Authorized	2003-2004 Change From 2002-2003	2003-2004 Total Recommended	2004-2005 Change From 2003-2004	2004-2005 Total Recommended
<u>Permanent Full-Time Positions</u>					
General Fund	27	-2	25	0	25
<u>Other Positions Equated to Fulltime</u>					
General Fund	3	0	3	0	3

Financial Summary

	2002-2003 Estimated	2003-2004 Current Services	2003-2004 Total Recommended	2004-2005 Current Services	2004-2005 Total Recommended
Personal Services	1,741,461	1,883,096	1,639,223	1,986,429	1,688,322
Other Expenses	885,000	969,929	880,405	1,038,228	922,089
<u>Capital Outlay</u>					
Equipment	1,000	137,500	1,000	72,300	1,000
TOTAL - General Fund	2,627,461	2,990,525	2,520,628	3,096,957	2,611,411
<u>Additional Funds Available</u>					
Bond Funds	230,536	0	0	0	0
Federal Contributions	489,096	0	0	0	0
Private Contributions	4,498	0	0	0	0
TOTAL - All Funds Net	3,351,591	2,990,525	2,520,628	3,096,957	2,611,411



BOARD OF FIREARM PERMIT EXAMINERS

AGENCY PURPOSE

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

In connection with its responsibility, the Board provides a booklet on firearms laws to issuing authorities, attorneys, legislators and the public.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

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

AGENCY SUMMARY

Personnel Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total Authorized	Change From 2002-2003	Total Recommended	Change From 2003-2004	Total Recommended
<u>Permanent Full-Time Positions</u>					
General Fund	1	0	1	0	1
<u>Other Positions Equated to Fulltime</u>					
General Fund	1	0	1	0	1
Financial Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current Services	Total Recommended	Current Services	Total Recommended
Personal Services	64,281	68,868	66,401	73,588	69,332
Other Expenses	36,215	39,188	36,215	40,284	36,215
<u>Capital Outlay</u>					
Equipment	1,000	2,000	100	3,000	100
TOTAL - General Fund	101,496	110,056	102,716	116,872	105,647



DEPARTMENT OF MOTOR VEHICLES

AGENCY PURPOSE

- Perform public safety functions through enforcement of the statutes concerning motor vehicles and their operation.
- Issue credentials for motor vehicles, their operators and vehicle-related businesses.
- Deliver high quality, innovative services to customers.
- Impose sanctions on the credential-holders who violate laws and regulations.
- Collect revenues for the construction and maintenance of the State's highways, collect information on revenues, credentials and credential-holders, and provide it to all those with a legitimate need to know.

RECENT HIGHLIGHTS

Fiscal Year 2001-02 Fast Facts	
1.5 million	Calls to Phone Center
2.2 million	Visitors to Branch Offices
2.9 million	Registered Motor Vehicles
2.3 million	Licensed Drivers
14,200	Voters Registered
381.4 million	Revenue Collected by DMV
1.2 million	Emissions Tests Administered

- Seventy-five percent of agency customers surveyed report total satisfaction with services provided to them.
- Replaced 1.9 million plates through the reflectorized replacement plate program.
- Redesigned and converted DMV's home page to the new state of Connecticut portal.
- Upgraded the Call Center equipment and software giving customers more automated options.
- Implemented a new state of the art digitized photo license that is considered tamperproof and features a two dimensional bar code.
- Issued and evaluated an RFP for a new emissions testing program.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	<u>2003-2004</u>	<u>2004-2005</u>
• Remove Inflation	-399,689	-798,863
• Layoffs Necessitated by Failure to Achieve Concessions	-3,858,440	-3,914,891
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-1,793,709	-3,161,749
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-136,423	-55,974
• Repeal Vision Screening Requirement on Renewal of Driver License	-1,187,229	-1,228,203
• Repeal Requirement to Capture Social Security Number on Registration	-674,430	-612,785
• Streamline DMV Registration Process	-253,060	-267,372
• Eliminate Most State Operated Safety Inspection Program	-122,000	-122,000
• Process Insurance Enforcement Data In-house	100,000	100,000
• Eliminate DMV Oversight at Auto Races	-56,847	-58,268

Reallocations or Transfers

• Transfer Position from the Department of Administrative Services	36,441	37,267
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Revenues

• Increase Fee for Driver Histories	9,000,000	9,000,000
• Increase Fees Charged for Copies of Department of Motor Vehicle Records	1,100,000	1,100,000

AGENCY SUMMARY

Personnel Summary

	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total	Change From	Total	Change From	Total
	Authorized	2002-2003	Recommended	2003-2004	Recommended
<u>Permanent Full-Time Positions</u>					
Special Transportation Fund	699	-88	611	0	611
Special Funds, Non-Appropriated	2	0	2	0	2
Federal Contributions	22	0	22	0	22
Auto Emissions	72	-15	57	0	57
<u>Other Positions Equated to Fulltime</u>					
Special Transportation Fund	87	3	90	0	90

Budget Summary

Financial Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current Services	Total Recommended	Current Services	Total Recommended
Personal Services	38,858,208	40,939,734	34,855,696	42,670,997	35,228,010
Other Expenses	13,282,473	14,949,044	14,560,443	15,456,256	14,668,791
<u>Capital Outlay</u>					
Equipment	609,011	797,112	797,112	754,436	754,436
<u>Other Current Expenses</u>					
Insurance Enforcement	545,683	632,857	621,769	654,939	643,541
Commercial Veh Info Sys & Networks Prj	0	0	0	283,000	283,000
Soc Security Numbers on Registration	0	674,430	0	612,785	0
Vision Screening	0	1,187,229	0	1,228,203	0
TOTAL - Other Current Expenses	545,683	2,494,516	621,769	2,778,927	926,541
TOTAL - Special Transportation Fund	53,295,375	59,180,406	50,835,020	61,660,616	51,577,778
<u>Additional Funds Available</u>					
Special Funds, Non-Appropriated	428,247	458,355	458,355	470,792	470,792
Federal Contributions	2,258,325	1,400,000	1,400,000	1,400,000	1,400,000
Auto Emissions	9,178,567	6,189,138	6,189,138	6,446,385	6,446,385
Private Contributions	5,000	5,000	5,000	5,000	5,000
TOTAL - All Funds Net	65,165,514	67,232,899	58,887,513	69,982,793	59,899,955



MILITARY DEPARTMENT

AGENCY PURPOSE

- The Military Department is comprised of the Connecticut Army National Guard, Air National Guard, Office of Emergency Management, and the State Militia.
- The State mission is to provide trained and disciplined forces for domestic emergencies or as otherwise required by law.
- The federal mission is to maintain properly trained and equipped units available for prompt mobilization for war or national emergencies.
- Collectively, the Connecticut Army and Air National Guards, Office of Emergency Management and the organized Militia augment federal, state, and local authorities in the event of emergencies, provide emergency management planning, funding and training assistance to communities and conducts community service programs.



