

REGULATION AND PROTECTION

Department of Public Safety	126
Police Officer Standards & Training Council.....	135
Board of Firearms Permit Examiners	138
Department of Motor Vehicles	140
Military Department	149
Commission of Fire Prevention and Control	154
Department of Emergency Responder Training.....	158
Department of Banking.....	162
Insurance Department	167
Office of Consumer Counsel.....	173
Department of Public Utility Control	176
Office of the Healthcare Advocate.....	180
Department of Consumer Protection	183
Department of Labor	193
Office of the Victim Advocate	206
Commission On Human Rights & Opportunities.....	208
Office of Protection and Advocacy for Persons with Disabilities	211
Office of the Child Advocate	215
Workers' Compensation Commission.....	217
Emergency Management and Homeland Security.....	220

DEPARTMENT OF PUBLIC SAFETY

AGENCY DESCRIPTION

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

Objectives of the agency include: to fairly and impartially enforce state and federal laws and regulations; to enhance community services and relations through cooperative policing; to maintain a progressive working environment of career development and equal opportunities; to achieve the highest level of professionalism, ethics and standards; to foster mutual and collaborative efforts among various disciplines both inside and outside the Department and to

acquire and maintain effective and efficient technology and facilities which provide a quality work environment.

Energy Conservation Statement

The Department of Public Safety has a stated energy conservation goal to reduce its energy consumption from the previous year's level. Planned conservation activities include upgrading of HVAC and hot water systems including replacement of steam traps, making building envelope improvements, participating in utility sponsored conservation programs and ISO-New England demand response programs. Plans also include the use of energy efficient lighting technologies, centralized energy management systems, and using Energy Star equipment. These plans are a continuation of activities undertaken in the previous two fiscal years.

The Department of Emergency Management and Homeland Security and the Board of Firearm Permit Examiners are recommended for consolidation with the Department of Public Safety in the Governor's budget as part of his proposal to restructure state government.

AGENCY PROGRAM INDEX

Police Services	127	Administrative/Management Services	132
Fire & Building Services	129	Homeland Security	133
Division of Scientific Services	130		

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services	<u>2011-2012</u>	<u>2012-2013</u>
• Fund Equipment Through CEPF	-3,016,045	-1,541,650
• Remove or Limit Inflation	-1,366,479	-2,642,552
• Staff to Agreed Upon Funding Levels for Security at Bradley Airport and Casinos <i>The agency currently runs shortfalls for operations at Bradley and the casinos due to discrepancies between funding levels approved and the costs for staff being provided. The department shall provide staff only to the level of funding provided. Savings will result from a decrease in overtime expenditures.</i>	-500,000	-500,000
• Seek 100% Reimbursement for Overtime for Resident Trooper Program	-840,000	-840,000
• Consolidate Troop Dispatch Functions, Dispatch for State Agencies and Alarm Monitoring	0	-613,708
• Eliminate Usage of Building <i>Currently the casino unit is located in a state facility in Old Saybrook which serves the two casino investigative units. By co-locating the casino unit and Eastern District Headquarters, the Old Saybrook building will no longer be needed.</i>	-11,600	-11,600
• Restructure State Government <i>The Department of Emergency Management and Homeland Security is consolidated into the Department of Public Safety.</i>	3,301,511	3,228,519
Reallocations or Transfers		
• Transfer Information Technology Managers from DOIT to Line Agencies	102,992	99,178
• Consolidate Weigh Station Operations into the Department of Motor Vehicles	-881,804	-881,804
• Reallocate Funds to Add an Automotive Mechanic in Western District and Effectuate Savings	-148,717	-148,681
• Reallocate Fire and Building Safety Services to the Department of Construction Services	-4,431,895	-4,272,195
• Transfer Amusement Park Ride Inspections and Licensing to the Department of Consumer Protection	-98,130	-94,496

AGENCY PROGRAMS

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	1,600	51	0	1,651	1,651	1,615	1,651	1,605
Federal Contributions	14	0	0	14	14	38	14	38
Private Funds	63	2	0	65	65	64	65	64
<i>Agency Programs by Total Funds (Net of Reimbursements)</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Police Services	156,967,928	135,705,371	142,210,470	143,382,106	139,254,857	140,179,684	140,009,556	135,582,059
Fire & Building Services	8,346,155	29,847,335	30,557,990	29,602,041	24,708,816	30,500,906	29,448,656	24,727,765
Division of Scientific Services	8,808,003	9,346,774	9,280,147	8,158,598	7,295,431	7,936,581	6,910,984	6,797,189
Administrative and Management Services	32,365,879	35,290,022	34,427,395	33,639,601	31,876,274	35,124,548	34,067,857	31,444,105
Homeland Security	0	0	0	0	49,332,257	0	0	26,523,066
TOTAL Agency Programs - All Funds Gross	206,487,965	210,189,502	216,476,002	214,782,346	252,467,635	213,741,719	210,437,053	225,074,184
Less Turnover	0	0	-1,000,000	-2,843,531	-2,843,531	-1,000,000	-2,843,531	-2,843,531
TOTAL Agency Programs - All Funds Net	206,487,965	210,189,502	215,476,002	211,938,815	249,624,104	212,741,719	207,593,522	222,230,653
<i>Summary of Funding</i>								
General Fund Net	158,788,524	170,785,707	180,954,744	177,690,922	169,800,755	178,076,109	173,201,277	164,982,288
Federal and Other Activities	10,186,394	7,081,689	1,787,468	1,514,103	43,986,293	1,508,468	1,235,103	20,971,094
Private Funds	37,513,047	32,322,106	32,733,790	32,733,790	35,837,056	33,157,142	33,157,142	36,277,271
TOTAL Agency Programs - All Funds Net	206,487,965	210,189,502	215,476,002	211,938,815	249,624,104	212,741,719	207,593,522	222,230,653

POLICE SERVICES

Statutory Reference

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

Statement of Need and Program Objectives

To deliver law enforcement services on limited access highways and for the 81 towns that do not have organized police departments; to increase the rate of cleared criminal cases by conducting investigations that are within State Police jurisdiction or when assisting local, state and federal agencies in major case investigations; and to increase the safety of Connecticut highways by improving the safe, orderly flow of traffic through enforcement actions in identified problem areas.

Program Description

STATE POLICE PATROL TROOPS

The Connecticut State Police provide primary police service to 81 of Connecticut's 169 towns which encompass 55% of the state's geographical area. Additionally, the State Police patrol 600 miles of limited access highways, 7,000 miles of state and local roads and render assistance to local police departments upon request. Police service is delivered by 12 troops organized into three districts. The Resident State Trooper program presently consists of 112 Resident State Troopers assigned to 56 towns.

TRAFFIC SERVICES UNIT

The Traffic Services Unit is comprised of several specialized components directed towards promoting statewide traffic safety through education, enforcement and investigation.

CASINO LICENSING AND OPERATIONS UNIT

The Connecticut State Police is tasked with providing law enforcement services at the state's casinos--Mohegan Sun,

Foxwoods, and MGM--through the Casino Licensing and Operations Unit. The members of this unit provide a variety of police services inside the casinos. Additionally, the unit is responsible for conducting background investigations for all prospective casino employees and entities conducting business with the casinos.

INVESTIGATIVE SERVICES

Major Crime Squads are located in three districts to be available 24 hours a day to investigate crimes which occur in the 81 towns without organized police departments. These units coordinate investigations in conjunction with other state police units and local, state and federal agencies. Crimes investigated include homicide, assault, bank robbery, rape, kidnapping, arson, escape, burglary and larceny.

The *Bureau of Criminal Investigations* is comprised of investigative task forces and units which have been implemented to address long term quality of life issues. A significant portion of the units and task forces were formed to function with the integration of local police officers, who are granted special state police authority while assigned to the bureau. The sub-units and task forces consist of: Statewide Narcotics Task Force; Statewide Organized Crime Investigative Task Force; State Urban Violence and Cooperative Control Task Force; Central Criminal Intelligence Unit; Statewide Firearms Trafficking Task Force; Connecticut Regional Auto Theft Task Force; Statewide Fugitive Unit; Electronic Surveillance Lab; Extradition Unit; Motor Vehicle Fraud Task Force and the Hartford Shooting Investigative Team.

EMERGENCY SERVICES UNIT

Provides specialized support to state and local police agencies in six areas:

The Hazardous Devices Unit renders safe, transports and stores as evidence components of improvised explosive devices, conventional explosives or incendiary devices. This unit also handles explosive

Budget-in-Detail

chemical mixtures and provides instruction and training to law enforcement agencies on bomb recognition and bomb threat management.

The Dive Team performs underwater searches for evidence, drowning victims or underwater hazards.

The Canine Unit administers, trains and selects the department canine teams. In addition to training State Police personnel, the unit provides training for most local law enforcement agencies with canine programs.

The Tactical Unit selects, trains and equips members to respond to situations such as hostage standoffs, armed barricaded individuals and the service of high risk warrants.

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

The Aviation Unit maintains and operates three fixed wing aircraft and one Bell 407 Helicopter. The aircraft are used for traffic enforcement, prisoner transport, photographic missions and aerial surveillance.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Police Traffic Services				
Investigative Services				
Crimes against persons (% cleared)	51.2	63	60	60
Crimes against property (% cleared)	18.6	24	24	24
Support Services				
Assigned fleet <70,000 miles patrol	454	132	250	250
Assigned fleet <70,000 miles administration includes under cover	224	125	45	45
Licenses/Permits *	43,958*	23,210	25,550	27,980
In-service training (avg hrs/trooper)	24	32	40	40
Professional Standards				
Complaints	365	310	300	300
Internal Affairs	85	52	60	60
Use of Force	156	160	160	160

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	1,383	42	0	1,425	1,425	1,419	1,425	1,409
Private Funds	42	1	0	43	43	43	43	43

Financial Summary

(Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	103,844,397	105,477,153	118,005,218	119,673,675	117,610,662	116,156,389	116,260,951	113,683,993
Other Expenses	11,624,787	17,970,417	12,777,639	12,777,639	12,327,550	13,187,608	13,187,608	12,278,069

Capital Outlay

Equipment	0	1	1,837,020	1,614,148	1	941,000	941,001	1
-----------	---	---	-----------	-----------	---	---------	---------	---

Other Current Expenses

Stress Reduction	23,354	23,354	23,938	23,354	23,354	24,680	23,354	23,354
TOTAL-General Fund	115,492,538	123,470,925	132,643,815	134,088,816	129,961,567	130,309,677	130,412,914	125,985,417

Additional Funds Available

Private Funds	34,570,065	8,397,106	8,688,790	8,688,790	8,688,790	8,992,142	8,992,142	8,992,142
---------------	------------	-----------	-----------	-----------	-----------	-----------	-----------	-----------

Federal Contributions

11555 Public Safety Interoperable Communications Grant	4,421,935	2,311,025	0	0	0	0	0	0
16554 National Criminal History Improvement Pgm	53,302	0	0	0	0	0	0	0
16560 National Inst Justice Rsrch, Eval Dev Prj	60,521	60,500	60,500	60,500	60,500	60,500	60,500	60,500
16580 Byrne Memorial State & Local Law Enforcement	66,766	465,600	0	0	0	0	0	0
16710 Public Safety Partshp & Comm Policing	295,072	344,000	344,000	344,000	344,000	344,000	344,000	344,000
20600 State & Community Highway Safety	1,315,018	357,004	85,000	0	0	85,000	0	0
81041 State Energy Program	275,363	0	0	0	0	0	0	0

93069 Public Health Emergency Preparedness	19,418	0	0	0	0	0	0	0
97067 Homeland Security Grant Program	210,524	110,846	200,000	200,000	200,000	200,000	200,000	200,000
97072 Nat Explosives Detection Canine Team	187,406	188,365	188,365	0	0	188,365	0	0
TOTAL - All Funds	156,967,928	135,705,371	142,210,470	143,382,106	139,254,857	140,179,684	140,009,556	135,582,059
Police Services								

FIRE, EMERGENCY AND BUILDING SERVICES

Statutory Reference

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

Statement of Need and Program Objectives

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

Program Description

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

The division develops, publishes and administers a broad range of codes, standards and agency regulations intended to protect the public from natural or technological failure or disaster. The division has oversight of emergency telecommunications, including radio frequency allocation for public safety and emergency services. It also has oversight of the Enhanced 9-1-1 system training, it certifies emergency dispatchers, and it oversees the licensing/certification of local code officials.

OFFICE OF STATE FIRE MARSHAL

The Office of State Fire Marshal is responsible for the statutory requirements dealing with the protection of life and property

from the harmful effects of fire, explosion and mechanical failure. The office, headed by the Deputy State Fire Marshal, consists of three bureaus, all dealing with mandated fire prevention or safety statutes.

OFFICE OF STATE BUILDING INSPECTOR

The Office of State Building Inspector promulgates and administers the provisions of the Connecticut State Building Code and applicable standards. It is responsible for issuing building permits, performing plan reviews, conducting inspections and issuing certificates of occupancy for all large-scale state owned construction projects to ensure code compliance. The office provides training, testing and licensing of all municipal building officials, assistant building officials and technical assistants.

OFFICE OF STATEWIDE EMERGENCY TELECOMMUNICATIONS

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

OFFICE OF EDUCATION AND DATA MANAGEMENT

The Office of Education and Data Management carries out the training mandates of the Office of the State Building Inspector, the Office of State Fire Marshal and the Office of Statewide Emergency Telecommunications.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Office of State Fire Marshal				
Percent-Annual Inspections Completed				
State Buildings (%)	20	20	20	20
Amusement Rides (%)	100	100	100	100
Tents (%)	100	100	100	100
Percent of training requests of local governments (%)	100	100	100	100
Percent of Building plans & specifications reviewed within 30 days (%)	80	80	80	80
Percent of fire code modification requests reviewed within 45 days (%)	70	70	70	70
Office of State Building Inspector				
Elevators (%)	75	75	78	80
Boilers (%)	90	90	90	90
Percent of permitted "buildings" inspected (%)	100	100	100	100
Percent of building inspected (%)	100	100	100	100
Percent of building plans & specifications reviewed within 30 days (%)	50	50	50	50
Office of Education and Data Management				
Career Development - trained	7,909	8,200	8,300	8,400
Conferences attendees	518	600	600	600
Building Official Pre-licensure class attendees	30	35	40	40

Budget-in-Detail

Fire Official Pre-certification class attendees	115	125	140	140
Contractor and Trades Professionals education	171	150	150	150
Telecommunicator Training class attendees	417	300	300	300
Fire Reports	242,272	250,000	250,000	250,000
Burn Reports	237	300	300	300
Test Administration	1,239	1,400	1,500	1,500
Office of Statewide Emergency Telecommunications				
Percent of PSAPs submitting call reports	100	100	100	100

Personnel Summary

	As of 06/30/2010		2010-2011 <u>Change</u>	2010-2011 <u>Total</u>	2011-2012 <u>Requested</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	2012-2013 <u>Recommended</u>
	<u>Filled</u>	<u>Vacant</u>						
Permanent Full-Time Positions								
General Fund	80	0	0	80	80	17	80	17
Private Funds	21	1	0	22	22	14	22	14

Financial Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
(Net of Reimbursements)								
Personal Services	6,082,812	5,810,864	6,398,733	5,442,784	1,070,889	6,218,109	5,165,859	953,664
Other Expenses	105,839	111,471	114,257	114,257	48,217	117,797	117,797	47,528
TOTAL-General Fund	6,188,651	5,922,335	6,512,990	5,557,041	1,119,106	6,335,906	5,283,656	1,001,192
<u>Additional Funds Available</u>								
Private Funds	2,157,504	23,925,000	24,045,000	24,045,000	23,589,710	24,165,000	24,165,000	23,726,573
TOTAL - All Funds	8,346,155	29,847,335	30,557,990	29,602,041	24,708,816	30,500,906	29,448,656	24,727,765
Fire & Building Services								

SCIENTIFIC SERVICES

Statutory Reference

Section 29-7b, Chapter 961, Part IIa.

Statement of Need and Program Objectives

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

Program Description

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

THE FORENSIC SCIENCE LABORATORY

The Forensic Science Laboratory includes Criminalistics, Identification, DNA and Crime Scene Reconstruction Units.

The Criminalistics Unit includes Forensic Biology, Trace Evidence, Arson and Chemistry. The Forensic Biology Section identifies biological fluids and determines which samples should undergo full DNA analysis. The Trace Section examines and compares paint, hairs, fibers, glass, soil, tape, light bulbs, cordage, and white powders, and also identifies unknown materials. In addition, section maintains an extensive automotive paint database. The Chemistry Section is responsible for the analysis and identification of gunshot residue and explosive materials. The Arson Section examines fire debris for the identification of suspected accelerants.

The DNA Unit is divided into three sections. The Nuclear DNA examiners conduct analyses to obtain DNA profiles from evidentiary

materials. The DNA Database Section maintains the Convicted Offender DNA Database (CODIS). It also conducts evidence analysis from criminal cases in which there is no known suspect. The Mitochondrial DNA unit analyzes and compares mitochondrial DNA materials from samples (such as hair or bone) in which nuclear DNA is either not present or else is too degraded for analysis.

The Identification Unit consists of the firearms, questioned documents, latent prints, and imprints sections. The firearms section examines all firearms evidence and conducts test fires of all guns scheduled for destruction. All test fires are entered into the firearms database. The firearms section conducts all toolmarks examinations. The latent print section processes evidentiary materials to develop latent prints which are developed are compared to inked prints or entered into the fingerprint database. The questioned documents section conducts examinations of handwriting, indented writing and all forms of printing. The imprint section conducts examinations and comparison of all three-dimensional prints, such as footwear and tire tracks.

The Crime Scene Reconstruction Unit employs scientific techniques and all available information to establish potential methods in which a crime was perpetrated in an attempt to reconstruct the occurrence.

THE COMPUTER CRIME AND ELECTRONIC EVIDENCE LABORATORY

The Computer Crime and Electronic Evidence Laboratory provides analysis of computer and electronic evidence and forensic data analysis. Recently added to this Laboratory were the Image Enhancement and Forensic Photography Sections. The Image Enhancement Section employs state-of-the-art equipment to enhance video information related to criminal activity. The Forensic Photography section provides photographic services to law enforcement.