RECENT HIGHLIGHTS

- Responded to the World Trade Center disaster by activating National Guardsmen as well as the Office of Emergency Management offering assistance to New York and Connecticut airports as well as other sensitive facilities.
- The Office of Emergency Management coordinated and performed direct WTC victim's family assistance working with multiple agencies, including the formation of the Connecticut Helps Oversight Council to address long term family needs.
- Provided support for the 1199 Health Care Worker's Strike.
- Provided assistance to the Commonwealth of Massachusetts by conducting a fire mission in the vicinity of North Hampton, Massachusetts. Each of the two (2) CH-47D aircraft dropped 120,000 gallons of water on the fire.
- Deployment of CT National Guardsmen to Salt Lake City, Utah for the 2002 Winter Olympic Games as well as 90 soldiers to Nicaragua.
- Planned construction of the new administrative building for the First Company Governor's Horse Guard in Avon.
- Planned construction of the \$13 million Air National Guard radar station in Orange
- Initiated the Air National Guard educational program "Starbase" at the Brainard Field Air Complex to benefit at-risk youth in math, science and technology. 228 students have gone through the program with an expected 626 in the next nine months.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

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

AGENCY SUMMARY

Personnel Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total Authorized	Change From 2002-2003	Total Recommended	Change From 2003-2004	Total Recommended
<u>Permanent Full-Time Positions</u>					
General Fund	61	-2	59	0	59
Federal Contributions	83	-6	77	0	77
Private Contributions	7	0	7	0	7
<u>Other Positions Equated to Fulltime</u>					
General Fund	5	0	5	0	5
Financial Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current Services	Total Recommended	Current Services	Total Recommended
Personal Services	4,044,228	4,517,565	4,214,509	4,738,619	4,342,605
Other Expenses	2,092,684	2,297,001	2,063,159	2,396,798	2,075,898
<u>Capital Outlay</u>					
Equipment	950	1,243,665	1,000	1,006,915	1,000
TOTAL - General Fund	6,137,862	8,058,231	6,278,668	8,142,332	6,419,503
<u>Other Current Expenses</u>					
Honor Guards	225,000	306,803	306,803	306,803	306,803
TOTAL - Soldiers, Sailors and Marines' Fund	225,000	306,803	306,803	306,803	306,803
<u>Additional Funds Available</u>					
Special Funds, Non-Appropriated	15,000	17,000	17,000	19,000	19,000
Bond Funds	1,124,726	0	0	0	0
Federal Contributions	12,384,425	11,461,861	11,461,861	11,380,740	11,380,740
Private Contributions	4,149,500	2,336,498	2,336,498	2,336,498	2,336,498
TOTAL - All Funds Net	24,036,513	22,180,393	20,400,830	22,185,373	20,462,544



COMMISSION ON FIRE PREVENTION AND CONTROL

AGENCY PURPOSE

- Reduce death, injury and property damage due to fire and other man-made or natural disasters by increasing the proficiency of firefighters through training, education and certification.
- Provide technical assistance, guidance and resource services to the fire and emergency services community.
- Raise the fire and life safety awareness level of the public.

RECENT HIGHLIGHTS

- With the Office of Policy and Management, administered the Thermal Imaging Camera Grant Program.
- With the Connecticut Fire Chiefs' Association, developed the Statewide Fire Rescue Disaster Response Plan.
- Dedicated the Connecticut Firefighters Memorial on the grounds of the Fire Academy in Windsor Locks.
- Purchased and deployed five mobile foam attack trailers to host communities.
- Increased deliveries of Hazardous Materials and Terrorism related training programs to meet recent demands.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

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

AGENCY SUMMARY

Personnel Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total Authorized	Change From 2002-2003	Total Recommended	Change From 2003-2004	Total Recommended
<u>Permanent Full-Time Positions</u>					
General Fund	23	-2	21	0	21
<u>Other Positions Equated to Fulltime</u>					
General Fund	4	0	4	0	4
Financial Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current Services	Total Recommended	Current Services	Total Recommended
Personal Services	1,587,723	1,752,671	1,617,221	1,825,212	1,633,735
Other Expenses	592,778	643,370	615,168	660,723	615,168
<u>Capital Outlay</u>					
Equipment	1,000	159,500	100	152,500	100
<u>Pmts to Other than Local Govts</u>					
Payments to Volunteer Fire Companies	236,400	260,000	0	260,000	0
TOTAL - General Fund	2,417,901	2,815,541	2,232,489	2,898,435	2,249,003
<u>Additional Funds Available</u>					
Bond Funds	125,000	150,000	150,000	150,000	150,000
Federal Contributions	10,000	0	0	0	0
Private Contributions	1,067,938	1,067,938	1,067,938	1,067,938	1,067,938
TOTAL - All Funds Net	3,620,839	4,033,479	3,450,427	4,116,373	3,466,941



DEPARTMENT OF BANKING

AGENCY PURPOSE

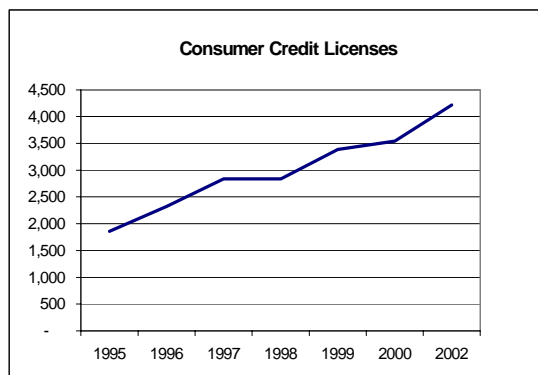
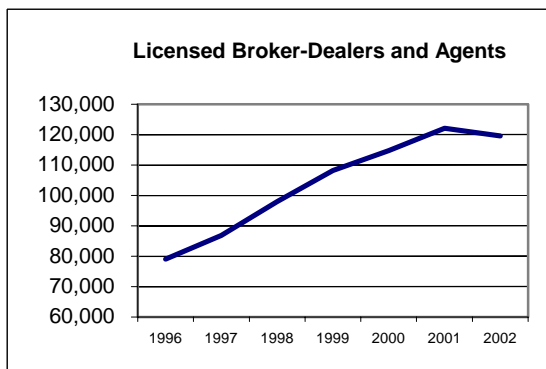
- Ensure the safety and soundness of regulated depository institutions.
- Administer the state's banking and related laws.
- Protect Connecticut consumers and investors.

RECENT HIGHLIGHTS

- During 2001-02, two new state-chartered banks, The Bank of Southern Connecticut, in New Haven, and The Bank of New Canaan opened for business. Three new state-chartered banks were also in organization. Department officials hold informal discussions with interested organizers from other areas within the state.
- A sixth foreign banking institution has been authorized to maintain a branch in Connecticut. Fortis Bank S.A./N.V., of Brussels, Belgium, was issued a license to establish and maintain a state branch in Stamford. The other five foreign banking institutions that now maintain branches or offices that are regulated by the Department are: Swiss-based UBS AG, and Abbey National Treasury Services plc, of England and Wales, both in Stamford; Bank of Ireland, Société Générale, Republic of France, and Royal Bank of Canada, all in Greenwich.
- During 2001-02, five credit unions, Stamford Credit Union, Mutual Security Credit Union in Wilton, Fairfield County Credit Union in Stamford, Members Credit Union in Riverside and Middlesex Credit Union in Middletown, converted from federal charters to Connecticut state charters. In addition, an application from Southern New England Federal Credit Union to convert from a federal credit union to a Connecticut state-chartered credit union is pending.
- The Credit Union Division, with assistance from the Legal Division, completed a thorough review of all Connecticut statutes relating to credit unions to ensure that they adequately reflect current industry practices, technological advances and federal law development. As a result of this process, the Department drafted an omnibus Credit Union Modernization Act that was enacted into law during the 2002 legislative session.
- The Securities and Business Investments Division serves Connecticut citizens by providing a local enforcement presence to protect investors from securities fraud. During 2001-02, the division imposed almost \$500,000 in fines for violations of the state's securities laws. Division

enforcement efforts focused on promissory note sales, FOREX investments, bogus investment vehicles and misappropriation of investor monies. The division also scrutinized the brokerage practice of preventing investors from transferring their accounts to other firms because of pending disputes between the original firm and a departing agent. To make it easier for the public to check on an investment adviser, a listing of all registered investment advisers was posted on the Web. A simplified synopsis of filing requirements affecting investment advisers registered with the SEC was also published. A free, convenient email listserv was established to provide the securities industry with timely regulatory news. Leveraging technology, the division "transitioned" the records of thousands of investment advisers and their agents to the nationwide on-line Investment Adviser Registration Depository ("IARD") administered by the National Association of Securities Dealers in Washington, D.C.

- During 2001-02, over \$2 million was returned to consumers and investors through the Department's efforts. The Consumer Credit Division's complaint function obtained \$1,326,918 in adjustments and reimbursements on behalf of consumers during the fiscal year, while assisting consumers with 2,282 complaints. Securities Division intervention resulted in the return of nearly \$700,000 to the investing public. The agency's security deposit investigator resolved 226 landlord tenant disputes during the fiscal year and recovered \$75,835 for Connecticut residents who had complained that landlords had unjustly withheld their refundable rental security deposits. The Bank Examination Division responded to 3,104 complaints and inquiries.
- Following the tragic events of September 11, 2001, a new, comprehensive emergency response plan was developed to provide for the safety of agency employees and a continuation of critical business functions in the event of a crisis. The plan will be reviewed annually to keep preparations current.



RECOMMENDED SIGNIFICANT CHANGES

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

AGENCY SUMMARY

Personnel Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total Authorized	Change From 2002-2003	Total Recommended	Change From 2003-2004	Total Recommended
<u>Permanent Full-Time Positions</u>					
Banking Fund	143	-11	132	0	132
Financial Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current Services	Total Recommended	Current Services	Total Recommended
Personal Services	8,895,593	9,696,426	8,804,497	10,179,553	8,866,832
Other Expenses	2,620,050	2,837,116	2,320,050	2,915,024	2,316,550
<u>Capital Outlay</u>					
Equipment	134,100	133,700	133,700	125,000	125,000
<u>Other Current Expenses</u>					
Fringe Benefits	3,544,505	3,891,753	3,705,201	4,083,082	3,896,530
Indirect Overhead	360,348	301,479	282,514	277,787	258,822
TOTAL - Other Current Expenses	3,904,853	4,193,232	3,987,715	4,360,869	4,155,352
TOTAL - Banking Fund	15,554,596	16,860,474	15,245,962	17,580,446	15,463,734
<u>Additional Funds Available</u>					
Private Contributions	30,000	40,000	40,000	45,000	45,000
TOTAL - All Funds Net	15,584,596	16,900,474	15,285,962	17,625,446	15,508,734



INSURANCE DEPARTMENT

AGENCY PURPOSE

- To protect the consumer by administering and enforcing the insurance laws and regulations in the most responsive and cost effective manner.
- To ensure financial reliability and responsibility of all licensed entities while maintaining an open, competitive market.

RECENT HIGHLIGHTS

- The Life and Health Division (L&H), in conjunction with the National Association of Insurance Commissioners (NAIC), went live on the System for Electronic Rate and Form Filings (SERFF) for all Life and Health filings in October of 2001. To date, L&H has processed 104 SERFF filings.
- Effective October 1, 2001, the Insurance Department took over the registration of Preferred Provider Networks (PPNs) from the Office of Health Care Access (OHCA). All PPNs are required to file required data with the Department prior to beginning operations and must update this data each July 1. A survey was sent to PPNs previously registered with OHCA as well as licensed utilization review companies since there were notable omissions on the most current PPN listing. It is estimated that there are approximately 100 PPNs currently.

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

RECOMMENDED SIGNIFICANT CHANGES

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

AGENCY SUMMARY

Personnel Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total	Change From	Total	Change From	Total
	Authorized	2002-2003	Recommended	2003-2004	Recommended
<u>Permanent Full-Time Positions</u>					
Insurance Fund	174	-13	161	0	161
<u>Other Positions Equated to Fulltime</u>					
Insurance Fund	2	-1	1	0	1
<u>Financial Summary</u>					
	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current	Total	Current	Total
		Services	Recommended	Services	Recommended
Personal Services	11,894,392	12,785,396	11,469,921	13,387,787	11,515,725
Other Expenses	2,809,161	3,039,045	2,659,812	3,123,370	2,664,453
<u>Capital Outlay</u>					
Equipment	187,150	199,000	129,150	169,000	101,750
<u>Other Current Expenses</u>					
Fringe Benefits	4,742,493	5,111,328	4,920,554	5,350,840	5,164,248
Indirect Overhead	481,042	600,415	575,097	421,358	396,040
TOTAL - Other Current Expenses	5,223,535	5,711,743	5,495,651	5,772,198	5,560,288
TOTAL - Insurance Fund	20,114,238	21,735,184	19,754,534	22,452,355	19,842,216
<u>Additional Funds Available</u>					
Private Contributions	242,460	263,213	263,213	262,669	262,669

TOTAL - All Funds Net

20,356,698

21,998,397

20,017,747

22,715,024

20,104,885



OFFICE OF THE CONSUMER COUNSEL

AGENCY PURPOSE

- The Office of Consumer Counsel (OCC) is an independent state agency with the responsibility of advocating Connecticut consumers' interests in all matters with respect to utility services and public service companies.
- To ensure that all of Connecticut's consumers receive the highest level of utility services at the lowest overall cost, the OCC is authorized to participate in any regulatory or judicial proceedings, federal or state, affecting such interests.
- OCC fulfills its statutory responsibility by representing the interests of Connecticut's utility consumers in proceedings before the DPUC, which determines rates and services, and in proceedings before other state and federal regulatory agencies, courts, and other forums.
- The OCC is a party to all contested matters before the Department of Public Utility Control (DPUC) and is authorized to appeal state regulatory decisions to court.