CONTROLLED SUBSTANCE AND TOXICOLOGY LABORATORY

The Controlled Substance and Toxicology Laboratory analyzes drug evidence and unknown substances submitted by law enforcement personnel and other state and federal agencies. The major function of the Toxicology Section is body fluid analysis. Controlled Substance Section personnel provide analytical support to law enforcement

agencies to identify and quantify drug seizures. Some Section personnel also accompany the DEA (U.S. Drug Enforcement Administration) on raids of illicit/ clandestine drug labs, provide technical support in the examination and analysis of the site for chemical and physical hazards, identify methods of chemical synthesis, and analyze source chemicals and the finished product.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Criminalistics				
Biology	956	975	1,005	1,035
Trace/Chemistry	550	600	618	636
DNA				
Convicted Offender Submissions (CODIS)	7,434	8,180	8,180	8,180
Nuclear DNA	1,250	1,434	1,510	1,628
No Suspect DNA	511	680	832	860
Identification				
Questioned Documents/Special Revenue	350	375	400	420
Imprints	30	35	35	37
Firearms - Cases	1,750	1,800	1,900	1,957
Firearms - Destruction Guns	1,400	1,442	1,480	1,529
Latent Prints	1,700	1,751	1,804	1,859
Photography	16,480	16,974	17,483	18,007
Reconstruction	16	25	25	25
Forensic Laboratory - Total Case Requests	21,726	22,402	23,127	23,834
Computer Crimes and Electronic Laboratory				
Imaging/Acquisition	330	346	362	292
Data Analysis	165	173	181	196
Data Restoration	10	15	0	0
Toxicology & Controlled Substances			0	0
Controlled Substance Cases	616	800	0	0
Toxicology Cases	1,423	1,614	0	0

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	66	1	0	67	67	67	67	67
Federal Contributions	14	0	0	14	14	14	14	14

Financial Summary

<i>(Net of Reimbursements)</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	5,603,863	5,593,009	6,168,474	5,246,925	5,246,925	6,060,607	5,035,010	5,035,010
Other Expenses	1,172,048	1,234,416	1,265,822	1,265,822	1,198,903	1,305,371	1,305,371	1,191,576
<i>Capital Outlay</i>								
Equipment	0	0	996,248	796,248	0	0	0	0
TOTAL-General Fund	6,775,911	6,827,425	8,430,544	7,308,995	6,445,828	7,365,978	6,340,381	6,226,586

Additional Funds Available**Federal Contributions**

16301 Law Enf Asst-FBI Crime Lab Support	316,810	0	0	0	0	0	0	0
16542 ICAC Grant	2,652	139,603	139,603	139,603	139,603	139,603	139,603	139,603
16560 National Inst Justice Rsrch, Eval Dev Prj	206,987	480,000	280,000	280,000	280,000	280,000	280,000	280,000
16741 Forensic DNA Capacity Enhancement Program	25,055	0	0	0	0	0	0	0
16800 ARRA-ICAC-TF Forensic	206,539	378,436	0	0	0	0	0	0
16803 American Recovery/Reinvestment Act of 2009 (JAG)	1,097,604	1,370,310	279,000	279,000	279,000	0	0	0
20600 State & Community Highway Safety	72,285	73,000	73,000	73,000	73,000	73,000	73,000	73,000

Budget-in-Detail

97067 Homeland Security Grant Program	104,160	78,000	78,000	78,000	78,000	78,000	78,000	78,000
TOTAL - All Funds	8,808,003	9,346,774	9,280,147	8,158,598	7,295,431	7,936,581	6,910,984	6,797,189
Division of Scientific Services								

ADMINISTRATIVE AND MANAGEMENT SERVICES

Statutory Reference

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

Statement of Need and Program Objectives

To provide support services to the Department of Public Safety, including the Divisions of Fire, Emergency and Building Services, Scientific Services and State Police.

Program Description

OFFICE OF ADMINISTRATIVE SERVICES

The Office of Administrative Services is divided into four main sections, which are comprised of the Bureau of Support Services (Fleet, Facilities and Sex Offender Registry Unit); Bureau of Communications and Technology (Criminal Justice Information Systems, COLLECT, Reports and Records, Field Technology, and Telecommunications); Bureau of Research and Information Services (Crimes Analysis, Computer Services Unit); and Contracts, Grants and Memorandum of Understanding Administration.

Program Measure	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Labor Grievances handled	54	60	65	65
Employee Assistance Program cases	306	350	375	375
Percent Minority Rerepresentation (including Protected Women) %	31	31	31	31
Inventory Control (\$M)	155	155	155	155
Direct Federal Grants (\$)	2,680,388	1,007,625	1,000,000	1,000,000
State sub-Grants of Federal Funds (\$)	13,728,580	1,423,086	1,500,000	1,500,000
Workers' Compensation Claims	250	275	275	275
Payouts on Claims (\$000)	4,475	4,925	5,415	5,955

Personnel Summary

Permanent Full-Time Positions	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	71	8	0	79	79	80	79	80

Financial Summary

(Net of Reimbursements)	2009-2010 Actual	2010-2011 Estimated	2011-2012 Requested	Current Services	2011-2012 Recommended	2012-2013 Requested	Current Services	2012-2013 Recommended
Personal Services	5,277,041	5,396,165	6,372,687	5,420,630	5,420,630	6,185,358	5,138,650	5,138,650
Other Expenses	13,978,738	14,695,549	14,860,167	14,860,167	14,074,573	15,361,253	15,361,253	14,022,147

Capital Outlay

Equipment	0	0	605,650	605,650	0	600,650	600,650	0
-----------	---	---	---------	---------	---	---------	---------	---

Other Current Expenses

Fleet Purchase	6,564,194	9,285,596	7,211,486	7,211,486	7,035,596	7,435,042	7,435,042	7,035,596
Workers' Compensation Claims	4,475,689	5,138,787	5,267,257	5,431,520	5,236,550	5,430,542	5,420,559	5,138,787
COLLECT	842	48,925	50,148	50,148	48,925	51,703	51,703	48,925

Pmts to Other Than Local Governments

Civil Air Patrol	34,920	0	0	0	0	0	0	0
TOTAL-General Fund	30,331,424	34,565,022	34,367,395	33,579,601	31,816,274	35,064,548	34,007,857	31,384,105

Additional Funds Available

Private Funds	785,478	0	0	0	0	0	0	0
---------------	---------	---	---	---	---	---	---	---

Federal Contributions

16320 Services for Trafficking Victims	10,794	0	0	0	0	0	0	0
16542 ICAC Grant	130,237	0	0	0	0	0	0	0
16560 National Inst Justice Rsrch, Eval Dev Prj	280,536	0	0	0	0	0	0	0
16579 Byrne Formula Grant Program	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000
16710 Public Safety Partshp & Comm Policing	134,529	665,000	0	0	0	0	0	0
20600 State & Community Highway Safety	487,648	0	0	0	0	0	0	0
97004 State Domestic Preparedness Equipment	29,083	0	0	0	0	0	0	0

99125 Assets Forfeiture Fund	34,094	35,000	35,000	35,000	35,000	35,000	35,000	35,000
99125 Dept of Justice Forfeiture Fund	117,056	0	0	0	0	0	0	0
TOTAL - All Funds	32,365,879	35,290,022	34,427,395	33,639,601	31,876,274	35,124,548	34,067,857	31,444,105
Administrative/Management Services								

EMERGENCY MANAGEMENT AND HOMELAND SECURITY

Statutory Reference

Title 28- C.G.S.

Program Description

EMERGENCY MANAGEMENT DIVISION

The division works to coordinate a comprehensive state disaster response to all hazards, integrated across all disciplines and all levels

of government. The division includes the following units: Operations, Radiological Emergency Preparedness, Communications, and Urban Search and Rescue. The division is headed by the State Director of Emergency Management.

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Permanent Full-Time Positions								
General Fund	0	0	0	0	0	32	0	32
Federal Contributions	0	0	0	0	0	24	0	24
Private Funds	0	0	0	0	0	7	0	7

Financial Summary

(Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	0	0	0	0	3,038,107	0	0	2,979,046
Other Expenses	0	0	0	0	263,447	0	0	249,516
TOTAL-General Fund	0	0	0	0	3,301,554	0	0	3,228,562

Additional Funds Available

Private Funds	0	0	0	0	3,558,556	0	0	3,558,556
Federal Contributions								
11555 Public Safety Interoperable Communications Grant	0	0	0	0	1,217,015	0	0	0
97008 Urban Areas Security Initiative	0	0	0	0	498,273	0	0	398,281
97036 Public Assistance Grants	0	0	0	0	7,617,461	0	0	0
97039 Hazard Mitigation Grant	0	0	0	0	547,239	0	0	0
97042 Emergency Management Performance Grant	0	0	0	0	5,071,855	0	0	4,718,749
97052 Emergency Operations Centers	0	0	0	0	644,680	0	0	546,897
97055 Interoperable Communications Equipment	0	0	0	0	369,935	0	0	530,088
97056 Port Security Grant Program	0	0	0	0	4,908,470	0	0	2,257,341
97067 Homeland Security Grant Program	0	0	0	0	19,018,738	0	0	10,700,928
97078 Buffer Zone Protection Plan (BZPP)	0	0	0	0	743,388	0	0	525,714
97110 Severe Loss Repetitive Program	0	0	0	0	1,835,136	0	0	57,993
TOTAL - All Funds	0	0	0	0	49,332,300	0	0	26,523,109

Homeland Security

AGENCY FINANCIAL SUMMARY - GENERAL FUND

Current Expenses by Minor Object	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Actual	Estimated	Requested	Recommended	Requested	Recommended
Personal Services						
Permanent Fulltime Positions	95,476,275	108,855,143	119,189,923	117,517,380	116,425,092	114,378,213
Other Positions	290,223	297,477	304,914	304,914	314,366	314,366
Other	7,466,647	7,748,931	8,043,343	7,371,648	8,131,666	7,416,402
Overtime	17,574,968	19,518,525	24,758,027	23,384,366	25,526,524	22,298,567
TOTAL-Personal Services Gross	120,808,113	136,420,076	152,296,207	148,578,308	150,397,648	144,407,548
Less Reimbursements	0	-14,142,885	-15,351,095	-16,191,095	-15,777,185	-16,617,185

Budget-in-Detail

Less Turnover	0	0	-1,000,000	-2,843,531	-1,000,000	-2,843,531
TOTAL-Personal Services Net	120,808,113	122,277,191	135,945,112	129,543,682	133,620,463	124,946,832
	4,659	4,907	0	0	0	0
<u>Other Expenses-Contractual Services</u>						
Dues and Subscriptions	21,445	22,586	23,151	21,928	23,869	21,790
Utility Services	2,749,194	3,882,668	3,020,343	2,960,670	3,148,328	2,944,449
Rentals, Storage and Leasing	345,107	363,471	372,559	352,864	384,108	350,624
Telecommunication Services	3,006,444	3,866,424	3,245,585	3,074,011	3,346,198	3,054,501
General Repairs	3,571,628	4,261,687	3,855,731	3,704,650	3,975,261	3,628,726
Motor Vehicle Expenses	1,473,057	2,597,862	1,619,044	1,533,455	1,669,234	1,523,723
Fees for Outside Professional Services	365,364	384,806	396,113	375,175	409,413	373,725
Fees for Non-Professional Services	517,348	544,877	558,501	528,974	575,815	525,614
DP Services, Rentals and Maintenance	5,436,880	6,726,193	5,908,330	5,795,987	6,098,089	5,766,498
Postage	199,684	210,310	215,567	204,174	222,249	202,878
Travel	86,552	91,157	93,437	88,500	96,333	87,938
Other Contractual Services	615,363	674,781	691,649	655,091	713,090	650,934
Printing & Binding	54,195	57,079	58,506	55,413	60,320	55,062
<u>Other Expenses-Commodities</u>						
Agriculture, Horticulture, Dairy & Food	109,577	187,908	191,313	181,199	194,800	177,818
Books	9,126	9,612	9,853	9,329	10,158	9,273
Clothing and Personal Supplies	67,292	70,873	72,645	68,806	74,897	68,369
Maintenance and Motor Vehicle Supplies	5,979,415	7,611,041	6,975,079	6,706,340	7,209,857	6,781,348
Medical Supplies	51,119	53,839	56,208	53,238	58,568	53,463
Fuel	250,350	262,504	0	0	0	0
Office Supplies	1,385,884	1,943,197	1,479,277	1,401,077	1,525,135	1,392,184
Refunds of Expenditures Not Otherwise Classified	566,814	596,977	611,902	579,553	630,871	575,876
<u>Other Expenses-Sundry</u>						
Sundry - Other Items	14,915	15,709	15,842	15,006	16,011	14,618
TOTAL-Other Expenses Gross	26,881,412	34,440,468	29,470,635	28,365,440	30,442,604	28,259,411
Less Reimbursements	0	-428,615	-452,750	-452,750	-470,575	-470,575
TOTAL-Other Expenses Net	26,881,412	34,011,853	29,017,885	27,912,690	29,972,029	27,788,836
<u>Other Current Expenses</u>						
Stress Reduction	23,354	23,354	23,938	23,354	24,680	23,354
Fleet Purchase	6,564,194	9,285,596	7,211,486	7,035,596	7,435,042	7,035,596
Workers' Compensation Claims COLLECT	4,475,689	5,138,787	5,267,257	5,236,550	5,430,542	5,138,787
	842	48,925	50,148	48,925	51,703	48,925
TOTAL-Other Current Expenses	11,064,079	14,496,662	12,552,829	12,344,425	12,941,967	12,246,662
<u>Pmts to Other Than Local Govts</u>						
Civil Air Patrol	34,920	0	0	0	0	0
TOTAL-Pmts to Other Than Local Govts	34,920	0	0	0	0	0

Character & Major Object Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	120,808,113	122,277,191	135,945,112	132,940,483	129,543,682	133,620,463	128,756,939	124,946,832
Other Expenses Net	26,881,412	34,011,853	29,017,885	29,017,885	27,912,647	29,972,029	29,972,029	27,788,793
Capital Outlay	0	1	3,438,918	3,016,046	1	1,541,650	1,541,651	1
Other Current Expenses	11,064,079	14,496,662	12,552,829	12,716,508	12,344,425	12,941,967	12,930,658	12,246,662
Payments to Other Than Local Governments	34,920	0	0	0	0	0	0	0
TOTAL-General Fund Net	158,788,524	170,785,707	180,954,744	177,690,922	169,800,755	178,076,109	173,201,277	164,982,288
<u>Additional Funds Available</u>								
Federal and Other Activities	10,186,394	7,081,689	1,787,468	1,514,103	43,986,293	1,508,468	1,235,103	20,971,094
Private Funds	37,513,047	32,322,106	32,733,790	32,733,790	35,837,056	33,157,142	33,157,142	36,277,271
TOTAL-All Funds Net	206,487,965	210,189,502	215,476,002	211,938,815	249,624,104	212,741,719	207,593,522	222,230,653

POLICE OFFICER STANDARDS & TRAINING COUNCIL

AGENCY DESCRIPTION

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

POST is responsible for providing basic and in-service law enforcement training for municipal, state agency and state university police officers in the areas of police law enforcement, police science and professional development. POST 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. Additionally the agency offers professional, advanced, specialized and continuing education to veteran police officers as part of the certification renewal process, which requires each police officer to satisfactorily complete at least 60 hours of certified review training every three years. The agency may revoke the certification of police officers under certain statutory conditions.

The Police Officer Standards and Training Council is recommended for consolidation into the new Department of Emergency Responder Training in the Governor's budget as part of his proposal to restructure state government.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services	2011-2012	2012-2013
• Fund Equipment Through CEPF	-53,149	-111,784
• Remove or Limit Inflation	-25,313	-53,325
• Charge Municipalities for Police Officer Training	-956,250	-1,275,000
<i>There will be a \$2,500 charge per police officer trained in the basic training class. Additionally, there will be \$100 fee for each individual taking in-service training classes. These revenues will offset expenses in the amounts shown.</i>		
Reallocations or Transfers		
• Restructure State Government	-1,630,678	-1,259,191
<i>The Police Officer Standards and Training Council is consolidated into the new Department of Emergency Responder Training.</i>		

AGENCY PROGRAMS

Personnel Summary	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
<i>Permanent Full-Time Positions</i>	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	24	4	-6	22	22	0	22	0
Agency Programs by Total Funds (Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Policing Instruction	2,194,216	2,713,359	3,215,506	2,688,169	0	3,048,291	2,722,079	0
TOTAL Agency Programs - All Funds Gross	2,194,216	2,713,359	3,215,506	2,688,169	0	3,048,291	2,722,079	0
Less Turnover								
TOTAL Agency Programs - All Funds Net	2,194,216	2,713,359	3,215,506	2,688,169	0	3,048,291	2,722,079	0
Summary of Funding								
General Fund Net	2,169,572	2,690,580	3,192,727	2,665,390	0	3,025,512	2,699,300	0
Federal and Other Activities	18,949	17,084	17,084	17,084	0	17,084	17,084	0
Private Funds	5,695	5,695	5,695	5,695	0	5,695	5,695	0
TOTAL Agency Programs - All Funds Net	2,194,216	2,713,359	3,215,506	2,688,169	0	3,048,291	2,722,079	0

POLICING INSTRUCTION

Statutory Reference

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

Statement of Need and Program Objectives

To provide the necessary standards, training and education for police officers to acquire and maintain state certification which is necessary to perform their police duties and maintain their position as police officers.

To identify, design, provide and evaluate specialized training that responds to and anticipates police needs.

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

Program Description

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

Currently, the program conducts yearly research to identify and respond to the changing needs of the multifaceted police community. The program provides to, or oversees for, every newly appointed police officer, the basic police officer training course at the Connecticut Police Academy and/or at satellite locations, and coordinates and supervises over 145 (FY 2010) in-service courses available to all police personnel in Connecticut. It serves as a comprehensive training, education and resource center for the police community and publishes training manuals, bulletins and advisory notices. The program encourages, maintains and nurtures the relationships between schools of higher education and state and federal agencies to allow for the development and delivery of high quality law enforcement training programs. POST publishes the academy's annual training calendar of instructional offerings, quarterly updates and training bulletins when appropriate.

The agency has drafted and distributed model policies on missing persons, a model policy on death notification as mandated by the Legislature and the uniform Connecticut law enforcement protocol for treating victims of family violence whose immigration status is questionable also required by the Legislature.

The management unit is responsible for the agency's fiscal, property control and legislative and executive branch liaison activities. The unit also provides technical support and research to the council, police agencies, municipalities, the Connecticut State Police and other state and federal law enforcement agencies. It manages all strategic and operational planning activities; staffs a resource center and library which includes over 200 videotapes and provides audio visual assistance to the agency, police agencies and municipalities; and facilitates all interaction between the council's various committees. The agency manages the council's yearly agenda and develops recommendations for capital improvements in the Connecticut Police Academy while organizing staff to perform all operational functions. The management unit organizes daily, weekly, monthly and yearly training activities; develops and submits for adoption the agency's administrative regulations; prepares and distributes the agency's regulatory findings, declaratory rulings and advisory opinions; and provides expert testimony in civil proceedings.

The Certification Division, serving as the Bureau of Standards and Licenses, issues basic police officer certifications and audits training records to justify renewing certifications on a triennial basis. The division also certifies and audits law enforcement instructors and schools of basic and advanced police training, grants comparative certification when appropriate and cancels or revokes certification when necessary.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Municipal Police recruits trained/880 hours each	185	200	250	250
In-Service Training for Police Officers Course offered	190	190	190	190
Participants	6,500	6,500	6,500	6,500
Law enforcement driving instruction Officers trained	272	440	400	400
Part-Time Officers Trained/Coordinated	20	30	30	30
Films, books and audio visual packages loaned	215	550	300	300
General notices-Administration	5	5	5	5
News letters published	5	5	5	5
Operational rules & regulation changes	5	5	3	3
Accreditation awards	19	10	13	13
Licenses revoked	3	5	5	5
Occupational licenses issued	2,305	3,253	2,575	2,575

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2010		2010-2011 <u>Change</u>	2010-2011 <u>Total</u>	2011-2012 <u>Requested</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	2012-2013 <u>Recommended</u>
	<u>Filled</u>	<u>Vacant</u>						
General Fund	24	4	-6	22	22	0	22	0

Financial Summary

(Net of Reimbursements)	2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	Current <u>Services</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	Current <u>Services</u>	2012-2013 <u>Recommended</u>
Personal Services	1,595,364	1,698,227	1,815,694	1,804,947	0	1,769,547	1,754,509	0
Other Expenses	574,208	992,352	1,116,168	807,293	0	1,144,180	833,006	0

Capital Outlay

Equipment	0	1	260,865	53,150	0	111,785	111,785	0
TOTAL-General Fund	2,169,572	2,690,580	3,192,727	2,665,390	0	3,025,512	2,699,300	0

Additional Funds Available

Private Funds	5,695	5,695	5,695	5,695	0	5,695	5,695	0
---------------	-------	-------	-------	-------	---	-------	-------	---

Federal Contributions

16579 Byrne Formula Grant Program	17,084	17,084	17,084	17,084	0	17,084	17,084	0
97004 State Domestic Preparedness Equipment	1,865	0	0	0	0	0	0	0
TOTAL - All Funds	2,194,216	2,713,359	3,215,506	2,688,169	0	3,048,291	2,722,079	0

Policing Instruction

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013		
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>		
<i>Personal Services</i>								
Permanent Fulltime Positions	1,478,949	1,576,721	1,678,959	0	1,629,255	0		
Other Positions	60,581	55,375	61,929	0	65,221	0		
Other	23,682	39,997	31,906	0	27,881	0		
Overtime	32,152	23,362	42,900	0	47,190	0		
TOTAL-Personal Services Gross	1,595,364	1,695,455	1,815,694	0	1,769,547	0		
Less Reimbursements								
Less Turnover								
TOTAL-Personal Services Net	1,595,364	1,695,455	1,815,694	0	1,769,547	0		
<i>Other Expenses-Contractual Services</i>								
Dues and Subscriptions	898	1,552	1,591	0	1,640	0		
Rentals, Storage and Leasing	22,660	39,162	46,516	0	47,761	0		
Telecommunication Services	16,027	27,698	28,391	0	29,272	0		
General Repairs	34,441	59,522	61,010	0	62,903	0		
Motor Vehicle Expenses	16,927	29,254	29,985	0	30,914	0		
Fees for Outside Professional Services	274,254	473,968	485,817	0	500,877	0		
Fees for Non-Professional Services	63,317	109,426	191,490	0	191,565	0		
DP Services, Rentals and Maintenance	7,051	12,185	22,788	0	23,176	0		
Postage	77	133	137	0	141	0		
Travel	277	478	490	0	505	0		
Other Contractual Services	11,997	20,734	23,753	0	24,412	0		
Printing & Binding	10,604	18,324	18,782	0	19,364	0		
<i>Other Expenses-Commodities</i>								
Books	2,835	4,899	5,021	0	5,177	0		
Clothing and Personal Supplies	399	690	707	0	729	0		
Maintenance and Motor Vehicle Supplies	11,303	19,534	20,588	0	21,275	0		
Medical Supplies	5,196	8,980	9,375	0	9,769	0		
Fuel	30	52	55	0	57	0		
Office Supplies	79,592	137,552	140,991	0	145,362	0		
Refunds of Expenditures Not Otherwise Classified	10,923	18,877	19,349	0	19,949	0		
<i>Other Expenses-Sundry</i>								
Sundry - Other Items	5,400	9,332	9,332	0	9,332	0		
TOTAL-Other Expenses Gross	574,208	992,352	1,116,168	0	1,144,180	0		
Less Reimbursements								
TOTAL-Other Expenses Net	574,208	992,352	1,116,168	0	1,144,180	0		
<i>Character & Major Object Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	1,595,364	1,698,227	1,815,694	1,804,947	0	1,769,547	1,754,509	0
Other Expenses Net	574,208	992,352	1,116,168	807,293	0	1,144,180	833,006	0
Capital Outlay	0	1	260,865	53,150	0	111,785	111,785	0
TOTAL-General Fund Net	2,169,572	2,690,580	3,192,727	2,665,390	0	3,025,512	2,699,300	0
<i>Additional Funds Available</i>								
Federal and Other Activities	18,949	17,084	17,084	17,084	0	17,084	17,084	0
Private Funds	5,695	5,695	5,695	5,695	0	5,695	5,695	0
TOTAL-All Funds Net	2,194,216	2,713,359	3,215,506	2,688,169	0	3,048,291	2,722,079	0

BOARD OF FIREARMS PERMIT EXAMINERS

AGENCY DESCRIPTION

Board of Firearms Permit Examiners is comprised of seven members appointed by the Governor, and nominated by the Commissioner of the Department of Public Safety, the Connecticut State Association of Chiefs of Police, the Commissioner of Environmental Protection, the Connecticut State Rifle and Revolver

Association, Inc., Ye Connecticut Gun Guild, Inc. and two public members. At least one member of the board is a lawyer licensed to practice in this state, who acts as chairman of the board during the hearing of appeals.

The Board of Firearm Permit Examiners is recommended for consolidation with the Department of Public Safety in the Governor's budget as part of his proposal to restructure state government.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services	2011-2012	2012-2013
• Remove or Limit Inflation	-224	-509
Reallocations or Transfers		
• Restructure State Government	-83,779	-81,086

The Board of Firearm Permit Examiners is consolidated into the Department of Public Safety.

AGENCY PROGRAMS

Personnel Summary	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	1	0	0	1	1	0	1	0
Agency Programs by Total Funds (Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Firearm Permit Appeals	84,714	82,508	85,502	84,003	0	81,594	81,595	0
TOTAL Agency Programs - All Funds Gross	84,714	82,508	85,502	84,003	0	81,594	81,595	0
Less Turnover								
TOTAL Agency Programs - All Funds Net	84,714	82,508	85,502	84,003	0	81,594	81,595	0
Summary of Funding								
General Fund Net	84,714	82,508	85,502	84,003	0	81,594	81,595	0
TOTAL Agency Programs - All Funds Net	84,714	82,508	85,502	84,003	0	81,594	81,595	0

PISTOL PERMIT APPEALS

Statutory Reference

C.G.S. Section 29-32b.

Statement of Need and Program Objectives

The purpose of the board is to provide a means of appeal for any person aggrieved by any refusal to issue or renew a pistol permit or certificate under the provisions of Sections 29-28 or 29-36f, by any limitation or revocation of a pistol permit or certificate issued under any of said sections or by a refusal or failure of any issuing authority to furnish a pistol permit application as provided in Section 29-28a through administrative hearings.

Program Description

Administrative hearings are held by a seven member board of volunteers, thereby reducing court caseloads, saving court costs for both the state and the affected citizens. The appeals process involves making inquiries and investigations, conducting hearings, taking testimony and rendering decisions as to whether an issuing authority was arbitrary or capricious in denying or revoking a permit to carry handguns. On such appeal, the board shall inquire into and determine the facts, and unless it finds that such a refusal, limitation, revocation, or failure to supply an application would be for just and proper cause, it shall order such permit or certificate to be issued, renewed or restored, or the limitation removed or modified, as appropriate.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Appeals received	350	350	350	350
Meetings conducted	24	24	24	24
Hearings Scheduled	288	288	288	288
Cases resolved prior hearing	123	123	123	123
Cases waiting for hearing (backlog)	374	374	374	374

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	1	0	0	1	1	0	1	0

<i>Financial Summary</i> (Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	77,420	73,536	74,807	74,807	0	72,114	72,114	0
Other Expenses	7,294	8,971	9,195	9,195	0	9,480	9,480	0
<i>Capital Outlay</i>								
Equipment	0	1	1,500	1	0	0	1	0
TOTAL-General Fund	84,714	82,508	85,502	84,003	0	81,594	81,595	0

Firearm Permit Appeals

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Personal Services</i>						
Permanent Fulltime Positions	69,206	71,436	72,707	0	70,014	0
Other Positions	7,164	0	0	0	0	0
Other	1,050	2,100	2,100	0	2,100	0
TOTAL-Personal Services Gross	77,420	73,536	74,807	0	72,114	0
Less Reimbursements						
Less Turnover						
TOTAL-Personal Services Net	77,420	73,536	74,807	0	72,114	0
<i>Other Expenses-Contractual Services</i>						
Rentals, Storage and Leasing	1,536	1,889	1,936	0	1,996	0
Telecommunication Services	1,044	1,185	1,215	0	1,252	0
Fees for Non-Professional Services	1,130	1,390	1,425	0	1,469	0
Postage	2,711	3,334	3,417	0	3,523	0
Travel	91	212	217	0	224	0
<i>Other Expenses-Commodities</i>						
Office Supplies	782	961	985	0	1,016	0
TOTAL-Other Expenses Gross	7,294	8,971	9,195	0	9,480	0
Less Reimbursements						
TOTAL-Other Expenses Net	7,294	8,971	9,195	0	9,480	0

<i>Character & Major Object Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	77,420	73,536	74,807	74,807	0	72,114	72,114	0
Other Expenses Net	7,294	8,971	9,195	9,195	0	9,480	9,480	0
Capital Outlay	0	1	1,500	1	0	0	1	0
TOTAL-General Fund Net	84,714	82,508	85,502	84,003	0	81,594	81,595	0

DEPARTMENT OF MOTOR VEHICLES

AGENCY DESCRIPTION

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

The department's operations are carried out through five programs: Management Services, Customer Services, Emissions Inspections, Regulation of Motor Vehicle and Their Use, and Support Services.

Energy Conservation Statement

The department is utilizing regular maintenance and HVAC system upgrades to achieve energy conservation. These activities, along with the use of Energy Star equipment have been undertaken in the past five years.

AGENCY PROGRAM INDEX

Agency Management Services	141	Regulation of Motor Vehicles & Their Use	144
Customer Services	142	Support Services	146
Auto Emissions Inspection	144		

RECOMMENDED SIGNIFICANT CHANGES

	2011-2012	2012-2013	
Reductions to Current Services			
• Remove or Limit Inflation	-357,227	-797,713	
• Defer the Replacement of Equipment	-234,700	-96,100	
• Eliminate the Vision Screening Program <i>Funding is removed in order to eliminate the proposed Vision Screening Program.</i>	-2,209,671	-2,156,757	
• Eliminate the 800 Telephone Number <i>Funding is removed in order to eliminate the DMV 800 number in FY 2013.</i>	0	-80,000	
• Eliminate License and Non Driver Identification Renewal Notices <i>Funding is removed to repeal the statutory requirement that the DMV commissioner send renewal notices to customers. The notices will now be transmitted through electronic means. Savings are realized by the reduction of materials, postage, and other costs associated with sending renewal notifications.</i>	-213,320	-213,320	
• Eliminate Funding for the Handicapped Driver Training Program	-130,710	-130,710	
Reallocations or Transfers			
• Transfer Information Technology Managers from DOIT to Line Agencies <i>Position count for one IT Manager is transferred back to the DMV, which currently reflects the funding for the position.</i>	0	0	
• Transfer Expenses and Revenue Associated with the Boating Account to the General Fund	501,404	490,853	
• Consolidate Weigh Station Operations to DMV <i>Funding is provided for 7 Weight and Safety Technicians (transferred from the Department of Public Safety) in order to designate most weigh station operations, personnel, and responsibilities to the DMV. In addition to these positions, nine State Troopers will be included in the reorganization, in order to have one trooper working with each group of inspectors.</i>	497,546	497,546	
New or Expanded Services			
• Fund Municipal Personal Property Taxation System <i>Funding is added to contract for services to provide municipalities data regarding boats located in the municipality and subject to the proposed local personal property tax.</i>	50,000	50,000	50,000

AGENCY PROGRAMS

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	0	0	0	0	0	3	0	3
Special Transportation Fund	611	7	-52	566	566	572	566	572
Auto Emissions	51	0	0	51	51	51	51	51
Special Funds, Non-Appropriated	3	0	0	3	3	3	3	3
Federal Contributions	19	0	0	19	19	19	19	19
<i>Other Positions Equated to Full Time</i>								
			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Special Transportation Fund			81	81	81	81	81	81
Auto Emissions			8	8	8	8	8	8
<i>Agency Programs by Total Funds</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Agency Management Services	2,781,166	2,889,348	3,530,824	3,515,625	3,083,772	3,451,422	3,450,950	2,998,224
Customer Services	24,772,300	24,281,856	27,946,834	27,800,196	27,218,569	27,393,849	27,299,276	26,687,759
Auto Emissions Inspection	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000
Regulation of Motor Vehicles & Their Use	10,866,947	11,572,824	12,278,437	12,205,660	11,427,733	12,011,175	11,936,805	11,156,679
Support Services	20,639,444	20,361,058	18,521,220	18,373,830	18,068,559	18,494,136	18,407,250	17,815,418
TOTAL Agency Programs - All Funds Gross	65,559,857	65,605,086	68,777,315	68,395,311	66,298,633	67,850,582	67,594,281	65,158,080
Less Turnover	0	0	-22,686	-500,000	-500,000	-22,686	-500,000	-500,000
TOTAL Agency Programs - All Funds Net	65,559,857	65,605,086	68,754,629	67,895,311	65,798,633	67,827,896	67,094,281	64,658,080
<i>Summary of Funding</i>								
General Fund Net	0	0	0	0	501,404	0	0	490,853
Special Transportation Fund Net	55,765,755	53,187,276	60,126,182	59,266,864	56,668,782	59,191,073	58,457,458	55,530,404
Federal and Other Activities	2,926,365	5,525,760	1,722,184	1,722,184	1,722,184	1,722,184	1,722,184	1,722,184
Auto Emissions	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000
Special Funds, Non-Appropriated	367,737	392,050	406,263	406,263	406,263	414,639	414,639	414,639
TOTAL Agency Programs - All Funds Net	65,559,857	65,605,086	68,754,629	67,895,311	65,798,633	67,827,896	67,094,281	64,658,080

MANAGEMENT SERVICES

Statutory Reference

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

Statement of Need and Program Objectives

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

Program Description

The Office of the Commissioner provides executive oversight of the agency, formulates agency policies, and initiates and approves projects that improve efficiency and effectiveness.

The Office of the Deputy Commissioner provides oversight of department facilities, security and commercial vehicle safety operations.

The Corporate and Public Relations Unit insures that information of interest and importance to the motoring public is provided through a wide range of informational and educational programs directed to all the communications media.

The Organizational Development Unit provides internal consulting, training management and staff development services for the agency.

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

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

The Planning, Research and Analysis Division conducts planning initiatives, including strategic planning, analyzes procedures and introduces improved management techniques to upgrade operations. The division oversees the department's major business and technology enhancement initiative, the Connecticut Integrated Vehicle and Licensing System (CIVLS).

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Hearings/Part Time Adjudicators	4357/12	4357/12	4357/12	4357/12
Percent of Administrative Sanctions Reversed at Hearing(%)	14	14	14	14

Budget-in-Detail

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Special Transportation Fund	32	0	-2	30	30	30	30	30
<i>Other Positions Equated to Full Time</i>								
Special Transportation Fund			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
			9	9	9	9	9	9

Financial Summary

(Net of Reimbursements)

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	2,692,094	2,806,705	2,998,208	2,983,009	3,001,994	2,898,533	2,898,061	2,916,998
Other Expenses	82,836	82,643	84,709	84,709	81,778	87,336	87,336	81,226
<i>Other Current Expenses</i>								
VISION SCREENING PROGRAM	0	0	447,907	447,907	0	465,553	465,553	0
TOTAL-Special Transportation Fund	2,774,930	2,889,348	3,530,824	3,515,625	3,083,772	3,451,422	3,450,950	2,998,224
<i>Additional Funds Available</i>								
Special Funds, Non-Appropriated	6,236	0	0	0	0	0	0	0
TOTAL - All Funds	2,781,166	2,889,348	3,530,824	3,515,625	3,083,772	3,451,422	3,450,950	2,998,224
Agency Management Services								

CUSTOMER SERVICES

Statutory Reference

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

Statement of Need and Program Objectives

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

Program Description

Branch office personnel process and issue driver licenses, vehicle registrations, titles and other motor vehicle related documents, process restorations and test applicants for driver licenses at 10 full-time branch offices and additional part-time facilities. To increase convenience and access, all full-time branches operate Thursday evenings and Saturday mornings. Vehicles requiring safety inspections prior to being registered are inspected at three regional locations.

The program collects sales and use taxes on vehicles not purchased from a Connecticut dealer. In addition, it provides

communications related to motor vehicle laws and regulations and departmental policies and procedures directly to customers. The branch offices serve more than 1.5 million customers annually and collect and deposit approximately \$1,545,000 each workday.

DMV's automated call center has been upgraded to improve service for citizens. More than 1 million calls are handled by the automated system, annually. Customer service representatives handle an additional 320,900 calls.

The IRP/UCR Unit issues the apportioned registrations to interstate commercial vehicle operators. Interstate truckers apply to their home state for a commercial vehicle registration and the fee is distributed proportionately among the states in which the vehicle travels.

DMV processes all boat registrations on behalf of the Department of Environmental Protection.

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

The customer complaint center reviews and mediates issues and complaints received from customers, primarily involving automobile dealerships and repairers.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Revenue Collections by Branches for DMV and Other Agencies(\$000)	188,415	188,415	188,415	188,415
Transactions Processed by Branches for DMV and Other Agencies(000)	1,747	1,747	1,747	1,747
Telephone Inquiries Answered Phone Center Per Month(000)	27	27	27	27
Drivers Tested for CT Licenses(000)	175	175	175	175
Motor Vehicle Inspections(000)	8	8	8	8
Mail Registration Renewals Processed Within 7 Working Days(%)	90	90	90	90
Registration Renewals Processed by Mail(%)	76	76	76	76
Average Time to Process 2nd yr Passenger Registration Refunds(Days)	10	10	10	10
Average Response Time to Written Requests for Information from Registry Records Units/Days	4	4	4	4
Copy Records Requested	53,245	53,245	53,245	53,245
Drivers Failing Drivers Test(%)	12	12	12	12
Customer Satisfaction Rating(%)	84	84	84	84
Average Telephone Queue Time(Min)	8	8	8	8
Percent of Customers Waiting More Than 20 Minutes(%)	35	35	35	35
Internet Registration Renewals(000)	159	159	159	159

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	0	0	0	0	0	3	0	3
Special Transportation Fund	342	0	-29	313	313	311	313	311
Special Funds, Non-Appropriated	3	0	0	3	3	3	3	3

Other Positions Equated to Full Time

	2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	2012-2013 <u>Recommended</u>
Special Transportation Fund	60	60	60	60	60	60

Financial Summary

	2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	Current <u>Services</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	Current <u>Services</u>	2012-2013 <u>Recommended</u>
(Net of Reimbursements)								
Personal Services	0	0	0	0	285,000	0	0	274,449
Other Expenses	0	0	0	0	216,404	0	0	216,404
TOTAL-General Fund	0	0	0	0	501,404	0	0	490,853
Personal Services	19,856,646	20,126,666	22,402,877	22,289,306	22,431,163	21,760,571	21,757,028	21,899,193
Other Expenses	4,228,505	3,713,140	3,816,298	3,816,298	3,684,268	3,939,823	3,939,823	3,664,165
<u>Capital Outlay</u>								
Equipment	325,648	50,000	305,000	271,933	195,471	345,000	253,970	218,909
<u>Other Current Expenses</u>								
VISION SCREENING PROGRAM	0	0	1,016,396	1,016,396	0	933,816	933,816	0
TOTAL-Special Transportation Fund	24,410,799	23,889,806	27,540,571	27,393,933	26,310,902	26,979,210	26,884,637	25,782,267
<u>Additional Funds Available</u>								
Special Funds, Non-Appropriated	361,501	392,050	406,263	406,263	406,263	414,639	414,639	414,639
TOTAL - All Funds	24,772,300	24,281,856	27,946,834	27,800,196	27,218,569	27,393,849	27,299,276	26,687,759

Customer Services

EMISSIONS INSPECTION

Statutory Reference

C.G.S. Section 14-164c.

Statement of Need and Program Objectives

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

Program Description

DMV contracts with a private vendor to perform emissions inspections. A contractor provides a decentralized network of service stations utilizing licensed dealers and repairers to conduct inspections.

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

DMV personnel perform the following functions: monitor operations to assure compliance with contract standards for equipment accuracy, public awareness and operational efficiency; check the auto repair industry for effectiveness in making emissions-related repairs; issue inspection licenses to owners of fleets that exceed 24 vehicles; and inspect the inspection facilities, equipment and records at least once each month.