RECENT HIGHLIGHTS

- In FY 02, the OCC was a party to 267 administrative and judicial proceedings, including a significant number of lengthy multi-phase cases.
- In electric restructuring at the state level, OCC advocated before the DPUC to maintain the continuity and integrity of PA 98-28's Standard Offer. OCC also presented its views in complex and lengthy proceedings to set new rates for The United Illuminating Company.
- OCC joined the End User Sector of NEPOOL.
- OCC intervened in proceedings before the Federal Energy Regulatory Commission, dockets that will determine the geographic scope and regulatory framework for wholesale electric markets going forward.
- In light of the lack of telephone competition, the OCC is an active participant in administrative and legislative initiatives aimed at opening this market to competition in order to lower rates, spark technical innovations, and improve service quality for all Connecticut consumers.
- OCC has recently been instrumental in two significant gas settlement agreements, the first resolving 10 outstanding dockets resulting in approximately \$24 million in ratepayer benefits over the four year term of the agreement; the second, as part of the ongoing gas unbundling process, will resolve an inequitable subsidy relating to firm capacity requirements in the gas transportation market by eliminating these costs to firm gas sales customers over a four year period.
- During this year's Water Planning Council sessions, the OCC made recommendations on water company viability, fair and reasonable rates and formulating a conservation plan for the State of Connecticut.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

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

AGENCY SUMMARY

Personnel Summary

	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total Authorized	Change From 2002-2003	Total Recommended	Change From 2003-2004	Total Recommended
<u>Permanent Full-Time Positions</u>					
Consumer Counsel and Public Utility Fund	18	-2	16	0	16
<u>Other Positions Equated to Fulltime</u>					
Consumer Counsel and Public Utility Fund	1	0	1	0	1

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<i>Financial Summary</i>	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current Services	Total Recommended	Current Services	Total Recommended
Personal Services	1,331,279	1,345,316	1,169,590	1,404,890	1,164,853
Other Expenses	465,428	548,716	505,588	563,138	505,588
<u>Capital Outlay</u>					
Equipment	16,000	14,600	14,600	12,100	12,100
<u>Other Current Expenses</u>					
Fringe Benefits	532,139	568,414	536,386	594,119	562,091
Indirect Overhead	189,905	144,430	134,436	34,446	24,452
TOTAL - Other Current Expenses	722,044	712,844	670,822	628,565	586,543
TOTAL - Consumer Counsel/Public Utility Fund	2,534,751	2,621,476	2,360,600	2,608,693	2,269,084



DEPARTMENT OF PUBLIC UTILITY CONTROL

AGENCY PURPOSE

- To ensure that safe, reliable, and fairly priced utility services are available throughout Connecticut.
- To balance the public's need for adequate utility service at reasonable rates with the providers' right to earn a reasonable return on their investment in those industries still wholly regulated.
- To design and oversee competitive utility service (telephone, commercial/industrial natural gas and electric service) with equity among the competitors while affording customers the economic benefit of competition along with adequate customer service.
- To assure that cable franchises are awarded and operated according to statute and regulation and that customer service is being provided in a timely and courteous manner.
- To perform management audits of public service companies.
- To perform research and analysis to provide data and support for adjudicatory functions.
- To monitor and enforce utility safety requirements.
- To resolve individual consumer complaints.
- To increase consumers' knowledge of their rights.
- To counter-balance utility companies' rate increase requests with an independently prepared, presented and defended opposing case.
- To educate consumers about changes taking place in the utility industry.

RECENT HIGHLIGHTS

- Approved sale of 88.2% interest in Seabrook Nuclear Generating Station to FPL Group for \$836.6 million, benefiting CT consumers by reducing Stranded Costs.
- Approved the sale of BHC land, more than 18,000 acres of open space land to the Department of Environmental Protection.
- Concluded a study and report to the General Assembly regarding possible solutions to potential electricity shortages in SWCT during peak summer demand periods.
- Denied Yankee Gas Services request for a \$29.2 million rate increase and reduced revenues by \$4 million.
- Approved settlement agreement between OCC and two gas companies; Southern CT Gas Company and CNG closing 9 dockets.

RECOMMENDED SIGNIFICANT CHANGES

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

AGENCY SUMMARY

<i>Personnel Summary</i>	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total	Change From	Total	Change From	Total
	Authorized	2002-2003	Recommended	2003-2004	Recommended
<i>Permanent Full-Time Positions</i>					
Consumer Counsel and Public Utility Fund	159	-13	146	0	146
<i>Other Positions Equated to Fulltime</i>					
Consumer Counsel and Public Utility Fund	1	0	1	0	1

Budget Summary

Financial Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current Services	Total Recommended	Current Services	Total Recommended
Personal Services	11,052,763	11,653,823	10,569,914	12,226,673	10,756,241
Other Expenses	2,161,023	2,336,405	2,011,023	2,399,774	2,011,023
<u>Capital Outlay</u>					
Equipment	174,833	169,950	141,034	164,500	135,584
<u>Other Current Expenses</u>					
Fringe Benefits	4,440,638	4,682,969	4,439,200	4,903,963	4,660,194
Indirect Overhead	152,446	309,059	301,036	1,000	1,000
Nuclear Energy Advisory Council	11,400	12,000	10,200	12,000	10,200
TOTAL - Other Current Expenses	4,604,484	5,004,028	4,750,436	4,916,963	4,671,394
TOTAL - Consumer Counsel/Public Utility Fund	17,993,103	19,164,206	17,472,407	19,707,910	17,574,242
<u>Additional Funds Available</u>					
Siting Council	1,467,209	1,483,988	1,483,988	1,546,184	1,546,184
TOTAL - All Funds Net	19,460,312	20,648,194	18,956,395	21,254,094	19,120,426



OFFICE OF THE MANAGED CARE OMBUDSMAN

AGENCY PURPOSE

- To assist managed care consumers with plan selections, understanding their rights and responsibilities, and accessing services through information, referral and assistance.
- To provide information to the public, providers, agencies, and others regarding problems and concerns of health care consumers and make recommendations to resolve those concerns.

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

RECOMMENDED SIGNIFICANT CHANGES

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

AGENCY SUMMARY

Personnel Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total	Change From	Total	Change From	Total
	Authorized	2002-2003	Recommended	2003-2004	Recommended
<u>Permanent Full-Time Positions</u>					
Insurance Fund	4	-4	0	0	0
Financial Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current Services	Total Recommended	Current Services	Total Recommended
Personal Services	298,584	287,269	0	304,354	0
Other Expenses	268,899	290,975	0	299,125	0
<u>Capital Outlay</u>					
Equipment	0	0	0	2,600	0
<u>Other Current Expenses</u>					
Fringe Benefits	119,559	114,439	0	120,182	0
Indirect Overhead	0	1,922	0	1,349	0
TOTAL - Other Current Expenses	119,559	116,361	0	121,531	0
TOTAL - Insurance Fund	687,042	694,605	0	727,610	0



DEPARTMENT OF CONSUMER PROTECTION & AGRICULTURE

AGENCY PURPOSE

- Eliminate the hazards of adulterated, contaminated, or unsanitary food products by regulating the manufacture and sale of food products in the State of Connecticut.
- Prevent the diversion of all controlled drugs by regulating the manufacture, distribution and sale of drugs, cosmetics and medical devices.
- Prevent the sale of alcoholic liquor to minors and intoxicated persons and ensure that licensed premises are safe and sanitary by regulating the distribution, sale, and dispensation of alcoholic liquor.
- Ensure that 170,000 people or businesses in 190 trades and professions are qualified to offer their services and/or products by administering one of the largest licensing and registration programs in the State.
- Ensure the accuracy of all weighing and measuring devices to provide a fair and equitable marketplace for both buyer and seller.
- Protect both consumers and businesses from unfair, deceptive or unsafe practices through consumer education, mediation, arbitration and enforcement activities.