Data processing staff collects and processes the contractor's test records to verify accuracy and completeness. These records are shared with the Department of Environmental Protection, which measures program effectiveness in improving air quality.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Vehicles Inspected(000)	1,022	1,022	1,022	1,022
Vehicles Failed Initial Inspection(%)	11	11	11	11
Vehicles Failed Reinspection(%)	12	12	12	12
Annual Pollutant Reduction Since 1/1/83 (TONS) (000)	166	166	166	166

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Auto Emissions	51	0	0	51	51	51	51	51
<i>Other Positions Equated to Full Time</i>			2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
Auto Emissions			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
			8	8	8	8	8	8

Financial Summary

<i>(Net of Reimbursements)</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
<i>Additional Funds Available</i>	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Auto Emissions	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000
TOTAL - All Funds	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000
Auto Emissions Inspection								

REGULATION OF MOTOR VEHICLES AND THEIR USE

Statutory Reference

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

Statement of Need and Program Objectives

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

issue certificates of title which are recognized nationwide as proof of ownership.

Program Description

The Driver Services Division assists the courts in processing motor vehicle-related arrest and conviction data and maintains an updated driver history file. Upon receipt of referrals for license and registration suspensions, staff processes suspension notices. Staff refers individuals to driver improvement courses and formal hearings, when necessary.

The Document Integrity Unit establishes standards for licensing and identity credentials issued by the agency and audits new and existing credentials and files to ensure their security and integrity using sophisticated facial recognition technology and other tools. It manages and issues confidential registrations and operator licenses

to law enforcement personnel and other individuals eligible for such by statute.

The Public Endorsement Review Unit examines the applications and credentials submitted by candidates seeking to drive school buses, taxis and other public transportation vehicles.

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

The Regulated Business Licensing Division licenses a variety of commercial entities such as: motor vehicle manufacturers, new dealerships, used car dealerships, general repairers, limited repairers, leasing/rental companies, travel clubs, junkyards and wreckers.

The Commercial Vehicle Safety Division inspects commercial vehicles at weigh/inspection stations as well as at roadside locations throughout the state. School buses, motor coaches, public service and commercial vehicles, and vehicles transporting hazardous materials are also inspected. Staff deals with issues of odometer tampering, unsafe physical conditions, junkyard violations and other violations of the Title 14 statutes.

The Title Unit is involved with establishing private and commercial vehicle ownership and its transfer. The division is responsible for verifying odometer readings filed by title applicants to detect possible odometer fraud.

The Business Processing Unit manages registration transactions submitted by licensed vehicle dealers, processes registration renewals received from customers via the mail or through the Internet, assists customers with resolving property tax issues affecting their registration privileges and administers the motorboat registration program on behalf of the Department of Environmental Protection.

Finally, this program is responsible for inspecting and licensing commercial driving schools, and conducting school bus and commercial driver license proficiency tests as well as operator license proficiency tests at driving schools, through its Specialized Testing Unit.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Restoration Fees Collected(\$000)	5,158	5,158	5,158	5,158
Telephone Client Inquiries About Suspensions(000)	101	101	101	101
Suspended Operators Convicted For Driving While Suspended(% Operators)	3	3	3	3
Dealer License Fees Collected(\$000)	1,432	1,432	1,432	1,432
Dealer License Inspections	233	233	233	233
Consumer Complaints Received	2,015	2,015	2,015	2,015
Avg. Days to Resolve 95% of Complaints	39	39	39	39
Titles Issued(000)	619	619	619	619
Stolen Vehicles Detected Thru Titling Process	46	46	46	46
Percent of Suspension Actions Rescinded	31	31	31	31
Number of Commercial Vehicles Inspected at Weigh Stations	4,787	4,787	4,787	4,787
Percent of Commercial Vehicles Inspected Issued Violations(%)	14	14	14	14
Percent of Registered Vehicles in Compliance with Financial Responsibility Laws	98	98	98	98

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Permanent Full-Time Positions	132	0	-13	119	119	126	119	126
Special Transportation Fund	19	0	0	19	19	19	19	19

Other Positions Equated to Full Time

	2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	2012-2013 <u>Recommended</u>
Special Transportation Fund	3	3	3	3	3	3

Financial Summary

	2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	Current <u>Services</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	Current <u>Services</u>	2012-2013 <u>Recommended</u>
(Net of Reimbursements)								
Personal Services	8,379,477	8,588,380	8,855,496	8,810,604	8,866,677	8,534,886	8,533,497	8,589,256
Other Expenses	679,410	677,170	698,189	698,189	674,035	720,117	720,117	669,732
<u>Capital Outlay</u>								
Equipment	27,384	40,000	257,200	229,315	164,837	276,600	203,619	175,507
<u>Other Current Expenses</u>								
VISION SCREENING PROGRAM	0	0	745,368	745,368	0	757,388	757,388	0
TOTAL-Special Transportation Fund	9,086,271	9,305,550	10,556,253	10,483,476	9,705,549	10,288,991	10,214,621	9,434,495

Budget-in-Detail

Additional Funds Available

Federal Contributions

16001 Law Enforcement Assistance Narcotics a	7,155	0	0	0	0	0	0	0
16580 Byrne Memorial State & Local Law Enforcement	4,427	95,555	0	0	0	0	0	0
20218 National Motor Carrier Safety	1,674,173	2,059,140	1,722,184	1,722,184	1,722,184	1,722,184	1,722,184	1,722,184
20231 Performance & Registration Information Systems Mgmt	17,712	4,788	0	0	0	0	0	0
20240 Fuel Tax Evasion-Intergovernmental Enforcement Eff	77,209	107,791	0	0	0	0	0	0
TOTAL - All Funds	10,866,947	11,572,824	12,278,437	12,205,660	11,427,733	12,011,175	11,936,805	11,156,679

Regulation of Motor Vehicles & Their Use

SUPPORT SERVICES

Statutory Reference

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

Statement of Need and Program Objectives

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

Program Description

The Fiscal Services Division prepares the annual agency budget request, administers the agency budget, processes purchase requests and maintains accounting records.

The Human Resources Division recruits qualified personnel, represents the agency in collective bargaining negotiations and labor grievances, interprets and administers collective bargaining

agreements, processes employee payrolls and assists employees in gaining admittance to training and counseling programs.

The Information Systems and Technology Division is responsible for supporting data processing systems generating required reports and documents, and designing and implementing new systems and system changes.

The Support Services Division provides mail, supply and printing services for all DMV facilities. In addition, it performs financial audits to ensure compliance with established fiscal practices and procedures that revenues are properly assessed, collected and credited. The division also coordinates agency grants and contract management activities and oversees data access functions, including Freedom of Information requests.

This program is also responsible for processing requests for information in compliance with the Freedom of Information Act, and for the administration of the department's registration plate procurement and distribution activities.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Revenue for Sale of Commercial Information(\$000)	27,390	27,390	27,390	27,390
Hours Auditing Revenue, Assets, Money Flow	8,450	8,450	8,450	8,450
Electronically Stored records Maintained(M)	342	342	342	342
Electronically Based Transactions Processed(M)	22	22	22	22

Personnel Summary

Permanent Full-Time Positions

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Special Transportation Fund	105	7	-8	104	104	105	104	105

Other Positions Equated to Full Time

	2009-2010 Actual	2010-2011 Estimated	2011-2012 Requested	2011-2012 Recommended	2012-2013 Requested	2012-2013 Recommended
Special Transportation Fund	9	9	9	9	9	9

Financial Summary

(Net of Reimbursements)

	2009-2010 Actual	2010-2011 Estimated	2011-2012 Requested	Current Services	2011-2012 Recommended	2012-2013 Requested	Current Services	2012-2013 Recommended
Personal Services	7,497,867	7,685,331	8,845,655	8,800,813	8,856,824	8,581,694	8,580,297	8,636,362
Other Expenses	9,960,282	8,642,763	8,993,362	8,993,362	8,732,225	9,276,214	9,276,214	8,677,183

Capital Outlay

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
Equipment	40,570	519,071	374,000	333,452	239,692	324,000	238,511	205,584

Other Current Expenses

Real Time Online Registration	1,668,234	0	0	0	0	0	0	0
Commercial Veh Info Sys & Networks Project	326,802	255,407	308,203	246,203	239,818	312,228	312,228	296,289
TOTAL-Special Transportation Fund	19,493,755	17,102,572	18,521,220	18,373,830	18,068,559	18,494,136	18,407,250	17,815,418

Additional Funds Available**Federal Contributions**

20232 Commercial Driver License State Programs	33,560	691,674	0	0	0	0	0	0
20237 Safety Data Improvement Program	38,191	961,809	0	0	0	0	0	0
97089 Real ID Program	1,073,938	1,605,003	0	0	0	0	0	0
TOTAL - All Funds	20,639,444	20,361,058	18,521,220	18,373,830	18,068,559	18,494,136	18,407,250	17,815,418

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

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	0	0	0	285,000	0	274,449
TOTAL-Personal Services Gross	0	0	0	285,000	0	274,449
Less Reimbursements						
Less Turnover						
TOTAL-Personal Services Net	0	0	0	285,000	0	274,449
<u>Other Expenses-Contractual Services</u>						
Telecommunication Services	0	0	0	6,429	0	6,429
DP Services, Rentals and Maintenance	0	0	0	35,236	0	35,236
Postage	0	0	0	64,747	0	64,747
<u>Other Expenses-Commodities</u>						
Office Supplies	0	0	0	109,992	0	109,992
TOTAL-Other Expenses Gross	0	0	0	216,404	0	216,404
Less Reimbursements						
TOTAL-Other Expenses Net	0	0	0	216,404	0	216,404

AGENCY FINANCIAL SUMMARY - SPECIAL TRANSPORTATION FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	33,513,345	34,324,878	37,204,973	37,251,949	36,210,926	36,289,634
Other Positions	3,871,832	3,995,728	4,824,875	4,830,967	4,722,290	4,706,171
Other	537,397	603,239	746,339	747,281	509,618	727,977
Overtime	503,510	283,237	326,049	326,461	332,850	318,027
TOTAL-Personal Services Gross	38,426,084	39,207,082	43,102,236	43,156,658	41,775,684	42,041,809
Less Reimbursements						
Less Turnover	0	0	-22,686	-500,000	-22,686	-500,000
TOTAL-Personal Services Net	38,426,084	39,207,082	43,079,550	42,656,658	41,752,998	41,541,809
<u>Other Expenses-Contractual Services</u>						
Dues and Subscriptions	36,050	36,050	36,951	35,672	38,096	35,430
Utility Services	672,983	672,983	705,288	680,887	735,064	683,633
Rentals, Storage and Leasing	1,103,827	1,118,274	1,146,231	1,106,576	1,181,765	1,099,081
Telecommunication Services	1,080,095	1,028,758	1,054,477	1,017,996	1,087,165	1,011,099
General Repairs	1,044,366	786,883	806,556	778,653	831,560	773,377
Motor Vehicle Expenses	351,647	351,647	359,678	347,235	370,829	344,884
Fees for Outside Professional Services	39,458	39,458	40,640	39,234	42,018	39,078
Fees for Non-Professional Services	1,651,525	1,326,220	1,359,378	1,312,349	1,401,518	1,303,460
DP Services, Rentals and Maintenance	2,120,098	2,120,098	2,299,100	2,269,560	2,370,372	2,254,524

Budget-in-Detail

Postage	2,188,127	1,534,408	1,572,768	1,518,356	1,621,524	1,508,070
Travel	32,764	32,764	33,583	32,421	34,625	32,202
Other Contractual Services	257,209	257,004	263,430	254,317	271,596	252,593
Printing & Binding	82,975	82,975	85,049	82,107	87,686	81,551
<u>Other Expenses-Commodities</u>						
Books	13,388	13,388	13,722	13,247	14,148	13,158
Clothing and Personal Supplies	70,874	60,874	62,396	60,237	64,331	59,830
Maintenance and Motor Vehicle Supplies	284,357	284,357	297,156	286,874	306,858	285,388
Fuel	108,527	108,527	113,844	109,905	118,740	110,432
Office Supplies	1,493,138	1,493,138	1,530,467	1,477,519	1,577,912	1,467,510
Refunds of Expenditures Not Otherwise Classified	2,305,756	1,754,139	1,797,993	1,735,789	1,853,730	1,724,030
<u>Other Expenses-Sundry</u>						
Sundry - Other Items	13,869	13,771	13,851	13,372	13,953	12,976
TOTAL-Other Expenses Gross	14,951,033	13,115,716	13,592,558	13,172,306	14,023,490	13,092,306
Less Reimbursements						
TOTAL-Other Expenses Net	14,951,033	13,115,716	13,592,558	13,172,306	14,023,490	13,092,306
<u>Other Current Expenses</u>						
Real Time Online Registration	1,668,234	0	0	0	0	0
Commercial Veh Info Sys & Networks Project	326,802	255,407	308,203	239,818	312,228	296,289
VISION SCREENING PROGRAM	0	0	2,209,671	0	2,156,757	0
TOTAL-Other Current Expenses	1,995,036	255,407	2,517,874	239,818	2,468,985	296,289

Character & Major Object Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	0	0	0	0	285,000	0	0	274,449
Other Expenses Net	0	0	0	0	216,404	0	0	216,404
TOTAL-General Fund Net	0	0	0	0	501,404	0	0	490,853
Personal Services Net	38,426,084	39,207,082	43,079,550	42,383,732	42,656,658	41,752,998	41,268,883	41,541,809
Other Expenses Net	14,951,033	13,115,716	13,592,558	13,592,558	13,172,306	14,023,490	14,023,490	13,092,306
Capital Outlay	393,602	609,071	936,200	834,700	600,000	945,600	696,100	600,000
Other Current Expenses	1,995,036	255,407	2,517,874	2,455,874	239,818	2,468,985	2,468,985	296,289
TOTAL-Special Transportation Fund Net	55,765,755	53,187,276	60,126,182	59,266,864	56,668,782	59,191,073	58,457,458	55,530,404

Additional Funds Available

Federal and Other Activities	2,926,365	5,525,760	1,722,184	1,722,184	1,722,184	1,722,184	1,722,184	1,722,184
Auto Emissions	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000
Special Funds, Non-Appropriated	367,737	392,050	406,263	406,263	406,263	414,639	414,639	414,639
TOTAL-All Funds Net	65,559,857	65,605,086	68,754,629	67,895,311	65,798,633	67,827,896	67,094,281	64,658,080

MILITARY DEPARTMENT

AGENCY DESCRIPTION

The Military Department consists of the Connecticut Army National Guard, Air National Guard and the State Militia. The department is an emergency response force available to the Governor as needed.

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

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

More than 90% of the department's resources are provided by the federal government. The state's monetary contribution to the

organization is required in order to obtain the federal funding under the master cooperative agreement between the state and the Department of Defense's National Guard Bureau.

Energy Conservation Statement

Pursuant to federal Executive Order 13123, the Military Department has extensive energy conservation goals. In addition to ongoing maintenance of systems, the department's planned activities include HVAC system upgrades and use of energy management systems in all new construction. In the past two years the department has taken advantage of utility sponsored conservation programs and the use of energy efficient lighting technologies to achieve conservation. The department currently has a 100% federally funded energy manager position to assist with its program.

AGENCY PROGRAM INDEX

Facilities Management	150	Management Services	152
Operation of Militia Units	151		

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services	2011-2012	2012-2013
• Fund Equipment Through CEPF	-342,299	-375,699
• Remove or Limit Inflation	-100,258	-221,846
• Reduce Funds for Utilities and Maintenance of New Facilities <i>Reduce funds requested for utilities and maintenance to reflect anticipated start dates for new Armories/Readiness Centers coming on-line.</i>	-86,769	0
• Combine Governor's Horse Guard Units <i>Reduce funds to reflect a phase-out of costs associated with operating two separate units.</i>	-78,632	-141,501

AGENCY PROGRAMS

Personnel Summary	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	45	1	0	46	46	46	46	45
Federal Contributions	67	2	1	70	70	70	70	70
			2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
<i>Other Positions Equated to Full Time</i>			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Federal Contributions			4	8	8	8	8	8
Agency Programs by Total Funds (Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Facilities Management	32,806,894	59,432,095	66,319,185	65,942,737	65,433,488	48,769,385	48,426,703	47,803,959
Operation of Militia Units	836,644	675,421	1,158,609	785,469	768,513	1,184,896	804,009	784,816
Management Services	2,148,811	2,812,345	2,879,899	2,849,298	2,767,545	2,840,272	2,821,818	2,724,709
TOTAL Agency Programs - All Funds Gross	35,792,349	62,919,861	70,357,693	69,577,504	68,969,546	52,794,553	52,052,530	51,313,484
Less Turnover	0	0	-3,056	-63,180	-63,180	-7,988	-63,180	-63,180
TOTAL Agency Programs - All Funds Net	35,792,349	62,919,861	70,354,637	69,514,324	68,906,366	52,786,565	51,989,350	51,250,304

Budget-in-Detail

Summary of Funding

General Fund Net	5,593,292	6,631,644	8,355,304	7,508,905	6,900,947	8,345,634	7,548,419	6,809,373
Federal and Other Activities	30,129,296	56,013,842	61,725,299	61,719,944	61,719,944	44,153,195	44,153,195	44,153,195
Private Funds	69,761	274,375	274,034	285,475	285,475	287,736	287,736	287,736
TOTAL Agency Programs - All Funds Net	35,792,349	62,919,861	70,354,637	69,514,324	68,906,366	52,786,565	51,989,350	51,250,304

FACILITIES MANAGEMENT

Statutory Reference

C.G.S. Title 27.

Statement of Need and Program Objectives

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

Program Description

The department maintains forty facilities throughout the state, which include nineteen readiness centers/armories, nine

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

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

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Facilities Operating Cost				
Total Cost	18,851,413	19,649,910	20,867,310	21,803,958
Federally Reimbursed Cost	15,481,423	16,337,475	16,553,567	17,449,760
State Cost	3,369,990	3,312,435	4,313,743	4,354,198
Total Cost per Sq.Ft.	7.54	7.86	8.35	8.72
Federally Reimbursed Cost	6.19	6.53	6.62	6.98
State Cost	1.35	1.32	1.73	1.74
Youth Educational Programs				
Starbase - Youth Educated	1,518	1,530	1,550	1,580

Personnel Summary

Permanent Full-Time Positions

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	26	0	0	26	26	26	26	25
Federal Contributions	63	2	1	66	66	66	66	66

Other Positions Equated to Full Time

	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Federal Contributions	4	4	4	4	4	4

Financial Summary

(Net of Reimbursements)

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,404,428	1,604,999	1,614,861	1,547,928	1,575,457	1,577,085	1,506,364	1,502,225
Other Expenses	1,966,373	2,457,459	3,132,157	2,998,942	2,804,463	3,249,740	3,094,879	2,851,973

Capital Outlay

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Equipment	0	1	518,600	342,300	1	492,800	375,700	1
TOTAL-General Fund	3,370,801	4,062,459	5,265,618	4,889,170	4,379,921	5,319,625	4,976,943	4,354,199

Additional Funds Available

Federal Contributions

12400 Military Construction, National Guard	15,600,632	41,304,457	46,236,107	46,236,107	46,236,107	27,836,071	27,836,071	27,836,071
12401 National Guard Military Operations and Maintenance	12,539,082	13,081,479	13,777,544	13,777,544	13,777,544	14,514,326	14,514,326	14,514,326
12404 National Guard Civilian Youth Opportunities	213,640	213,640	224,322	224,322	224,322	235,538	235,538	235,538
66701 Toxic Substances Compliance Monitoring	854,197	770,060	815,594	815,594	815,594	863,825	863,825	863,825

97039 Hazard Mitigation Grant	228,542	0	0	0	0	0	0	0
TOTAL - All Funds	32,806,894	59,432,095	66,319,185	65,942,737	65,433,488	48,769,385	48,426,703	47,803,959
Facilities Management								

OPERATION OF MILITIA UNITS

Statutory Reference

C.G.S. Title 27.

Statement of Need and Program Objectives

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

Program Description

This program encompasses several services connected with the operations of the Connecticut National Guard and state militia units. When ordered by the Governor, 5,000 Connecticut National Guard members are operationally ready to respond to emergency situations that threaten the lives and/or property of state residents. Members of the Connecticut National Guard and militia units provide military honor squads at funerals of wartime veterans.

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

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

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

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

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

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Honor Guards				
Funeral Honors Performed	3,337	3,337	3,337	3,337
Emergency Duty Call-ups	227	230	230	230

<i>Other Positions Equated to Full Time</i>	2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	2012-2013 <u>Recommended</u>
Federal Contributions	0	4	4	4	4	4

Financial Summary

<i>(Net of Reimbursements)</i>	2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	Current <u>Services</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	Current <u>Services</u>	2012-2013 <u>Recommended</u>
Personal Services	69,691	38,084	287,160	100,000	100,000	298,433	110,000	110,000
Other Expenses	161,512	175,972	235,120	224,104	207,148	242,411	231,007	211,814

Other Current Expenses

Honor Guard	319,500	319,500	500,550	319,500	319,500	500,550	319,500	319,500
TOTAL-General Fund	550,703	533,556	1,022,830	643,604	626,648	1,041,394	660,507	641,314

Additional Funds Available

Private Funds	41,834	52,375	40,934	52,375	52,375	42,981	42,981	42,981
---------------	--------	--------	--------	--------	--------	--------	--------	--------

Federal Contributions

12400 Military Construction, National Guard	340	0	0	0	0	0	0	0
12401 National Guard Military Operations and Maintenance	84,981	89,490	94,845	89,490	89,490	100,521	100,521	100,521
97039 Hazard Mitigation Grant	158,786	0	0	0	0	0	0	0
TOTAL - All Funds	836,644	675,421	1,158,609	785,469	768,513	1,184,896	804,009	784,816

Operation of Militia Units

MANAGEMENT SERVICES

Statutory Reference

C.G.S. Title 27.

Statement of Need and Program Objectives

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

Program Description

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

The Adjutant General's Office provides leadership through the development of policy, the issuance of regulations and operational monitoring to insure the established standards set are attained and maintained. The office also coordinates activities with the National Guard Bureau.

The Administrative Services Office is responsible for processing all financial transactions and preparing and monitoring the department's budget, as well as implementing personnel standards, preparing payrolls and maintaining state employee personnel records. It purchases supplies, services, materials, equipment and issues contracts for repair, modernization and new construction of the department's facilities. It also manages the Cooperative Agreements between the State and federal government which provide federal funds in support of the States National Guard

The Historical Records Office is responsible for maintaining approximately 300,000 military personnel records of those separated, discharged, or retired from the Connecticut National Guard and militia. It responds to public inquiries regarding veterans. It manages the state funeral honors program and maintains a state employee personnel records database of over 1,500 personnel who are qualified to perform those honors.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Veterans' Service Bonuses - Funds	306,000	441,000	182,500	160,000
Veterans' Service Bonuses - Servicemen	236	870	365	325

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	19	1	0	20	20	20	20	20
Federal Contributions	4	0	0	4	4	4	4	4

Financial Summary

<i>(Net of Reimbursements)</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,469,241	1,634,504	1,776,229	1,750,837	1,677,102	1,718,018	1,689,427	1,616,918
Other Expenses	76,497	95,125	111,183	105,974	97,956	114,585	124,722	100,122
<i>Other Current Expenses</i>								
Veterans' Service Bonuses	126,050	306,000	182,500	182,500	182,500	160,000	160,000	160,000
TOTAL-General Fund	1,671,788	2,035,629	2,069,912	2,039,311	1,957,558	1,992,603	1,974,149	1,877,040
<i>Additional Funds Available</i>								
Private Funds	27,927	222,000	233,100	233,100	233,100	244,755	244,755	244,755
Federal Contributions								
12401 National Guard Military Operations and Maintenance	427,745	522,281	543,075	543,075	543,075	567,466	567,466	567,466
12404 National Guard Civilian Youth Opportunities	3,848	5,108	5,310	5,310	5,310	5,550	5,550	5,550
66701 Toxic Substances Compliance Monitoring	17,503	27,327	28,502	28,502	28,502	29,898	29,898	29,898
TOTAL - All Funds	2,148,811	2,812,345	2,879,899	2,849,298	2,767,545	2,840,272	2,821,818	2,724,709

Management Services

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Personal Services</i>						
Permanent Fulltime Positions	2,662,830	2,975,777	3,047,737	2,977,782	2,966,071	2,889,424
Other Positions	120,341	117,648	378,425	164,927	390,766	145,413
Other	59,906	35,412	94,416	56,637	69,564	36,497
Overtime	100,283	148,750	157,672	153,213	167,135	157,809
TOTAL-Personal Services Gross	2,943,360	3,277,587	3,678,250	3,352,559	3,593,536	3,229,143
Less Reimbursements						
Less Turnover	0	0	-3,056	-63,180	-7,988	-63,180
TOTAL-Personal Services Net	2,943,360	3,277,587	3,675,194	3,289,379	3,585,548	3,165,963

Other Expenses-Contractual Services

Dues and Subscriptions	432	536	550	536	567	536
Utility Services	804,248	1,000,094	1,138,129	1,075,707	1,185,959	1,107,934
Rentals, Storage and Leasing	19,305	13,142	13,356	13,142	13,629	13,142
Telecommunication Services	24,705	30,721	31,489	30,721	32,466	30,721
General Repairs	416,427	639,076	852,100	810,986	880,290	843,345
Motor Vehicle Expenses	22,055	27,426	28,806	27,426	29,705	27,426
Insurance	700	870	892	870	920	870
Fees for Outside Professional Services	176,972	86,265	204,955	89,410	211,309	86,265
Fees for Non-Professional Services	132,506	164,773	248,362	164,773	256,062	164,773
DP Services, Rentals and Maintenance	346	430	441	430	455	430
Postage	6,777	8,431	8,641	8,431	8,908	8,431
Other Contractual Services	86,267	104,165	112,913	107,309	116,422	104,165
Printing & Binding	1,150	1,430	1,465	1,430	1,510	1,430

Other Expenses-Commodities

Agriculture, Horticulture, Dairy & Food	74,761	74,314	100,452	100,452	103,566	74,314
Books	746	928	951	928	980	928
Clothing and Personal Supplies	438	544	20,383	544	21,015	544
Maintenance and Motor Vehicle Supplies	155,588	240,231	273,544	263,547	282,450	269,961
Fuel	249,274	309,976	412,414	387,721	430,671	403,490
Office Supplies	24,640	30,642	31,409	30,642	32,382	30,642
Refunds of Expenditures Not Otherwise Classified	4,686	5,827	8,473	5,827	8,735	5,827

Other Expenses-Sundry

Sundry - Other Items	2,359	2,934	2,934	2,934	2,934	2,934
TOTAL-Other Expenses Gross	2,204,382	2,742,755	3,492,659	3,123,766	3,620,935	3,178,108
Less Reimbursements	0	-14,199	-14,199	-14,199	-14,199	-14,199
TOTAL-Other Expenses Net	2,204,382	2,728,556	3,478,460	3,109,567	3,606,736	3,163,909

Other Current Expenses

Honor Guard	319,500	319,500	500,550	319,500	500,550	319,500
Veterans' Service Bonuses	126,050	306,000	182,500	182,500	160,000	160,000
TOTAL-Other Current Expenses	445,550	625,500	683,050	502,000	660,550	479,500

Character & Major Object Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	2,943,360	3,277,587	3,675,194	3,335,585	3,289,379	3,585,548	3,242,611	3,165,963
Other Expenses Net	2,204,382	2,728,556	3,478,460	3,329,020	3,109,567	3,606,736	3,450,608	3,163,909
Capital Outlay	0	1	518,600	342,300	1	492,800	375,700	1
Other Current Expenses	445,550	625,500	683,050	502,000	502,000	660,550	479,500	479,500
TOTAL-General Fund Net	5,593,292	6,631,644	8,355,304	7,508,905	6,900,947	8,345,634	7,548,419	6,809,373

Additional Funds Available

Federal and Other Activities	30,129,296	56,013,842	61,725,299	61,719,944	61,719,944	44,153,195	44,153,195	44,153,195
Private Funds	69,761	274,375	274,034	285,475	285,475	287,736	287,736	287,736
TOTAL-All Funds Net	35,792,349	62,919,861	70,354,637	69,514,324	68,906,366	52,786,565	51,989,350	51,250,304

COMMISSION OF FIRE PREVENTION AND CONTROL

AGENCY DESCRIPTION

The Commission on Fire Prevention and Control trains and certifies fire service personnel and provides information and technical assistance to the fire protection community and citizens of the state with the goal of reducing death, injury and property damage due to

hostile fire and other emergencies. The commission is comprised of fourteen members, twelve of which are appointed by the Governor representing each of the statewide fire service organizations.

The Commission on Fire Prevention and Control is recommended for consolidation with the Department of Emergency Responder Training in the Governor's budget as part of his proposal to restructure state government.

RECOMMENDED SIGNIFICANT CHANGES

	<u>2011-2012</u>	<u>2012-2013</u>
Reductions to Current Services		
• Fund Equipment Through CEPF	-1,052,499	-921,499
• Remove or Limit Inflation	-47,846	-103,178
• Reduce Other Expenses	-50,000	-50,000
• Eliminate the Firefighter Training Account	-375,000	-375,000
• Reduce Regional Fire Schools' Grant Accounts	-195,851	-391,524
• Eliminate the Payments to Volunteer Fire Companies Program	-105,000	-105,000
Reallocations or Transfers		
• Replace Contracted Custodial Services with a Custodian Position <i>One position is provided with no additional funds. Agency will evaluate the cost/benefit of bringing such services in-house or continuing with contracted services.</i>	0	0
• Restructure State Government <i>The Commission on Fire Prevention and Control is consolidated into the new Department of Emergency Responder Training.</i>	-2,978,462	-2,736,865

AGENCY PROGRAMS

Personnel Summary	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
<i>Permanent Full-Time Positions</i>	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	16	0	0	16	16	0	16	0
Private Funds	3	0	0	3	3	0	3	0
Agency Programs by Total Funds (Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Fire Prevention and Control Training	4,808,169	5,188,907	6,998,184	6,419,873	0	6,787,716	6,298,281	0
TOTAL Agency Programs - All Funds Gross	4,808,169	5,188,907	6,998,184	6,419,873	0	6,787,716	6,298,281	0
Less Turnover								
TOTAL Agency Programs - All Funds Net	4,808,169	5,188,907	6,998,184	6,419,873	0	6,787,716	6,298,281	0
Summary of Funding								
General Fund Net	3,192,954	3,573,692	5,382,969	4,804,658	0	5,172,501	4,683,066	0
Private Funds	1,615,215	1,615,215	1,615,215	1,615,215	0	1,615,215	1,615,215	0
TOTAL Agency Programs - All Funds Net	4,808,169	5,188,907	6,998,184	6,419,873	0	6,787,716	6,298,281	0

STATE FIRE ADMINISTRATION

Statutory Reference

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

Statement of Need and Program Objectives

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

Program Description

The three major activities of the Office of State Fire Administration are training, professional certification and information/technical assistance services to the fire protection community and public.

The Training Division of the Connecticut Fire Academy offers over 100 individual training programs available to fire departments. Fire service personnel in Connecticut can choose from: Firefighter, Instructor, Officer, Hazardous Materials Technician, Technical

Rescue, Apparatus Operator, Terrorism Preparedness along with numerous special fire officer seminars and technical specialty courses compliant with the National Incident Management System (NIMS).

Each program has a complete curriculum, some of which are disseminated to the nine independent regional fire schools and local fire departments saving thousands of dollars in local curriculum development expenses and reducing duplication of effort.

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

Many training programs are delivered at Regional Fire Training Schools and in local fire department facilities throughout the state. These are taught by per-diem adjunct instructors making them readily available to all of Connecticut's 30,000 fire service personnel.

The Certification Division offers 40 levels of professional competency testing in accordance with nationally developed standards. Certification is a voluntary program available to the state's career and volunteer fire service. A majority of fire departments mandate certification at the local level through probationary, by-law and contractual requirements. The commission is internationally accredited by both the National Board on Fire Service Professional Qualifications and the International Fire Service Accreditation Congress.

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

- Free loan library of audio visual aids, books and reference materials on fire prevention and suppression.
- Mailing lists maintained by target audience and dissemination of daily information via the agency's email listserv.
- Entry-level and promotional testing services for fire departments.
- Juvenile fire-setting intervention training and referrals.
- Advice to state agency fire departments regarding the purchase of firefighting equipment and apparatus.
- Fire safety education media campaigns and exhibits.
- Public fire education escape trailer and robotic devices available for loan to local communities.
- Assist local communities with volunteer firefighter recruitment and retention efforts through the 800 FIRE LINE program.
- Administration and support of the Statewide Fire Rescue Disaster Response Guide.
- Staff the State's Emergency Operations Center (SEOC) with fire service liaisons during activations for disasters, exercises and other emergencies.
- Support and coordination of the Regional Foam Trailer Program.
- Entry level training reimbursement to municipalities and fire departments.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Firefighters tested	6,815	6,900	7,000	7,100
Firefighters certified	2,723	2,800	2,850	2,900
Participating Fire Depts. (340 total)	325	325	325	325
Courses developed, taught	478	500	525	530
Persons trained	8,786	9,500	9,550	9,600
Film Movements	250	275	300	300
Fire Safety Education Programs	120	120	120	120
Persons impacted by services	1,600,000	1,600,000	1,600,000	1,600,000
Education material distribution	20,000	20,000	20,000	20,000
Student contact hours	207,476	210,000	215,000	220,000

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	16	0	0	16	16	0	16	0
Private Funds	3	0	0	3	3	0	3	0

Financial Summary

<i>(Net of Reimbursements)</i>	2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	Current Services	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	Current Services	2012-2013 <u>Recommended</u>
Personal Services	1,571,471	1,677,293	1,758,164	1,728,164	0	1,744,701	1,682,060	0
Other Expenses	564,532	713,102	739,744	739,744	0	767,070	767,070	0
<u>Capital Outlay</u>								
Equipment	0	1	1,222,500	1,052,500	0	963,500	921,500	0
<u>Other Current Expenses</u>								
Firefighter Training I	160,903	295,250	505,250	375,000	0	505,250	375,000	0
<u>Pmts to Other Than Local Governments</u>								
Fire Training School - Willimantic	153,708	161,798	191,580	165,847	0	199,243	170,988	0
Fire Training School - Torrington	77,299	81,367	91,535	83,401	0	91,890	85,986	0
Fire Training School - New Haven	45,946	48,364	60,887	49,573	0	63,313	51,110	0
Fire Training School - Derby	35,282	37,139	49,800	38,067	0	49,800	39,247	0

Budget-in-Detail

Fire Training School - Wolcott	95,154	100,162	116,250	101,666	0	120,350	104,818	0
Fire Training School - Fairfield	66,875	70,395	130,395	72,155	0	130,790	74,392	0
Fire Training School - Hartford	160,869	169,336	196,518	173,569	0	202,610	178,950	0
Fire Training School - Middletown	56,100	59,053	68,529	60,529	0	80,405	62,405	0
Payments to Volunteer Fire Companies	152,155	105,000	195,000	107,625	0	195,000	110,961	0
Fire Training School - Stamford	52,660	55,432	56,817	56,818	0	58,579	58,579	0
TOTAL-General Fund	3,192,954	3,573,692	5,382,969	4,804,658	0	5,172,501	4,683,066	0

Additional Funds Available

Private Funds	1,615,215	1,615,215	1,615,215	1,615,215	0	1,615,215	1,615,215	0
TOTAL - All Funds	4,808,169	5,188,907	6,998,184	6,419,873	0	6,787,716	6,298,281	0

Fire Prevention and Control Training

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	1,067,292	1,142,041	1,182,631	0	1,146,684	0
Other Positions	479,463	506,013	536,373	0	568,555	0
Other	13,796	17,646	26,872	0	16,437	0
Overtime	10,920	11,593	12,288	0	13,025	0
TOTAL-Personal Services Gross	1,571,471	1,677,293	1,758,164	0	1,744,701	0
Less Reimbursements						
Less Turnover						
TOTAL-Personal Services Net	1,571,471	1,677,293	1,758,164	0	1,744,701	0
<u>Other Expenses-Contractual Services</u>						
Dues and Subscriptions	1,301	1,644	1,685	0	1,738	0
Utility Services	176,484	222,930	233,364	0	242,998	0
Rentals, Storage and Leasing	1,775	2,242	2,298	0	2,369	0
Telecommunication Services	20,573	25,988	26,638	0	27,464	0
General Repairs	128,627	162,478	166,540	0	171,702	0
Motor Vehicle Expenses	8,777	11,087	11,364	0	11,716	0
Fees for Outside Professional Services	869	1,098	1,125	0	1,160	0
Fees for Non-Professional Services	840	1,061	1,087	0	1,121	0
DP Services, Rentals and Maintenance	263	332	340	0	351	0
Postage	19,858	25,084	25,711	0	26,508	0
Travel	1,591	2,010	2,060	0	2,124	0
Other Contractual Services	9,395	11,868	12,164	0	12,541	0
Printing & Binding	2,011	2,540	2,604	0	2,685	0
<u>Other Expenses-Commodities</u>						
Agriculture, Horticulture, Dairy & Food	630	796	810	0	825	0
Books	2,213	2,798	2,868	0	2,957	0
Maintenance and Motor Vehicle Supplies	36,543	46,160	47,481	0	48,968	0
Medical Supplies	255	322	336	0	350	0
Fuel	125,054	157,961	165,701	0	172,826	0
Office Supplies	22,278	28,141	28,845	0	29,739	0
Refunds of Expenditures Not Otherwise Classified	5,105	6,448	6,609	0	6,814	0
<u>Other Expenses-Sundry</u>						
Sundry - Other Items	90	114	114	0	114	0
TOTAL-Other Expenses Gross	564,532	713,102	739,744	0	767,070	0
Less Reimbursements						
TOTAL-Other Expenses Net	564,532	713,102	739,744	0	767,070	0
<u>Other Current Expenses</u>						
Firefighter Training I	160,903	295,250	505,250	0	505,250	0
TOTAL-Other Current Expenses	160,903	295,250	505,250	0	505,250	0
<u>Pmts to Other Than Local Govts</u>						
Fire Training School - Willimantic	153,708	161,798	191,580	0	199,243	0
Fire Training School - Torrington	77,299	81,367	91,535	0	91,890	0

Fire Training School - New Haven	45,946	48,364	60,887	0	63,313	0
Fire Training School - Derby	35,282	37,139	49,800	0	49,800	0
Fire Training School - Wolcott	95,154	100,162	116,250	0	120,350	0
Fire Training School - Fairfield	66,875	70,395	130,395	0	130,790	0
Fire Training School - Hartford	160,869	169,336	196,518	0	202,610	0
Fire Training School - Middletown	56,100	59,053	68,529	0	80,405	0
Payments to Volunteer Fire Companies	152,155	105,000	195,000	0	195,000	0
Fire Training School - Stamford	52,660	55,432	56,817	0	58,579	0
TOTAL-Pmts to Other Than Local Govts	896,048	888,046	1,157,311	0	1,191,980	0

<i>Character & Major Object Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	1,571,471	1,677,293	1,758,164	1,728,164	0	1,744,701	1,682,060	0
Other Expenses Net	564,532	713,102	739,744	739,744	0	767,070	767,070	0
Capital Outlay	0	1	1,222,500	1,052,500	0	963,500	921,500	0
Other Current Expenses	160,903	295,250	505,250	375,000	0	505,250	375,000	0
Payments to Other Than Local Governments	896,048	888,046	1,157,311	909,250	0	1,191,980	937,436	0
TOTAL-General Fund Net	3,192,954	3,573,692	5,382,969	4,804,658	0	5,172,501	4,683,066	0
<i><u>Additional Funds Available</u></i>								
Private Funds	1,615,215	1,615,215	1,615,215	1,615,215	0	1,615,215	1,615,215	0
TOTAL-All Funds Net	4,808,169	5,188,907	6,998,184	6,419,873	0	6,787,716	6,298,281	0

DEPARTMENT OF EMERGENCY RESPONDER TRAINING

AGENCY DESCRIPTION

The Department of Emergency Responder Training (DERT) combines the Commission on Fire Prevention and Control and the Police Officer Standards and Training Council.