RECENT HIGHLIGHTS

- The Department of Consumer Protection, which was selected by the Office of Policy and Management to pilot the development of electronic commerce by state agencies, initiated an on-line license renewal process in June 2002. In addition to license renewals, the agency's E-Commerce website provides other important customer service components including on-line license verification and the download of licensee rosters. It also allows the public to check on the status of new license applications and to see if existing licensees have had any complaints filed against them.
- Pursuant to Federal legislation designed to enhance food safety, the Department signed a Memorandum of Understanding with the United States Department of Agriculture (USDA) that calls for the sharing of proprietary information pertaining to the distribution of recalled meat and poultry products. The Department uses this data to verify the effectiveness of USDA recalls in removing adulterated products from commerce in the State. Connecticut is the second state in the nation to enter into such a partnership with the USDA.
- The Department's Drug Control Division, which investigates prescription errors, has experienced a significant increase in the number of reported errors during the past few years. As a result of this public health and safety problem, the General Assembly passed Public Act 02-48 "An Act Concerning the Reporting of Prescription Errors" which took effect October 1, 2002. This legislation provides the Department with an additional resource for the protection of Connecticut consumers since it mandates the posting of the agency's telephone number in all pharmacies so that prescription errors can be readily reported. It also calls for the establishment of Quality Assurance Programs in every pharmacy as a means of reducing prescription errors.
- The Department continued to enhance its enforcement of Connecticut's Liquor Control Act with the assistance of a federal grant from the Office of Policy and Management. This funding has enabled the agency to work with municipal police departments on sting operations specifically targeted to the prevention of underage drinking.
- As a result of Public Act 00-118 "An Act Concerning Telephone Solicitation", the Department continued to receive thousands of telephone calls and emails from the public requesting placement on its quarterly "Do Not Call" list to telemarketers. At least 450,000 registrations have been processed for Connecticut households that do not want to be contacted by telemarketers. The Department has administered this very successful program at minimal cost since it contracted a private vendor to maintain, and issue, the "Do Not Call" list at no cost to the State or to consumers.
- The Department continued its efforts to protect consumers from unscrupulous home improvement contractors operating in Connecticut by conducting multi-agency sting operations, which resulted in the arrests of unregistered home improvement contractors and unprecedented requests for new applications.
- The Department's Food & Standards Division was awarded a \$50,000 grant from the United States Food and Drug Administration in order to develop an innovative food safety project that will improve hygiene and sanitation for small juice and cider processors. The Department is partnering in this project with the University of Connecticut Extension System.
- The Department was one of several state agencies that participated in a pilot "Leadership Development Program" designed to develop high-performance transformational government leaders. This program, which was administered by the Department of Administrative Services and the University of Connecticut, used the Malcolm Baldrige criteria for Performance Excellence as drivers for five integrated workshops that took place over sixteen day-long training sessions. The managers applied, and demonstrated, the concepts with 'Capstone' agency initiatives that were developed over the summer of 2002.

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

Budget Summary

RECOMMENDED SIGNIFICANT CHANGES

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

AGENCY SUMMARY

Personnel Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total Authorized	Change From 2002-2003	Total Recommended	Change From 2003-2004	Total Recommended
<u>Permanent Full-Time Positions</u>					
General Fund	174	36	210	0	210
Regional Market Operation Fund	0	9	9	0	9
Federal Contributions	1	0	1	0	1
Private Contributions	28	-1	27	0	27
<u>Other Positions Equated to Fulltime</u>					
General Fund	8	1	9	0	9
Regional Market Operation Fund	0	1	1	0	1
Financial Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current Services	Total Recommended	Current Services	Total Recommended
Personal Services	10,342,475	11,001,495	13,367,353	11,561,154	13,238,206
Other Expenses	1,115,122	1,305,065	2,006,329	1,431,462	2,076,001
<u>Capital Outlay</u>					
Equipment	1,000	248,600	100	352,000	100
<u>Other Current Expenses</u>					
Oyster Program	0	0	93,575	0	93,575
Vibrio Bacterium Program	0	0	10,000	0	10,000
TOTAL - Other Current Expenses	0	0	103,575	0	103,575
<u>Pmts to Other than Local Govts</u>					
WIC Pgm for Fresh Produce for Seniors	0	0	88,267	0	88,267
Collection of Agricultural Statistics	0	0	1,200	0	1,200
Tuberculosis and Brucellosis Indemnity	0	0	1,000	0	1,000
Exhibits and Demonstrations	0	0	5,600	0	5,600
Connecticut Grown Product Promotion	0	0	15,000	0	15,000
WIC Coupon Program for Fresh Produce	0	0	84,090	0	84,090
TOTAL - Pmts to Other than Local Govts	0	0	195,157	0	195,157
TOTAL - General Fund	11,458,597	12,555,160	15,672,514	13,344,616	15,613,039
Personal Services	0	0	440,167	0	451,893
Other Expenses	0	0	342,857	0	358,539
<u>Capital Outlay</u>					
Equipment	0	0	7,000	0	23,500
TOTAL - Regional Market Operation Fund	0	0	790,024	0	833,932
<u>Additional Funds Available</u>					
Bond Funds	91,224	0	0	0	0
Federal Contributions	155,650	99,204	620,983	98,000	616,779
Private Contributions	2,753,084	2,236,454	2,926,754	2,267,580	2,267,583
TOTAL - All Funds Net	14,458,555	14,890,818	20,010,275	15,710,196	19,331,333



DEPARTMENT OF LABOR

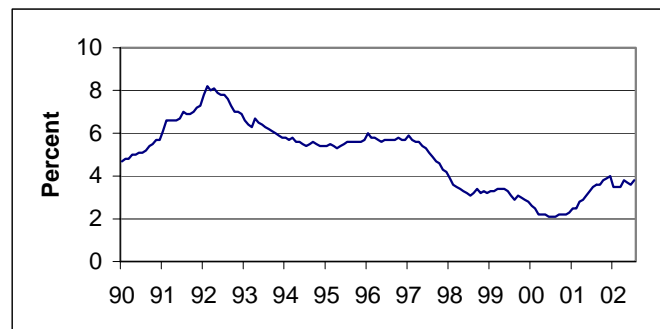
AGENCY PURPOSE

The mission of the Department of Labor 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 enhance the workplace. These services include: income support that assists workers between jobs and stimulates the local economy; protection on the job (through wage and safety regulations and on-site consultations); tax credit incentive programs; job search and recruitment assistance and maintenance of the collective bargaining relationship. As the Connecticut arm of the U.S. Bureau of Labor Statistics, the Department of Labor (DOL) collects, analyzes and disseminates workforce data to inform businesses, the general public, educational institutions, and government planners and policymakers about employment issues and trends.
- The services provided by DOL and the resulting successes of individuals who use those services are heavily impacted by Connecticut's unemployment rate. The chart below identifies the unemployment rates

experienced in the years January 1990 through November 2002.