DERT will train and certify fire service personnel and provide information and technical assistance to the fire protection community and citizens of the state with the goal of reducing death, injury and property damage due to hostile fire and other emergencies.

The department will also be responsible for the certification of all police officers, law enforcement instructors and police training programs requiring certification throughout the State of Connecticut.

DERT will be responsible for providing basic and in-service law enforcement training for municipal, state agency and state university police officers in the areas of police law enforcement, police science

and professional development. DERT will develop and revise a comprehensive police training and education plan which includes approving the operations of police training schools. Additionally the agency offers professional, advanced, specialized and continuing education to veteran police officers.

Two boards will exist under the department, the Commission on Fire Prevention and Control and the Police Officer Standards and Training Council. The commission is comprised of fourteen members, twelve of which are appointed by the Governor representing each of the statewide fire service organizations. The council is comprised of twenty members appointed by the Governor, including eight police chiefs, the Chief State's Attorney, the Commissioner of Public Safety and the FBI Special Agent In-charge in Connecticut.

The Commission on Fire Prevention and Control and the Police Officer Standards and Training Council are recommended for consolidation into the new Department of Emergency Responder Training in the Governor's budget as part of his proposal to restructure state government.

AGENCY PROGRAM INDEX

State Fire Administration	159
Policing Instruction	159

RECOMMENDED SIGNIFICANT CHANGES

Reallocations or Transfers

	<u>2011-2012</u>	<u>2012-2013</u>
• Reallocate Funding for Police and Firefighters from the Comptroller - Miscellaneous Accounts	426,643	426,643
• Restructure State Government	4,496,216	3,887,314

The Commission on Fire Prevention and Control and the Police Officer Standards and Training Council are consolidated into the new Department of Emergency Responder Training.

AGENCY PROGRAMS

Personnel Summary

Permanent Full-Time Positions	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	0	0	0	0	0	38	0	38

Agency Programs by Total Funds (Net of Reimbursements)

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
State Fire Administration	0	0	0	0	4,830,320	0	0	4,588,723
Policing Instruction	0	0	0	0	2,664,004	0	0	2,615,449
TOTAL Agency Programs - All Funds Gross	0	0	0	0	7,494,324	0	0	7,204,172
Less Turnover								
TOTAL Agency Programs - All Funds Net	0	0	0	0	7,494,324	0	0	7,204,172
<i>Summary of Funding</i>								
General Fund Net	0	0	0	0	4,922,859	0	0	4,313,957
Private Funds	0	0	0	0	2,571,465	0	0	2,890,215
TOTAL Agency Programs - All Funds Net	0	0	0	0	7,494,324	0	0	7,204,172

STATE FIRE ADMINISTRATION

Statutory Reference

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

Statement of Need and Program Objectives

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

proficiency of both career and volunteer firefighters through education, training, certification and technical assistance programs.

Program Description

The three major activities of State Fire Administration are training, professional certification and information/technical assistance services to the fire protection community and public.

Personnel Summary*Permanent Full-Time Positions*

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	0	0	0	0	0	17	0	17

Financial Summary**(Net of Reimbursements)**

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	0	0	0	0	1,728,164	0	0	1,682,060
Other Expenses	0	0	0	0	663,102	0	0	663,282

Capital Outlay

Equipment	0	0	0	0	1	0	0	1
-----------	---	---	---	---	---	---	---	---

Pmts to Other Than Local Governments

Fire Training School - Willimantic	0	0	0	0	121,349	0	0	80,899
Maintenance of County Base Fire Radio	0	0	0	0	25,176	0	0	25,176
Maint of State-Wide Fire Radio Network	0	0	0	0	16,756	0	0	16,756
Connecticut State Firefighter's Assoc	0	0	0	0	194,711	0	0	194,711
Fire Training School - Torrington	0	0	0	0	61,025	0	0	40,683
Fire Training School - New Haven	0	0	0	0	36,273	0	0	24,182
Fire Training School - Derby	0	0	0	0	27,764	0	0	18,569
Fire Training School - Wolcott	0	0	0	0	75,122	0	0	50,081
Fire Training School - Fairfield	0	0	0	0	52,796	0	0	35,197
Fire Training School - Hartford	0	0	0	0	127,002	0	0	84,668
Fire Training School - Middletown	0	0	0	0	44,290	0	0	29,527
Fire Training School - Stamford	0	0	0	0	41,574	0	0	27,716
TOTAL-General Fund	0	0	0	0	3,215,105	0	0	2,973,508

Additional Funds Available

Private Funds	0	0	0	0	1,615,215	0	0	1,615,215
TOTAL - All Funds	0	0	0	0	4,830,320	0	0	4,588,723

State Fire Administration

POLICING INSTRUCTION

Statutory Reference

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

Statement of Need and Program Objectives

To provide the necessary standards, training and education for police officers to acquire and maintain state certification which is necessary to perform their police duties and maintain their position as police officers.

To identify, design, provide and evaluate specialized training that responds to and anticipates police needs.

Program Description

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

Personnel Summary*Permanent Full-Time Positions*

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	0	0	0	0	0	21	0	21

Financial Summary**(Net of Reimbursements)**

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	0	0	0	0	1,030,534	0	0	796,449
Other Expenses	0	0	0	0	487,220	0	0	354,000

Budget-in-Detail

Pmts to Other Than Local Governments

Police Association of Connecticut	0	0	0	0	190,000	0	0	190,000
TOTAL-General Fund	0	0	0	0	1,707,754	0	0	1,340,449

Additional Funds Available

Private Funds	0	0	0	0	956,250	0	0	1,275,000
TOTAL - All Funds	0	0	0	0	2,664,004	0	0	2,615,449

Policing Instruction

AGENCY FINANCIAL SUMMARY - GENERAL FUND

Current Expenses by Minor Object

	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	0	0	0	2,326,073	0	2,124,608
Other Positions	0	0	0	331,265	0	266,723
Other	0	0	0	57,633	0	43,104
Overtime	0	0	0	43,727	0	44,074
TOTAL-Personal Services Gross	0	0	0	2,758,698	0	2,478,509
Less Reimbursements						
Less Turnover						
TOTAL-Personal Services Net	0	0	0	2,758,698	0	2,478,509
<u>Other Expenses-Contractual Services</u>						
Dues and Subscriptions	0	0	0	2,209	0	1,953
Utility Services	0	0	0	157,314	0	139,980
Rentals, Storage and Leasing	0	0	0	28,609	0	25,296
Telecommunication Services	0	0	0	37,096	0	32,802
General Repairs	0	0	0	118,848	0	105,108
Motor Vehicle Expenses	0	0	0	27,875	0	24,646
Fees for Outside Professional Services	0	0	0	328,261	0	290,244
Fees for Non-Professional Services	0	0	0	76,344	0	65,536
DP Services, Rentals and Maintenance	0	0	0	8,649	0	7,648
Postage	0	0	0	17,425	0	15,406
Travel	0	0	0	1,719	0	1,520
Other Contractual Services	0	0	0	22,527	0	19,919
Printing & Binding	0	0	0	14,417	0	12,747
<u>Other Expenses-Commodities</u>						
Agriculture, Horticulture, Dairy & Food	0	0	0	546	0	477
Books	0	0	0	5,318	0	4,703
Clothing and Personal Supplies	0	0	0	477	0	422
Maintenance and Motor Vehicle Supplies	0	0	0	45,883	0	40,606
Medical Supplies	0	0	0	6,547	0	5,850
Fuel	0	0	0	111,740	0	99,949
Office Supplies	0	0	0	114,491	0	101,231
Refunds of Expenditures Not Otherwise Classified	0	0	0	17,500	0	15,472
<u>Other Expenses-Sundry</u>						
Sundry - Other Items	0	0	0	6,527	0	5,767
TOTAL-Other Expenses Gross	0	0	0	1,150,322	0	1,017,282
Less Reimbursements						
TOTAL-Other Expenses Net	0	0	0	1,150,322	0	1,017,282

Pmts to Other Than Local Govts

Fire Training School - Willimantic	0	0	0	121,349	0	80,899
Maintenance of County Base Fire Radio	0	0	0	25,176	0	25,176
Maint of State-Wide Fire Radio Network	0	0	0	16,756	0	16,756
Police Association of Connecticut	0	0	0	190,000	0	190,000
Connecticut State Firefighter's Assoc	0	0	0	194,711	0	194,711
Fire Training School - Torrington	0	0	0	61,025	0	40,683
Fire Training School - New Haven	0	0	0	36,273	0	24,182
Fire Training School - Derby	0	0	0	27,764	0	18,569

Budget-in-Detail

Fire Training School - Wolcott	0	0	0	75,122	0	50,081
Fire Training School - Fairfield	0	0	0	52,796	0	35,197
Fire Training School - Hartford	0	0	0	127,002	0	84,668
Fire Training School - Middletown	0	0	0	44,290	0	29,527
Fire Training School - Stamford	0	0	0	41,574	0	27,716
TOTAL-Pmts to Other Than Local Govts	0	0	0	1,013,838	0	818,165

Character & Major Object Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	0	0	0	0	2,758,698	0	0	2,478,509
Other Expenses Net	0	0	0	0	1,150,322	0	0	1,017,282
Capital Outlay	0	0	0	0	1	0	0	1
Payments to Other Than Local Governments	0	0	0	0	1,013,838	0	0	818,165
TOTAL-General Fund Net	0	0	0	0	4,922,859	0	0	4,313,957
<u>Additional Funds Available</u>								
Private Funds	0	0	0	0	2,571,465	0	0	2,890,215
TOTAL-All Funds Net	0	0	0	0	7,494,324	0	0	7,204,172

DEPARTMENT OF BANKING

AGENCY DESCRIPTION

The Department of Banking is responsible for the regulation and examination of financial institutions and various related entities chartered, licensed or registered by the state. The commissioner is charged with administering the banking and credit union laws of the state as well as the laws regarding securities, tender offers and business opportunities. The commissioner also administers the Truth-in-Lending Act and other consumer credit laws, as well as a major portion of the law concerning rental security deposits.

The department has four major units: Financial Institutions Division, the Consumer Credit Division, the Securities and Business Investments Division and Management Services.

The Financial Institutions Division is responsible for the supervision of state-chartered bank and trust companies, savings banks, savings & loan associations and credit unions. The division also licenses foreign banking organizations that establish and maintain representative offices, agency offices or branch offices in Connecticut, and supervises bank holding companies. It has responsibility for analyzing applications for new bank or credit union charters, acquisitions, mergers, branches, changes in corporate structure, and credit union field of membership expansions. In addition, the division licenses business and industrial development corporations and certain non-banking corporations that exercise fiduciary powers.

The Consumer Credit Division regulates the activities of mortgage lenders, brokers, and loan originators; small loan companies; sales finance companies; debt adjusters; debt negotiators; consumer collection agencies; money transmitters; issuers of money orders and traveler's checks and check cashing services. The division is responsible for the licensing and examination of these entities and the enforcement of related Connecticut laws. The division also administers Truth-in-Lending laws and retail installment sales financing laws.

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

Management Services consists of the commissioner's office and business, human resource and MIS functions of the agency.

Depository institutions supervised by the department pay fees and assessments into the State's Banking Fund, which is used to fund the Department of Banking.

AGENCY PROGRAM INDEX

Financial Institutions Division	163	Management Services	165
Securities & Business Investments	163		
Consumer Credit	164		

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services	2011-2012	2012-2013
• Remove or Limit Inflation	-23,659	-53,593
• Remove Funding for Vacant Positions	-83,000	-84,000
• Move from Leased Space Into State Property	101,728	-138,272
<i>Funding is adjusted to reflect moving costs in FY 2012 as well as a reduced lease cost for state property space in both years.</i>		

AGENCY PROGRAMS

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Permanent Full-Time Positions								
Banking Fund	116	9	-5	120	120	120	120	120
Agency Programs by Total Funds	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Financial Institutions Division	5,806,617	6,478,391	6,756,769	6,634,770	6,619,265	6,516,669	6,504,501	6,392,143
Securities & Business Investments	4,305,581	4,882,320	4,973,159	4,875,268	4,904,954	4,797,261	4,782,195	4,762,952
Consumer Credit	3,965,586	4,409,119	4,833,706	4,746,951	4,757,291	4,698,992	4,693,540	4,650,623
Management Services	3,664,432	4,406,871	4,924,288	4,837,845	4,808,393	4,680,407	4,671,000	4,569,653
TOTAL Agency Programs - All Funds Gross	17,742,216	20,176,701	21,487,922	21,094,834	21,089,903	20,693,329	20,651,236	20,375,371
Less Turnover	0	0	-60,699	-195,080	-195,080	-59,288	-186,046	-186,046
TOTAL Agency Programs - All Funds Net	17,742,216	20,176,701	21,427,223	20,899,754	20,894,823	20,634,041	20,465,190	20,189,325
<u>Summary of Funding</u>								
Banking Fund Net	17,740,129	20,169,701	21,421,223	20,893,754	20,888,823	20,628,041	20,459,190	20,183,325

Private Funds	2,087	7,000	6,000	6,000	6,000	6,000	6,000	6,000
TOTAL Agency Programs - All Funds Net	17,742,216	20,176,701	21,427,223	20,899,754	20,894,823	20,634,041	20,465,190	20,189,325

FINANCIAL INSTITUTIONS DIVISION

Statutory Reference

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

Statement of Need and Program Objectives

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

Program Description

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

foreign banking organizations to ensure compliance with statutory and regulatory requirements; preparing a Report of Examination for each institution examined to evaluate safety and soundness of the institution; reviewing periodic Reports of Condition and Income submitted by financial institutions to monitor changes; processing applications for new charters, mergers and acquisitions, establishing new branches, purchase/sale of branches, conversions, trust powers and service corporations and other similar requests requiring approval of the commissioner; coordinating examinations with other state and federal regulatory authorities; and monitoring compliance with the Community Reinvestment Act and investigating complaints.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Percent of Community Reinvestment Act reviews where compliance is confirmed	100%	100%	100%	100%
Percent of Financial Institutions Examined	87%	80%	85%	85%

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Banking Fund	34	2	-2	34	34	34	34	34

Financial Summary

<i>(Net of Reimbursements)</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	3,094,193	3,654,195	3,518,652	3,518,652	3,502,937	3,362,429	3,388,543	3,372,907
Other Expenses	527,173	581,400	578,913	578,913	439,946	590,208	590,208	354,571
<u>Other Current Expenses</u>								
Fringe Benefits	1,895,071	1,916,500	2,324,750	2,316,191	2,305,820	2,219,210	2,297,885	2,287,252
Indirect Overhead	290,180	326,296	334,454	221,014	370,562	344,822	227,865	377,413
TOTAL-Banking Fund	5,806,617	6,478,391	6,756,769	6,634,770	6,619,265	6,516,669	6,504,501	6,392,143
Financial Institutions Division								

SECURITIES AND BUSINESS INVESTMENTS

Statutory Reference

C.G.S. Title 36b.

Statement of Need and Program Objectives

To protect the Connecticut investing public and to foster capital formation by discharging enforcement, examination and registration responsibilities under the Connecticut Uniform Securities Act, the Connecticut Business Opportunity Investment Act, and the Connecticut Tender Offer Act; to help the investing public make informed investment decisions by requiring full and adequate disclosure concerning securities and business opportunity offerings; and to promote regulatory compliance as well as investor protection through a comprehensive educational outreach program.

Program Description

The following activities promote the division's objectives: examining broker-dealer and investment adviser main offices and branches; investigating alleged violations of state securities and business opportunity investment laws; addressing complaints and inquiries received from Connecticut investors; registering broker-dealer and investment adviser firms and their agents; conducting one-on-one meetings with applicants to facilitate the licensing and registration process; registering public offerings of securities and business opportunities; and educating the Connecticut investing public and the securities industry.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Percent of complex investigations that are closed within one year of being opened	40%	40%	35%	35%
Percent of written investor complaints resolved within 120 days	40%	40%	35%	35%
Percent of Agent Licensee Filings Processed within 5 business days	90%	90%	90%	90%
Percent of Firm Licensee and Notice Filers Processed within 60 days	90%	90%	90%	90%
Percent of Investment Company Filings Processed within 30 days	95%	95%	95%	95%
Percent of Exemption Filings Processed within 30 days	95%	95%	95%	95%

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Banking Fund	28	2	-2	28	28	28	28	28

Financial Summary

<i>(Net of Reimbursements)</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	2,343,784	2,848,438	2,653,666	2,653,666	2,641,814	2,541,532	2,561,270	2,549,452
Other Expenses	268,788	300,682	296,518	296,518	225,339	300,387	300,387	180,459
<i>Other Current Expenses</i>								
Fringe Benefits	1,473,176	1,470,200	1,753,400	1,746,944	1,739,122	1,677,410	1,736,876	1,728,840
Indirect Overhead	219,833	263,000	269,575	178,140	298,679	277,932	183,662	304,201
TOTAL-Banking Fund	4,305,581	4,882,320	4,973,159	4,875,268	4,904,954	4,797,261	4,782,195	4,762,952
Securities & Business Investments								

CONSUMER CREDIT**Statutory Reference**

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

Statement of Need and Program Objectives

To ensure that participants in the granting and servicing of consumer credit deal fairly and lawfully with users of consumer credit in Connecticut, to promote the informed use of credit by active enforcement of the State's consumer credit laws, to disseminate information to consumers and creditors and to identify issues requiring statutory or regulatory changes.

Program Description

Program objectives are achieved through the licensing, examination and enforcement of laws and regulations relating to the following activities: mortgage lending, small loan lending, check cashing, money transmitting, issuance of Connecticut payment instruments, sales financing, debt adjusting/negotiating and consumer collections. Objectives are also achieved through the administration of Truth-in-

Lending, creditors' collection practices and retail installment sales financing laws.

Licenses are issued to qualified applicants in the following areas: mortgage lending, mortgage correspondent lending, mortgage brokering, mortgage loan originating, small loan lending, sales financing, debt adjusting, consumer collections, money transmission, check cashing and issuers of Connecticut payment instruments.