UNEMPLOYMENT RATE (Seasonally Adjusted)



RECENT HIGHLIGHTS

- The *Connecticut Job & Career ConneCTion* (JCC) developed by the Office of Research, located on the agency's Web site, received a 2001 LMI Publication Award from the National Association of State Workforce Agencies. The on-line career exploration tool was recognized for its integration of education and training programs related to specific occupations. Data includes job descriptions, education and training requirements, wage information, and employment projections for more than 800 occupations in Connecticut. The site also provides career videos for nearly 350 occupations and access to job openings.
- The agency's Web site (www.ctdol.state.ct.us) received additional enhancements and features during the year. Employers with 250 or fewer employees can now use an option on the agency's Web site that allows them to do a secure file transfer of quarterly unemployment insurance tax and wage reports. This offers an alternative to tax and wage filers who were sending reports on reels, cartridges or diskettes.
- The agency consolidated its statewide adjudication units into regional offices, allowing the department to provide a more timely and efficient delivery of services to customers requesting a hearing regarding an unemployment insurance claim.
- To better serve municipalities, the State Board of Mediation and Arbitration placed all of its Municipal Interest Arbitration awards and grievance awards using a new scanning and database system. To assist with the negotiation of contracts, municipalities will be able to quickly obtain awards and decisions by requesting information by town, by subject or other key search words.
- Working with the Connecticut Business Leadership Network (CTBLN), the agency took part in the CTBLN's first job fair for people with disabilities. Held at Manchester Community College, 25 businesses and vendors took part in the job fair and more than 200 individuals attended. Based on the success of the fair, a second will be held at Housatonic Community College.
- The agency was recognized for its continued achievements of the state's welfare reform program, Jobs First. The Department of Labor collaborates with the Department of Social Services to administer the Jobs First program, which helps state welfare recipients become employed and independent of cash assistance. The federal government awarded a \$13.3 million bonus for *Success in the Workplace* and for *Increase in Job Entries*. The first category, *Success in the Workplace*, was based upon the fact that Connecticut ranks fourth best in the nation for job retention and earnings gains among the state's Job First recipients. The *Increase in Job Entries* was awarded because Connecticut ranks fifth best in the nation in terms of Job First recipients going to work.

Budget Summary

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services	2003-2004	2004-2005	
• Annualization of FY 03 Reductions	-217,864	-217,864	
• Remove Inflation	-97,473	-220,561	
• Transfer Equipment to CEPF	-176,745	-159,277	
• Layoffs Necessitated by Failure to Achieve Concessions	-1,873,032	-1,878,253	
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-347,114	-641,050	
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-146,978	-143,089	
• Eliminate the Vocational and Manpower Training Function	-1,418,536	-1,418,536	
• Eliminate Funding for Occupational Health Clinics	-726,601	-746,946	
• Eliminate State Summer Youth Employment Program (SYEP)	-621,656	-621,656	
• Eliminate Opportunity Industrial Centers	-407,392	-407,392	
New or Expanded Services	2003-2004	2004-2005	2005-2006
• Complete and Implement the CT Works Business System (CTWBS)	1,000,000	433,000	0

AGENCY SUMMARY

Personnel Summary	2002-2003 Total Authorized	2003-2004 Change From 2002-2003	2003-2004 Total Recommended	2004-2005 Change From 2003-2004	2004-2005 Total Recommended
Permanent Full-Time Positions					
General Fund	146	-25	121	0	121
Employment Sec. Admn. Fund	740	-47	693	0	693
Private Contributions	14	-5	9	0	9
Financial Summary					
	2002-2003 Estimated	2003-2004 Current Services	2003-2004 Total Recommended	2004-2005 Current Services	2004-2005 Total Recommended
Personal Services	9,531,890	9,439,304	7,388,401	9,825,317	7,482,687
Other Expenses	819,013	1,504,735	1,339,770	1,551,534	1,336,229
Capital Outlay					
Equipment	2,000	178,745	2,000	161,277	2,000
Other Current Expenses					
Workforce Investment Act	21,360,235	21,360,235	21,360,235	21,360,235	21,360,235
Workforce Investment Act Business System	0	0	1,000,000	0	433,000
Vocational and Manpower Training	1,418,536	1,620,165	0	1,665,530	0
Summer Youth Employment	621,656	639,062	0	656,956	0
Jobs First Employment Services	15,226,616	15,226,616	15,036,998	15,226,616	15,036,998
Opportunity Industrial Centers	407,392	465,332	0	478,362	0
TOTAL - Other Current Expenses	39,034,435	39,311,410	37,397,233	39,387,699	36,830,233
TOTAL - General Fund	49,387,338	50,434,194	46,127,404	50,925,827	45,651,149
Other Current Expenses					
Occupational Health Clinics	671,470	726,601	0	746,946	0
TOTAL - Workers' Compensation Fund	671,470	726,601	0	746,946	0
Additional Funds Available					
Special Funds, Non-Appropriated	320,047	100,000	100,000	0	0
Bond Funds	512,607	0	0	0	0
Employment Sec. Admn. Fund	89,674,447	88,193,076	88,193,076	91,812,912	91,812,912
Federal Contributions	521,537	21,968	21,968	22,408	22,408
Private Contributions	1,305,700	493,600	493,600	505,700	505,700
TOTAL - All Funds Net	142,393,146	139,969,439	134,936,048	144,013,793	137,992,169



OFFICE OF VICTIM ADVOCATE

AGENCY PURPOSE

- Monitored and evaluated the provision of services to crime victims in Connecticut; advanced policies that promoted fair and just treatment of victims throughout the criminal justice system; provided oversight and advocacy when the criminal justice system failed crime victims.

The Office of Victim Advocate is being eliminated as part of the Governor's initiative to streamline state government.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services	2003-2004	2004-2005
• Annualization of FY 03 Reductions	-2,006	-2,006
• Remove Inflation	-1,119	-2,271
• Transfer Equipment to CEPF	-2,900	-1,400
• Layoffs Necessitated by Failure to Achieve Concessions	-74,110	-74,110
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-5,786	-12,124
• Reduce the Other Expense Account	-5,000	-5,000
• Eliminate the Office of Victim Advocate	-215,874	-223,742

The agency is being eliminated as part of the Governor's initiative to streamline state government.

AGENCY SUMMARY

Personnel Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total	Change From	Total	Change From	Total
	Authorized	2002-2003	Recommended	2003-2004	Recommended
<u>Permanent Full-Time Positions</u>					
General Fund	4	-4	0	0	0
Financial Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current	Total	Current	Total
		Services	Recommended	Services	Recommended
Personal Services	247,800	262,547	0	276,753	0
Other Expenses	38,123	41,248	0	42,400	0
<u>Capital Outlay</u>					
Equipment	1,000	3,000	0	1,500	0
TOTAL - General Fund	286,923	306,795	0	320,653	0



COMMISSION ON HUMAN RIGHTS & OPPORTUNITIES

AGENCY PURPOSE

- To enforce human rights laws to end illegal discrimination in employment, housing, public accommodations and credit transactions.
- To monitor compliance with state contract compliance laws and with laws requiring affirmative action in the state government.