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

Responses are made to written complaints and inquiries. Information is provided to creditors and consumers concerning obligations and rights under applicable credit laws. Additionally, staff provides advice and counsel to both licensees and consumers on a variety of related topics.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Percent of Examinations/Inspections that result in compliance	95%	95%	95%	95%
Percent of written complaints concluded within 90 days	85%	85%	85%	85%

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Banking Fund	29	2	0	31	31	31	31	31
 <i>Financial Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	2,129,362	2,504,561	2,575,138	2,575,138	2,563,637	2,487,742	2,507,063	2,495,495
Other Expenses	319,383	330,243	319,415	319,415	242,740	324,590	324,590	194,999
<u>Other Current Expenses</u>								
Fringe Benefits	1,323,388	1,342,800	1,701,850	1,695,584	1,687,992	1,642,000	1,700,211	1,692,345
Indirect Overhead	193,453	231,515	237,303	156,814	262,922	244,660	161,676	267,784
TOTAL-Banking Fund	3,965,586	4,409,119	4,833,706	4,746,951	4,757,291	4,698,992	4,693,540	4,650,623
Consumer Credit								

MANAGEMENT SERVICES

Statutory Reference

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

Statement of Need and Program Objectives

To establish the required policies and guidelines needed to manage and operate the Department of Banking. To direct and supervise the various agency divisions in their regulation of Connecticut's financial and other institutions. To provide important support functions to assist line divisions in their regulatory responsibilities. To directly assist and serve agency customers, including the general public, regulated entities and government officials.

Program Description

Management Services encompasses the following units. The commissioner sets overall policy for the agency and directs management in the achievement of its regulatory and supervisory

responsibilities. The Business Office is responsible for the accounting, budgeting, fiscal, payroll, purchasing and financial reporting functions of the agency. The Government Relations and Consumer Affairs Division assists consumers with issues involving banks, credit unions, investment problems, mortgage lending and other consumer credit matters, foreclosure assistance and issues involving rental security deposits. The division also directs the agency's legislative program, manages media relations and coordinates financial and investor education outreach efforts. The Human Resources Office addresses day-to-day employee issues, employee benefits, labor relations and professional development activities. This office is also responsible for preparing the agency's affirmative action plan detailing the department's commitment to equal opportunity. The MIS Unit provides information systems and office automation support.

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Banking Fund	25	3	-1	27	27	27	27	27
 <i>Financial Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,791,086	2,065,417	2,447,624	2,447,624	2,436,692	2,360,835	2,379,170	2,368,192
Other Expenses	580,199	673,410	489,126	489,126	371,712	473,427	473,427	284,414
<u>Capital Outlay</u>								
Equipment	0	21,708	127,000	127,000	127,000	37,200	37,200	37,200
<u>Other Current Expenses</u>								
Fringe Benefits	1,115,194	1,407,821	1,617,235	1,611,281	1,604,066	1,558,285	1,613,528	1,606,063
Indirect Overhead	175,866	231,515	237,303	156,814	262,923	244,660	161,675	267,784
TOTAL-Banking Fund	3,662,345	4,399,871	4,918,288	4,831,845	4,802,393	4,674,407	4,665,000	4,563,653
<u>Additional Funds Available</u>								
Private Funds	2,087	7,000	6,000	6,000	6,000	6,000	6,000	6,000
TOTAL - All Funds	3,664,432	4,406,871	4,924,288	4,837,845	4,808,393	4,680,407	4,671,000	4,569,653
Management Services								

AGENCY FINANCIAL SUMMARY - BANKING FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Personal Services</i>						
Permanent Fulltime Positions	9,089,685	10,698,235	10,650,008	10,602,447	10,330,558	10,362,754
Other Positions	84,896	79,405	87,249	86,860	84,997	85,262
Other	182,541	312,595	456,968	454,927	336,128	337,175
Overtime	1,303	2,000	2,000	1,991	2,000	2,000
TOTAL-Personal Services Gross	9,358,425	11,092,235	11,196,225	11,146,225	10,753,683	10,787,191
Less Reimbursements	0	-19,624	-1,145	-1,145	-1,145	-1,145
Less Turnover	0	0	-60,699	-195,080	-59,288	-186,046
TOTAL-Personal Services Net	9,358,425	11,072,611	11,134,381	10,950,000	10,693,250	10,600,000

Other Expenses-Contractual Services

Dues and Subscriptions	69,255	86,210	88,367	66,987	91,106	54,596
Rentals, Storage and Leasing	747,381	751,952	638,757	484,217	639,868	383,451
Telecommunication Services	51,666	61,585	63,125	47,853	65,082	39,001
General Repairs	4,080	29,100	91,333	69,235	91,374	54,757
Motor Vehicle Expenses	8,868	9,250	9,481	7,187	9,775	5,858
Fees for Outside Professional Services	235,609	221,470	22,016	16,690	22,704	13,605
Fees for Non-Professional Services	39,397	63,350	64,937	49,227	66,951	40,122
DP Services, Rentals and Maintenance	142,511	175,700	180,093	136,521	185,677	111,270
Postage	26,391	32,500	33,315	25,255	34,349	20,584
Travel	344,730	414,953	425,329	322,425	438,513	262,786
Other Contractual Services	4,836	5,515	5,654	4,286	5,828	3,493
Advertising	0	2,500	2,563	1,943	2,642	1,583

Other Expenses-Commodities

Books	105	200	206	156	212	127
Maintenance and Motor Vehicle Supplies	2,027	2,550	2,708	2,053	2,800	1,678
Office Supplies	18,687	34,000	60,288	45,702	35,931	21,532
TOTAL-Other Expenses Gross	1,695,543	1,890,835	1,688,172	1,279,737	1,692,812	1,014,443
Less Reimbursements	0	-5,100	-4,200	0	-4,200	0
TOTAL-Other Expenses Net	1,695,543	1,885,735	1,683,972	1,279,737	1,688,612	1,014,443

Other Current Expenses

Fringe Benefits	5,806,829	6,137,321	7,397,235	7,337,000	7,096,905	7,314,500
Indirect Overhead	879,332	1,052,326	1,078,635	1,195,086	1,112,074	1,217,182
TOTAL-Other Current Expenses	6,686,161	7,189,647	8,475,870	8,532,086	8,208,979	8,531,682

Character & Major Object Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	9,358,425	11,072,611	11,134,381	11,000,000	10,950,000	10,693,250	10,650,000	10,600,000
Other Expenses Net	1,695,543	1,885,735	1,683,972	1,683,972	1,279,737	1,688,612	1,688,612	1,014,443
Capital Outlay	0	21,708	127,000	127,000	127,000	37,200	37,200	37,200
Other Current Expenses	6,686,161	7,189,647	8,475,870	8,082,782	8,532,086	8,208,979	8,083,378	8,531,682
TOTAL-Banking Fund Net	17,740,129	20,169,701	21,421,223	20,893,754	20,888,823	20,628,041	20,459,190	20,183,325

Additional Funds Available

Private Funds	2,087	7,000	6,000	6,000	6,000	6,000	6,000	6,000
TOTAL-All Funds Net	17,742,216	20,176,701	21,427,223	20,899,754	20,894,823	20,634,041	20,465,190	20,189,325

INSURANCE DEPARTMENT

AGENCY DESCRIPTION

The mission of the Connecticut Insurance Department is to serve consumers by providing assistance and information to the public and to policy makers, by regulating the insurance industry in a fair and efficient manner which promotes a competitive and financially sound

insurance market for consumers, and by enforcing the insurance laws to ensure that consumers are treated fairly and are protected from unfair practices.

AGENCY PROGRAM INDEX

Examination	167	Agency Management Services	169
Life and Health	168	Consumer Services and Business Regulation Division	170
Property and Casualty Division	169		

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

- Remove or Limit Inflation

2011-2012	2012-2013
-49,620	-72,373

AGENCY PROGRAMS

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Insurance Fund	145	2	-6	141	141	141	141	141
Private Funds	1	0	0	1	1	1	1	1
<i>Agency Programs by Total Funds</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Examination	7,160,201	8,042,799	8,117,355	8,322,132	8,321,457	7,862,872	8,110,660	8,109,655
Life and Health	1,291,037	1,452,287	1,465,419	1,502,508	1,502,508	1,418,232	1,463,092	1,463,092
Property and Casualty Division	1,594,534	1,793,687	1,809,906	1,855,724	1,855,724	1,756,633	1,812,197	1,812,197
Agency Management Services	8,948,580	9,459,935	8,445,674	9,200,152	9,151,207	8,427,727	9,160,587	9,089,219
Consumer Services and Business Regulation Division	3,377,393	3,799,223	5,107,737	3,930,620	3,930,620	4,491,329	3,834,397	3,834,397
TOTAL Agency Programs - All Funds Gross	22,371,745	24,547,931	24,946,091	24,811,136	24,761,516	23,956,793	24,380,933	24,308,560
Less Turnover	0	0	-70,000	-70,000	-70,000	-75,000	-75,000	-75,000
TOTAL Agency Programs - All Funds Net	22,371,745	24,547,931	24,876,091	24,741,136	24,691,516	23,881,793	24,305,933	24,233,560
<i>Summary of Funding</i>								
Insurance Fund Net	21,994,645	24,162,931	24,466,091	24,331,136	24,281,516	23,466,793	23,890,933	23,818,560
Private Funds	377,100	385,000	410,000	410,000	410,000	415,000	415,000	415,000
TOTAL Agency Programs - All Funds Net	22,371,745	24,547,931	24,876,091	24,741,136	24,691,516	23,881,793	24,305,933	24,233,560

EXAMINATION

Statutory Reference

Chapters 697, 698, 698a-d, 700a, 700d, 701d and 706.

Statement of Need and Program Objectives

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

Program Description

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

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

Budget-in-Detail

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

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

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
License applications Processed	61	61	61	61
Licensed Companies Regulated (Domestic/Foreign)	0	0	0	0
Domestic	118	118	118	118
Foreign	1,150	1,200	1,200	1,200

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Insurance Fund	50	1	0	51	51	51	51	51

Financial Summary

(Net of Reimbursements)	2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	Current <u>Services</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	Current <u>Services</u>	2012-2013 <u>Recommended</u>
Personal Services	4,401,997	5,010,780	5,053,560	5,031,322	5,031,322	4,896,125	4,841,344	4,841,344
Other Expenses	33,622	26,129	28,198	28,195	27,520	29,072	29,067	28,062
<i>Other Current Expenses</i>								
Fringe Benefits	2,724,582	3,005,890	3,035,597	3,262,615	3,262,615	2,937,675	3,240,249	3,240,249
TOTAL-Insurance Fund	7,160,201	8,042,799	8,117,355	8,322,132	8,321,457	7,862,872	8,110,660	8,109,655

Examination

LIFE AND HEALTH

Statutory Reference

Chapters 700b and 700c of the General Statutes.

Statement of Need and Program Objectives

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

Program Description

All life and health insurance policies must be approved by the Life and Health Division prior to being sold in Connecticut to ensure

compliance with statutes, regulations and bulletins. Premium rates are reviewed for individual health, HMO, Medicare supplement, long-term care and credit insurance policies. Rate increase requests are disapproved if they are judged to be excessive, inadequate or unfairly discriminatory. The managed care subunit oversees the expedited review process for inpatient hospital stays, produces a managed care report card, and licenses utilization review companies. Approximately 10,000 filings are reviewed annually for insurance companies, fraternal, and health care centers licensed to sell life and health products.

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Insurance Fund	9	0	0	9	9	9	9	9

Financial Summary

(Net of Reimbursements)	2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	Current <u>Services</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	Current <u>Services</u>	2012-2013 <u>Recommended</u>
Personal Services	797,555	907,854	915,605	911,576	911,576	886,395	876,477	876,477
<i>Other Current Expenses</i>								
Fringe Benefits	493,482	544,433	549,814	590,932	590,932	531,837	586,615	586,615
TOTAL-Insurance Fund	1,291,037	1,452,287	1,465,419	1,502,508	1,502,508	1,418,232	1,463,092	1,463,092

Life and Health

PROPERTY AND CASUALTY DIVISION

Statutory Reference

Section 38a-8 and Chapter 700 of the General Statutes.

Statement of Need and Program Objectives

To protect policyholders and the public by ensuring a competitive market as promulgated by the law.

Program Description

The Property and Casualty (P&C) Division reviews all rate, rule and form filings made by property and casualty insurers in the state. The division is responsible for regulating over 23 lines of business for over 500 licensed companies. Personal lines insurance consists of private passenger auto, homeowners, mobile home, excess liability

and umbrella coverage, watercraft and recreational vehicles. Commercial insurance includes: property and liability insurance for commercial vehicles and businesses, and insurance for manufacturers, contractors, hospitals, municipalities and workers' compensation. It also includes covering professional liability insurance for lawyers, doctors, dentists, and other professionals, as well as title insurance and surety.

The division also oversees operation of the residual markets (Assigned Risk Plans). Residual markets include workers' compensation, automobile assigned risk (Connecticut Automobile Insurance Assigned Risk Plan) and property assigned risk plans (Fair Access to Insurance Requirements – FAIR - Plan).

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Filings processed for forms/rates	4,450	4,500	4,500	4,500

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Insurance Fund	12	0	0	12	12	12	12	12

Financial Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	984,919	1,121,130	1,130,702	1,125,726	1,125,726	1,097,896	1,085,612	1,085,612
<i>Other Current Expenses</i>								
Fringe Benefits	609,615	672,557	679,204	729,998	729,998	658,737	726,585	726,585
TOTAL-Insurance Fund	1,594,534	1,793,687	1,809,906	1,855,724	1,855,724	1,756,633	1,812,197	1,812,197
Property and Casualty Division								

MANAGEMENT SERVICES

Statutory Reference

Section 38a-8.

Statement of Need and Program Objectives

To plan, organize, direct and support all administrative operations of the agency in order to ensure that the department's mission can be accomplished in an efficient and effective manner.

Program Description

The Office of the Commissioner directs the day to day operations of the agency, such as developing and overseeing all aspects of department policy, and ensuring that the department's mission is met.

The Business Office is responsible for all functions relating to budget and fiscal management, including the collection and deposit of all fees and assessments levied and received.

The Legal Division provides legal advice and related services to the commissioner and the operational units of the agency. The legal division also manages insurance company receiverships on behalf of the commissioner upon appointment by the Superior Court as receiver. The division provides oversight of the insurance guaranty associations.

The public affairs unit provides support in the areas of legislative and media relations.

Also included in management services are the Computer Systems Support unit and the Personnel Administration unit.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Regulations promulgated	5	5	5	5
Fines imposed and revenue (\$)	4,250,000	4,400,000	4,400,000	4,400,000

Budget-in-Detail

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Insurance Fund	38	0	-6	32	32	32	32	32
Private Funds	1	0	0	1	1	1	1	1

Financial Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
(Net of Reimbursements)								
Personal Services	3,554,426	4,045,993	3,284,563	4,062,580	4,062,580	3,241,930	3,971,492	3,971,492
Other Expenses	2,437,321	1,894,151	2,044,118	2,043,878	1,994,933	2,066,139	2,065,759	1,994,391
<u>Capital Outlay</u>								
Equipment	67,624	51,256	54,500	40,060	40,060	54,500	40,060	40,060
<u>Other Current Expenses</u>								
Fringe Benefits	2,159,206	2,382,139	1,927,493	2,585,591	2,585,591	1,900,158	2,608,434	2,608,434
Indirect Overhead	352,903	701,396	725,000	58,043	58,043	750,000	59,842	59,842
TOTAL-Insurance Fund	8,571,480	9,074,935	8,035,674	8,790,152	8,741,207	8,012,727	8,745,587	8,674,219
<u>Additional Funds Available</u>								
Private Funds	377,100	385,000	410,000	410,000	410,000	415,000	415,000	415,000
TOTAL - All Funds	8,948,580	9,459,935	8,445,674	9,200,152	9,151,207	8,427,727	9,160,587	9,089,219
Agency Management Services								

CONSUMER SERVICES AND BUSINESS REGULATION DIVISION

Statutory Reference

Section 38-a-9 and 38a-10, Section 38a-15, Section 38a-11 and Chapter 702.

Statement of Need and Program Objectives

To receive and review insurance related complaints from residents of this state and investigate alleged violations of the laws and regulations by individuals and organizations, with administrative action taken as warranted.

To review the activities of insurance companies doing business in this state.

To ensure that Connecticut citizens who purchase any form of insurance are protected against adverse effects of incompetence, financial irresponsibility or poor moral character by licensing all entities performing insurance services

To conduct investigations into allegations of misconduct against individual licensees, taking take action if warranted.

Program Description

The Consumer Affairs Unit (CAU) reviews complaints in order to answer questions, mediate disputes, and inform and educate the public on insurance matters. The Consumer Affairs Examiners respond to all forms of insurance inquiries, and review, analyze and mediate complaints.

Consumer Affairs Unit also oversees an independent arbitration procedure for settlement of disputes between claimants and insurance companies concerning auto physical damage and automobile property damage liability claims, and settles disputes arising from extended warranty contracts between extended warranty providers and buyers.

The unit manages the external appeal process for policyholders that have exhausted the internal appeal mechanisms provided by a managed care organization or utilization review company and handles the referral to an independent review firm for a binding determination.

The Market Conduct Unit conducts on-site examinations of insurers' and licensed producers' books and records as they relate to coverage

written for Connecticut citizens and commercial enterprises. The scope of an examination includes a review of underwriting techniques, claim resolution, and complaint handling records. Random document samples of policy declinations, cancellations, and non-renewals are retrospectively analyzed for adherence to statutory mandates. The unit verifies that rates being charged for various lines of insurance fall within approved parameters and that premium calculations are correct.

The Market Conduct Unit monitors the marketing and solicitation practices of insurers and their representatives by examining advertising materials, agent training procedures, consumer complaints, and client files. As part of the marketing and solicitation review, the unit uses a consumer survey in an attempt to gather information from consumers to evaluate their concerns and needs.

The Market Conduct Unit monitors the conduct of medical utilization review companies to ensure that they operate in compliance with Managed Care Act and other applicable statutes and regulations.

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

The Fraud and Investigations Unit receives complaints alleging fraud committed against insurers, individual licensees (agents) as well as health plans, and, as appropriate, refers such allegations for criminal investigation or for regulatory or civil action. It also handles the licensing and investigation of bail bonds activity, medical discount plans, pharmacy benefit managers, preferred provider networks and life settlement providers. This unit facilitates the efforts of the insurance industry, law enforcement and federal or state officials in the investigation and prosecution of insurance fraud.

The unit provides further protection to consumers by investigating alleged violations of laws and regulations by individuals. The Fraud and Investigations Unit conducts full investigations of individual licensees when violations of laws are alleged or suspected.