RECENT HIGHLIGHTS

- Facilitated the mandated diversity training of all state employees by approving the curriculum materials of many state agencies and produced the first annual report to the General Assembly delineating the results of all state agencies' diversity training efforts.
- Participated in the agency's first Study Circle on Race and Racism sponsored by the National Conference on Communities and Justice.
- Expanded the website to include many new features, such as a posting of regulations enforced by the agency, commission meeting agendas, declaratory rulings, agency public hearing decisions for the past year, as well as general information and forms. Questions and answers about the agency, procedures for filing discrimination complaints, contract compliance requirements and forms, and diversity and education information were integrated into the website.
- Along with the Department of Information Technology, began the process of developing an automated reporting system for the Small Contractor and Minority Business Enterprise "Set-Aside" Program.
- Developed regulations and rules of practice to ensure consistent procedures governing contested case proceedings.
- During FY 2001-02, received 2,239 complaint affidavits, closed 2,159 cases, and awarded over \$1.8 million in damages to complainants who alleged they were victims of illegal discrimination.
- Developed a computerized employee training system to centralize staff training data into an automated format for greater accuracy and efficiency.
- Developed and implemented a computerized tracking system to monitor the status of pending freedom of information requests.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	<u>2003-2004</u>	<u>2004-2005</u>
• Annualization of FY 03 Reductions	-11,389	-11,389
• Remove Inflation	-17,120	-34,717
• Transfer Equipment to CEPF	-35,000	-24,000
• Layoffs Necessitated by Failure to Achieve Concessions	-371,471	-371,471
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-393,623	-634,664
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-3,750	-125,000
• Streamline CHRO Operations	-161,957	-269,375

AGENCY SUMMARY

Personnel Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total Authorized	Change From 2002-2003	Total Recommended	Change From 2003-2004	Total Recommended
<u>Permanent Full-Time Positions</u>					
General Fund	110	-9	101	0	101
Financial Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current Services	Total Recommended	Current Services	Total Recommended
Personal Services	6,394,160	6,963,091	6,032,290	7,401,091	6,000,581
Other Expenses	596,132	624,045	596,132	641,441	596,132
<u>Capital Outlay</u>					
Equipment	950	36,000	950	25,000	950
<u>Other Current Expenses</u>					
Martin Luther King, Jr. Commission	6,650	7,196	6,650	7,397	6,650
TOTAL - General Fund	6,997,892	7,630,332	6,636,022	8,074,929	6,604,313
<u>Additional Funds Available</u>					
Federal Contributions	76,300	76,300	76,300	76,300	76,300
TOTAL - All Funds Net	7,074,192	7,706,632	6,712,322	8,151,229	6,680,613



OFFICE OF PROTECTION AND ADVOCACY FOR PERSONS WITH DISABILITIES

AGENCY PURPOSE

To protect and advance the civil and human rights of people with disabilities by:

- Investigating and exposing patterns of discrimination and abuse of rights.
- Pursuing legal and administrative remedies for violations of rights.
- Providing information, referral, technical assistance and training to help empower individuals and groups to effectively advocate for themselves.
- Working with advocacy groups, service systems and communities to develop effective safeguards against discrimination and abuse.

RECENT HIGHLIGHTS

- Investigated and published reports concerning restraint-related deaths of individuals with psychiatric disabilities in jail and other forensic environments. Established interagency protocols for monitoring restraint-related deaths and serious injuries.
- Pursuant to Executive Order, established Fatality Review Board to conduct independent investigations into circumstances surrounding deaths of Department of Mental Retardation clients.
- Developed and implemented an integrated, electronic data base and case management system for the Abuse Investigation Division.
- Issued a report and hosted a conference on status of ADA (Americans with Disabilities Act) implementation by Connecticut municipalities. Conference stimulated interest in statewide organization of municipal ADA coordinators to improve compliance with legal requirements and encourage sharing of resources between towns.
- Responded to approximately 8,000 requests for information, advice and advocacy assistance and approximately 1,200 reports of suspected abuse and neglect.
- Received national recognition for success of innovative outreach and organizing initiative aimed at developing advocacy organizations in minority communities.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	<u>2003-2004</u>	<u>2004-2005</u>
• Annualization of FY 03 Reductions	-7,797	-7,797
• Remove Inflation	-11,984	-24,300
• Transfer Equipment to CEPF	-8,200	-7,000
• Layoffs Necessitated by Failure to Achieve Concessions	-192,537	-192,537
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-148,885	-242,469
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-3,000	-3,000
• Effect Economies within the Agency	-22,000	-22,000

AGENCY SUMMARY

Personnel Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total Authorized	Change From 2002-2003	Total Recommended	Change From 2003-2004	Total Recommended
<u>Permanent Full-Time Positions</u>					
General Fund	39	-3	36	0	36
Federal Contributions	11	0	11	0	11
Financial Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current Services	Total Recommended	Current Services	Total Recommended
Personal Services	2,350,365	2,450,000	2,101,578	2,557,000	2,114,994
Other Expenses	420,282	440,013	402,282	452,329	402,282
<u>Capital Outlay</u>					
Equipment	950	9,200	950	8,000	950
TOTAL - General Fund	2,771,597	2,899,213	2,504,810	3,017,329	2,518,226
<u>Additional Funds Available</u>					
Bond Funds	17,208	0	0	0	0
Federal Contributions	1,248,646	1,312,805	1,312,805	1,326,270	1,326,270
Private Contributions	13,026	0	0	0	0

TOTAL - All Funds Net

4,050,477

4,212,018

3,817,615

4,343,599

3,844,496



OFFICE OF THE CHILD ADVOCATE

AGENCY PURPOSE

The Office of the Child Advocate (OCA) is an independent state agency established in 1995 to protect the civil, legal and special rights of the children of Connecticut and to advance policies throughout the state that promote their well-being and best interests. The mission of the Office of the Child Advocate is to oversee the protection and care of Connecticut's children and to advocate for their well-being. Statutory responsibilities include:

- Evaluating the procedures for and the delivery of services to children by state agencies or other entities that receive public funding.
- Investigating inquiries and complaints regarding children, recommending changes in state policies concerning children and conducting programs of public education.
- Proposing systemic reform through legislative advocacy and formal legal action.
- Reviewing the facilities and procedures at all public and private facilities where children are placed, providing training and technical assistance to children's attorneys.
- Reviewing the number of special needs children in foster or permanent care facilities and recommending changes in placement policies and procedures.
- Chair the Child Fatality Review Panel, which conducts investigations of unexplained or unexpected child fatalities.

RECENT HIGHLIGHTS

- Established a fully operational ombudsman's office to fulfill one of OCA's responsibilities.
- Reviewed and addressed citizen inquiries and concerns about children's issues.
- Created new partnerships to better advocate for children.
- Implemented a structured administrative system for the Child Fatality Review Panel.
- Created a relational database to collect information on all unexpected or unexplained child fatalities
- Developed a reporting system to generate reports looking at trends, such as leading causes of death, and the characteristics of the children who have died.
- Initiated an annual child fatality report on the causes of Connecticut child fatalities with recommendations for decreasing those numbers.
- Created a structured process for reviewing and monitoring facilities that serve children.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	2003-2004	2004-2005
• Annualization of FY 03 Reductions	-24,687	-24,687
• Remove Inflation	-1,975	-4,148
• Transfer Equipment to CEPF	-5,350	-5,350
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-17,745	-29,036

AGENCY SUMMARY

Personnel Summary

	2002-2003 Total Authorized	2003-2004 Change From 2002-2003	2003-2004 Total Recommended	2004-2005 Change From 2003-2004	2004-2005 Total Recommended
<u>Permanent Full-Time Positions</u>					
General Fund	9	0	9	0	9

Financial Summary

	2002-2003 Estimated	2003-2004 Current Services	2003-2004 Total Recommended	2004-2005 Current Services	2004-2005 Total Recommended
Personal Services	528,037	579,148	541,371	610,396	561,328
Other Expenses	69,485	77,741	74,485	79,914	74,485
<u>Capital Outlay</u>					
Equipment	950	5,500	100	5,500	100
<u>Other Current Expenses</u>					
Child Fatality Review Panel	63,163	70,572	67,248	72,690	69,366
TOTAL - General Fund	661,635	732,961	683,204	768,500	705,279



WORKERS' COMPENSATION COMMISSION

AGENCY PURPOSE

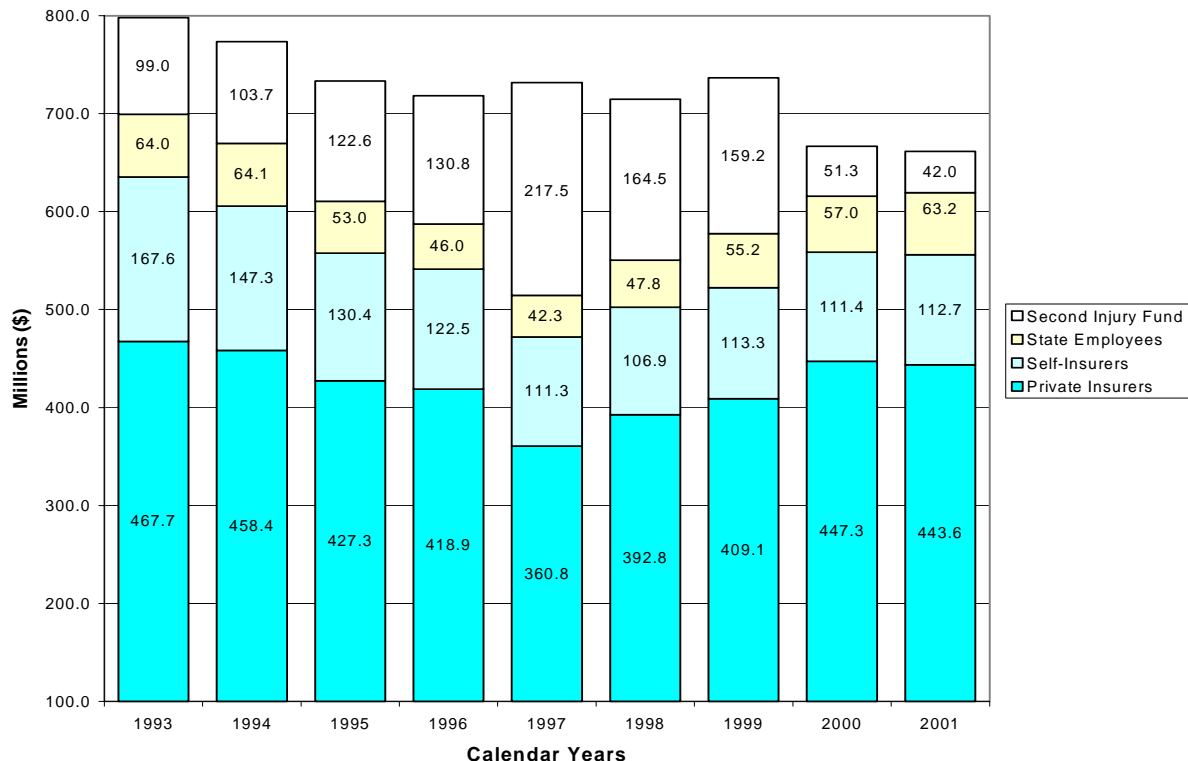
The Workers' Compensation Commission:

- Administers the workers' compensation laws of the State of Connecticut.
- Adjudicates and resolves disputes arising from the workers' compensation process.
- Educates employers and employees on their rights and responsibilities under the law.
- Promotes safety in the workplace.
- Retrains permanently injured employees to enable them to rejoin the workforce.
- Approves managed care plans.
- Certifies self-insurance applications.

RECENT HIGHLIGHTS

- Hearing docket activity rose 5.5% during 2002, yet waiting times continue to decrease in spite of curtailed budgets and reduced manpower. Since 2000, the agency has met and maintained its single most important goal of scheduling Informal Hearings within four weeks (from 16 weeks in 1995) of receiving a hearing request, dramatically improving services to the public. These successes are the direct result of increased productivity and time and quality control measures implemented agency-wide.
- Rehabilitation services provided to injured workers increased 3% in FY 2001 to 19% in FY 2002. Initial interviews increased 6% to 1,201 and 786 injured workers returned to the workforce.
- Recently installed security partitions.
- Research time spent by website users has increased 10%, averaging 350 hours per work day, the equivalent of 43.75 full-time employees. In addition, the site has displaced traditional methods of distribution with a 47% increase in downloads of forms, CRB opinions, and informational materials; thus reducing distribution costs and ensuring greater standardization. Worked on re-tooling the site's pages to meet state and federal accessibility guidelines. Approximately 75% of website information is now accessible to the disabled, resulting in faster, more reliable site performance.
- The Commission has also achieved a 67% increase in the number of employers' First Reports of Injury submitted through Electronic Data Interchange (EDI), reducing costs to business and increasing accuracy of injury reports.

Workers' Compensation Payouts



RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services	2003-2004	2004-2005
• Annualization of FY 03 Reductions	-690,232	-690,232
• Remove Inflation	-66,553	-134,974
• Layoffs Necessitated by Failure to Achieve Concessions	-810,887	-813,880
• Eliminate Funding for Unsettled Collective Bargaining Contracts	-485,855	-863,546
• Remove Accruals Pursuant to Governor's Early Retirement Incentive Plan	-40,000	-70,000
• Reduce Agency Personal Services and Fringe Benefits	-14,021	-14,021
• Miscellaneous Reduction to Other Expenses	-166,186	-166,186
• Reduce Agency Equipment	-200,000	0
• Reduce Funding for Rehabilitative Services	-272,595	-272,595

AGENCY SUMMARY

Personnel Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Total	Change From	Total	Change From	Total
	Authorized	2002-2003	Recommended	2003-2004	Recommended
<u>Permanent Full-Time Positions</u>					
Workers' Compensation Fund	160	-17	143	0	143
Financial Summary	2002-2003	2003-2004	2003-2004	2004-2005	2004-2005
	Estimated	Current	Total	Current	Total
	Estimated	Services	Recommended	Services	Recommended
Personal Services	9,624,013	9,951,987	8,605,245	10,352,392	8,594,966
Other Expenses	3,281,474	3,520,736	3,115,288	3,589,157	3,115,288
<u>Capital Outlay</u>					
Equipment	347,225	365,000	146,725	199,500	181,225
<u>Other Current Expenses</u>					
Criminal Justice Fraud Unit	427,593	536,899	514,395	553,341	530,837
Rehabilitative Services	4,103,992	4,425,951	3,937,357	4,550,298	4,061,704
Fringe Benefits	3,421,324	4,050,921	3,866,831	4,211,924	4,027,834
Indirect Overhead	1,532,848	1,658,703	1,578,027	1,705,146	1,624,470
TOTAL - Other Current Expenses	9,485,757	10,672,474	9,896,610	11,020,709	10,244,845
TOTAL - Workers' Compensation Fund	22,738,469	24,510,197	21,763,868	25,161,758	22,136,324
<u>Additional Funds Available</u>					
Private Contributions	102,190	105,051	105,051	107,993	107,993
TOTAL - All Funds Net	22,840,659	24,615,248	21,868,919	25,269,751	22,244,317