The Licensing Unit strives to assure quality through licensing twelve categories of individuals and entities, selling or servicing insurance in

the following manner: establishes and reviews educational standards and requirements to be used by all parties for pre-license training, develops and administers license examinations for special lines of insurance, monitors examinations provided by an outside

examination firm, and determines qualifications of applicants, and issues initial licenses and renews existing licenses several classes. This division also collects the premium tax due from surplus lines brokers.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Recovered to Consumers (\$M)	2.5	3.0	3.0	3.0
Complaints Filed	6,400	6,500	6,500	6,500

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
Insurance Fund	36	1	0	37	37	37	37	37

<i>Financial Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
<i>(Net of Reimbursements)</i>	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	2,086,209	2,374,726	3,190,973	2,384,461	2,384,461	3,097,518	2,297,026	2,297,026
<i>Other Current Expenses</i>								
Fringe Benefits	1,291,184	1,424,497	1,916,764	1,546,159	1,546,159	1,393,811	1,537,371	1,537,371
TOTAL-Insurance Fund	3,377,393	3,799,223	5,107,737	3,930,620	3,930,620	4,491,329	3,834,397	3,834,397

Consumer Services and Business
Regulation Division

AGENCY FINANCIAL SUMMARY - INSURANCE FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Personal Services</i>						
Permanent Fulltime Positions	11,640,272	13,013,693	13,007,903	13,007,903	12,607,614	12,607,614
Other Positions	16,967	19,312	24,000	24,000	25,000	25,000
Other	167,463	427,018	540,000	480,762	583,250	436,337
Overtime	404	460	3,500	3,000	4,000	3,000
TOTAL-Personal Services Gross	11,825,106	13,460,483	13,575,403	13,515,665	13,219,864	13,071,951
Less Reimbursements						
Less Turnover	0	0	-70,000	-70,000	-75,000	-75,000
TOTAL-Personal Services Net	11,825,106	13,460,483	13,505,403	13,445,665	13,144,864	12,996,951
	0	2,028	0	0	0	0
<i>Other Expenses-Contractual Services</i>						
Dues and Subscriptions	80,055	72,802	74,622	72,802	76,936	72,802
Utility Services	92,865	70,809	74,278	70,809	77,472	70,809
Rentals, Storage and Leasing	1,246,643	1,242,780	1,378,475	1,346,979	1,379,358	1,346,981
Telecommunication Services	37,242	28,397	29,107	28,397	30,009	28,397
General Repairs	65,769	61,840	63,387	61,842	65,351	61,840
Motor Vehicle Expenses	6,197	5,488	5,625	5,488	5,799	5,488
Fees for Outside Professional Services	278,043	64,459	66,191	64,459	68,316	64,459
Fees for Non-Professional Services	8,927	6,807	6,978	6,807	7,194	6,807
DP Services, Rentals and Maintenance	226,899	85,346	87,480	85,346	90,192	85,346
Postage	201,190	75,756	77,650	75,756	80,057	75,756
Travel	142,472	125,381	128,515	125,381	132,499	125,381
Other Contractual Services	9,449	7,204	7,384	7,204	7,614	7,204
Advertising	1,000	762	781	762	805	762
Printing & Binding	6,478	4,939	5,062	4,939	5,219	4,939
<i>Other Expenses-Commodities</i>						
Maintenance and Motor Vehicle Supplies	1,299	990	1,051	990	1,087	990
Office Supplies	50,432	48,109	49,312	48,109	50,841	48,109
Refunds of Expenditures Not Otherwise Classified	1,814	1,383	1,418	1,383	1,462	1,383

Budget-in-Detail

Other Expenses-Sundry

Sundry - Other Items	14,169	15,000	15,000	15,000	15,000	15,000
TOTAL-Other Expenses Gross	2,470,943	1,920,280	2,072,316	2,022,453	2,095,211	2,022,453
Less Reimbursements						
TOTAL-Other Expenses Net	2,470,943	1,920,280	2,072,316	2,022,453	2,095,211	2,022,453

Other Current Expenses

Fringe Benefits	7,278,069	8,029,516	8,108,872	8,715,295	7,422,218	8,699,254
Indirect Overhead	352,903	701,396	725,000	58,043	750,000	59,842
TOTAL-Other Current Expenses	7,630,972	8,730,912	8,833,872	8,773,338	8,172,218	8,759,096

Character & Major Object Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	11,825,106	13,460,483	13,505,403	13,445,665	13,445,665	13,144,864	12,996,951	12,996,951
Other Expenses Net	2,470,943	1,920,280	2,072,316	2,072,073	2,022,453	2,095,211	2,094,826	2,022,453
Capital Outlay	67,624	51,256	54,500	40,060	40,060	54,500	40,060	40,060
Other Current Expenses	7,630,972	8,730,912	8,833,872	8,773,338	8,773,338	8,172,218	8,759,096	8,759,096
TOTAL-Insurance Fund Net	21,994,645	24,162,931	24,466,091	24,331,136	24,281,516	23,466,793	23,890,933	23,818,560
<u>Additional Funds Available</u>								
Private Funds	377,100	385,000	410,000	410,000	410,000	415,000	415,000	415,000
TOTAL-All Funds Net	22,371,745	24,547,931	24,876,091	24,741,136	24,691,516	23,881,793	24,305,933	24,233,560

OFFICE OF CONSUMER COUNSEL

AGENCY DESCRIPTION

The Office of Consumer Counsel (OCC) is an independent state agency charged with advocating for Connecticut consumers in all matters involving utility-related services. OCC initiates and participates in regulatory and judicial proceedings, both federal and state, affecting such interests toward the goal that all of Connecticut's consumers should receive the highest level of utility-related services at the lowest reasonable cost.

OCC is a party to all contested matters before the Department of Public Utility Control (DPUC) and participates actively in DPUC proceedings as well as proceedings at the Federal Energy Regulatory Commission (FERC), the Federal Communications Commission (FCC) and state and federal court.

The primary focus of OCC is representing the interests of Connecticut's utility consumers in proceedings before the DPUC, which determines utility rates and services.

The Office of Consumer Counsel is recommended for consolidation with the Department of Consumer Protection in the Governor's budget as part of his proposal to restructure state government.

RECOMMENDED SIGNIFICANT CHANGES

	2011-2012	2012-2013
Reductions to Current Services		
• Remove or Limit Inflation	-13,893	-31,149
• Reduce Funding to FY 2010 Levels <i>Other Expenses funding is reduced to FY 2010 levels.</i>	-133,453	-133,453
Reallocations or Transfers		
• Restructure State Government <i>Transfer the Office of Consumer Counsel to the Department of Consumer Protection.</i>	-3,033,713	-2,989,134

AGENCY PROGRAMS

Personnel Summary	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Permanent Full-Time Positions								
Consumer Counsel and Public Utility Control Fund	14	0	0	14	14	0	14	0
Agency Programs by Total Funds (Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Utility Consumer Advocacy & Assistance	2,545,158	3,237,137	3,177,726	3,181,059	0	3,208,147	3,153,736	0
TOTAL Agency Programs - All Funds Gross	2,545,158	3,237,137	3,177,726	3,181,059	0	3,208,147	3,153,736	0
Less Turnover								
TOTAL Agency Programs - All Funds Net	2,545,158	3,237,137	3,177,726	3,181,059	0	3,208,147	3,153,736	0
Summary of Funding								
Consumer Counsel/Public Utility Fund Net	2,545,158	3,237,137	3,177,726	3,181,059	0	3,208,147	3,153,736	0
TOTAL Agency Programs - All Funds Net	2,545,158	3,237,137	3,177,726	3,181,059	0	3,208,147	3,153,736	0

UTILITY CONSUMER ADVOCACY AND ASSISTANCE

Statutory Reference

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

Statement of Need and Program Objectives

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

Program Description

The Office of Consumer Counsel (OCC) represents consumers before the DPUC, state and federal courts, the FERC, the FCC and other forums. OCC has been successful for 35 years in advocating against

unreasonable rate increase requests. OCC continues to be active in state and federal court cases that affect Connecticut utility consumers, and initiates state court cases (administrative appeals) when warranted on their behalf.

OCC makes a significant effort to influence utility policies and to inform consumers of matters affecting rates and services of utility companies. OCC also compiles an annual scorecard which tallies ratepayer savings, produces a quarterly e-newsletter, testifies on proposed legislation before state and federal legislative bodies, and maintains an updated agency website.

Budget-in-Detail

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Interventions	550	550	550	550
Cases Decided by DPUC	545	545	545	545
Consumer Complaints	500	500	500	500
Impact of Advocacy-Savings to Rate Payers	500,000,000	600,000,000	600,000,000	600,000,000
New Dockets Opened-Not Including Reopened	225	250	250	250

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Consumer Counsel and Public Utility Control Fund	14	0	0	14	14	0	14	0

Financial Summary

<i>(Net of Reimbursements)</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,178,159	1,415,588	1,357,585	1,357,585	0	1,306,872	1,309,791	0
Other Expenses	396,138	529,482	526,845	543,375	0	543,584	560,631	0
<u>Capital Outlay</u>								
Equipment	8,660	9,000	5,850	5,850	0	5,600	5,600	0
<u>Other Current Expenses</u>								
Fringe Benefits	753,426	859,161	852,942	909,582	0	904,118	901,742	0
Indirect Overhead	208,775	423,906	434,504	364,667	0	447,973	375,972	0
TOTAL-Consumer Counsel/Public Utility Fund	2,545,158	3,237,137	3,177,726	3,181,059	0	3,208,147	3,153,736	0
Utility Consumer Advocacy & Assistance								

AGENCY FINANCIAL SUMMARY - CONSUMER COUNSEL AND PUBLIC UTILITY CONTROL FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013		
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>		
<i>Personal Services</i>								
Permanent Fulltime Positions	1,171,560	1,407,659	1,335,627	0	1,298,460	0		
Other	6,599	7,929	21,958	0	8,412	0		
TOTAL-Personal Services Gross	1,178,159	1,415,588	1,357,585	0	1,306,872	0		
Less Reimbursements								
Less Turnover								
TOTAL-Personal Services Net	1,178,159	1,415,588	1,357,585	0	1,306,872	0		
<i>Other Expenses-Contractual Services</i>								
Dues and Subscriptions	23,643	31,602	32,392	0	33,396	0		
Utility Services	21,598	28,868	30,273	0	31,567	0		
Rentals, Storage and Leasing	143,096	191,263	179,362	0	184,922	0		
Telecommunication Services	29,026	38,796	39,766	0	40,999	0		
General Repairs	28,929	38,667	39,634	0	40,863	0		
Fees for Outside Professional Services	42,621	56,968	58,392	0	60,202	0		
Fees for Non-Professional Services	65,439	87,466	89,651	0	92,431	0		
DP Services, Rentals and Maintenance	7,126	9,524	9,762	0	10,064	0		
Postage	3,421	4,572	4,687	0	4,832	0		
Travel	10,162	13,582	13,922	0	14,354	0		
Other Contractual Services	4,697	6,278	6,435	0	6,634	0		
<i>Other Expenses-Commodities</i>								
Books	4,396	5,876	6,023	0	6,210	0		
Maintenance and Motor Vehicle Supplies	104	139	142	0	146	0		
Fuel	4,513	6,032	6,328	0	6,600	0		
Office Supplies	6,784	9,068	9,295	0	9,583	0		
<i>Other Expenses-Sundry</i>								
Sundry - Other Items	583	781	781	0	781	0		
TOTAL-Other Expenses Gross	396,138	529,482	526,845	0	543,584	0		
Less Reimbursements								
TOTAL-Other Expenses Net	396,138	529,482	526,845	0	543,584	0		
<i>Other Current Expenses</i>								
Fringe Benefits	753,426	859,161	852,942	0	904,118	0		
Indirect Overhead	208,775	423,906	434,504	0	447,973	0		
TOTAL-Other Current Expenses	962,201	1,283,067	1,287,446	0	1,352,091	0		
<i>Character & Major Object Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	1,178,159	1,415,588	1,357,585	1,357,585	0	1,306,872	1,309,791	0
Other Expenses Net	396,138	529,482	526,845	543,375	0	543,584	560,631	0
Capital Outlay	8,660	9,000	5,850	5,850	0	5,600	5,600	0
Other Current Expenses	962,201	1,283,067	1,287,446	1,274,249	0	1,352,091	1,277,714	0
TOTAL-Consumer Counsel/Public Utility Fund Net	2,545,158	3,237,137	3,177,726	3,181,059	0	3,208,147	3,153,736	0

DEPARTMENT OF PUBLIC UTILITY CONTROL

AGENCY DESCRIPTION

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

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

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

The DPUC incorporates the activities of the Connecticut Siting Council.

The Department of Public Utility Control is recommended for consolidation with the Department of Energy and Environmental Protection in the Governor's budget as part of his proposal to restructure state government.

RECOMMENDED SIGNIFICANT CHANGES

	<u>2011-2012</u>	<u>2012-2013</u>
Reductions to Current Services		
• Remove or Limit Inflation	-42,716	-94,793
• Reduce Other Expenses and Equipment	-119,008	-111,108
Reallocations or Transfers		
• Restructure State Government	-21,615,788	-21,273,613
<i>Transfer the Department of Public Utility Control to the Department of Energy and Environmental Protection</i>		

AGENCY PROGRAMS

Personnel Summary	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Consumer Counsel and Public Utility Control Fund	114	1	0	115	115	0	115	0
Siting Council	9	1	0	10	10	0	10	0
Federal Contributions	2	0	0	2	2	0	2	0
			2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
<i>Other Positions Equated to Full Time</i>			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Federal Contributions			1	1	1	0	1	0
Agency Programs by Total Funds (Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Public Utility Regulation	21,081,077	23,622,521	24,286,838	25,461,523	0	24,453,732	25,314,215	0
TOTAL Agency Programs - All Funds Gross	21,081,077	23,622,521	24,286,838	25,461,523	0	24,453,732	25,314,215	0
Less Turnover	0	0	-105,500	0	0	-110,600	0	0
TOTAL Agency Programs - All Funds Net	21,081,077	23,622,521	24,181,338	25,461,523	0	24,343,132	25,314,215	0
Summary of Funding								
General Fund Net	15,000	0	0	0	0	0	0	0
Consumer Counsel/Public Utility Fund Net	18,005,730	20,056,159	20,497,327	21,777,512	0	20,508,431	21,479,514	0
Siting Council	2,105,896	2,238,373	2,342,993	2,342,993	0	2,463,871	2,463,871	0
Federal and Other Activities	954,451	1,327,989	1,341,018	1,341,018	0	1,370,830	1,370,830	0
TOTAL Agency Programs - All Funds Net	21,081,077	23,622,521	24,181,338	25,461,523	0	24,343,132	25,314,215	0

PUBLIC SERVICE COMPANY REGULATION

Statutory Reference

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

Statement of Need and Program Objectives

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

Program Description

The department pursues its goals through the following complementary courses of action:

Conducts management audits of the public service companies. Performs research and analysis to provide data and support for adjudicatory decisions; monitors and enforces utility safety requirements; resolves individual consumer complaints; increases consumers' knowledge of their rights and counter-balancing utility companies' rate increase requests with an independently prepared and presented case.

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

Conducts investigations into generic issues, such as electric long and short term measures to reduce the state's electric ratepayers

obligations for Federally Mandated Congestion Costs (FMCC) and the implementation of the goals of the state's Energy Independence Act and other legislative initiatives. In these investigations, staff analyzes the issues for compatibility with and furtherance of state energy policy, technical feasibility, costs compared to benefits and long and short-term effects on ratepayers, utilities, the environment and the state's overall economic development.

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

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

The Connecticut Siting Council reviews and acts on applications for approval of sites for construction, operation and maintenance of facilities for electric generation and transmission, fuel transmission, telecommunications, hazardous waste management, low-level radioactive waste management and ash residue management.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Gas Pipeline Safety Inspections	340	365	365	365
"Call Before You Dig" Investigations Initiated	165	165	140	160
Regulatory Decisions Issued	550	550	500	500
Days of Hearing	210	210	210	210
Telecom Tariffs and Interconnection Agreements Processed	550	550	525	525

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
Consumer Counsel and Public Utility Control Fund	114	1	0	115	115	0	115	0
Siting Council	9	1	0	10	10	0	10	0
Federal Contributions	2	0	0	2	2	0	2	0

Other Positions Equated to Full Time

	2009-2010 Actual	2010-2011 Estimated	2011-2012 Requested	2011-2012 Recommended	2012-2013 Requested	2012-2013 Recommended
Federal Contributions	1	1	1	0	1	0

Financial Summary

	2009-2010 Actual	2010-2011 Estimated	2011-2012 Requested	Current Services	2011-2012 Recommended	2012-2013 Requested	Current Services	2012-2013 Recommended
<i>(Net of Reimbursements)</i>								
<i>Other Current Expenses</i>								
Statewide Energy Efficiency and Outreach	15,000	0	0	0	0	0	0	0
TOTAL-General Fund	15,000	0	0	0	0	0	0	0
Personal Services	9,832,718	11,594,389	11,532,664	11,354,298	0	11,255,912	10,993,895	0
Other Expenses	1,626,841	1,584,642	1,626,068	1,622,941	0	1,678,051	1,671,700	0

Budget-in-Detail

Capital Outlay

Equipment	60,363	57,475	117,800	72,550	0	131,200	73,050	0
-----------	--------	--------	---------	--------	---	---------	--------	---

Other Current Expenses

Fringe Benefits	6,098,479	6,733,781	6,935,795	7,607,380	0	7,143,868	7,585,795	0
Indirect Overhead	387,329	85,872	390,500	1,120,343	0	410,000	1,155,074	0

TOTAL-Consumer Counsel/Public Utility Fund	18,005,730	20,056,159	20,602,827	21,777,512	0	20,619,031	21,479,514	0
--	------------	------------	------------	------------	---	------------	------------	---

Additional Funds Available

Siting Council	2,105,896	2,238,373	2,342,993	2,342,993	0	2,463,871	2,463,871	0
----------------	-----------	-----------	-----------	-----------	---	-----------	-----------	---

Federal Contributions

11558 Broadband Mapping	325,967	400,000	400,000	400,000	0	400,000	400,000	0
20700 Pipeline Safety	628,484	647,989	666,018	666,018	0	686,589	686,589	0
81122 Electricity Delivery and Energy Reliability, Resea	0	280,000	275,000	275,000	0	284,241	284,241	0

TOTAL - All Funds	21,081,077	23,622,521	24,286,838	25,461,523	0	24,453,732	25,314,215	0
-------------------	------------	------------	------------	------------	---	------------	------------	---

Public Utility Regulation

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Other Current Expenses</u>						
Statewide Energy Efficiency and Outreach	15,000	0	0	0	0	0
TOTAL-Other Current Expenses	15,000	0	0	0	0	0

AGENCY FINANCIAL SUMMARY - CONSUMER COUNSEL AND PUBLIC UTILITY CONTROL FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	9,052,774	10,734,745	10,462,727	0	10,144,498	0
Other Positions	30,862	36,391	37,483	0	38,607	0
Other	742,713	815,743	1,024,719	0	1,064,839	0
Overtime	6,369	7,510	7,735	0	7,968	0
TOTAL-Personal Services Gross	9,832,718	11,594,389	11,532,664	0	11,255,912	0
Less Reimbursements						
Less Turnover	0	0	-105,500	0	-110,600	0
TOTAL-Personal Services Net	9,832,718	11,594,389	11,427,164	0	11,145,312	0
	1,237	1,198	0	0	0	0
<u>Other Expenses-Contractual Services</u>						
Dues and Subscriptions	57,241	55,458	56,845	0	58,607	0
Utility Services	116,749	113,113	118,607	0	123,668	0
Rentals, Storage and Leasing	776,507	760,793	779,813	0	803,987	0
Telecommunication Services	53,236	51,577	52,866	0	54,505	0
General Repairs	184,433	178,689	183,156	0	188,833	0
Motor Vehicle Expenses	5,614	5,439	5,575	0	5,748	0
Fees for Outside Professional Services	2,990	2,899	2,969	0	3,061	0
Fees for Non-Professional Services	150,289	145,605	149,246	0	153,873	0
DP Services, Rentals and Maintenance	31,825	30,834	31,606	0	32,586	0
Postage	29,701	28,776	29,496	0	30,410	0
Travel	66,183	64,122	65,724	0	67,762	0
Other Contractual Services	25,656	24,857	25,478	0	26,268	0
Advertising	62,941	60,981	62,506	0	64,444	0
Printing & Binding	1,492	1,446	1,482	0	1,528	0
<u>Other Expenses-Commodities</u>						
Books	15,537	15,053	15,429	0	15,907	0
Maintenance and Motor Vehicle Supplies	89	86	0	0	0	0
Fuel	22,868	22,156	23,242	0	24,241	0
Office Supplies	19,299	18,698	19,166	0	19,761	0

Refunds of Expenditures Not Otherwise Classified	12	12	12	0	12	0
<i>Other Expenses-Sundry</i>						
Sundry - Other Items	2,942	2,850	2,850	0	2,850	0
TOTAL-Other Expenses Gross	1,626,841	1,584,642	1,626,068	0	1,678,051	0
Less Reimbursements						
TOTAL-Other Expenses Net	1,626,841	1,584,642	1,626,068	0	1,678,051	0
<i>Other Current Expenses</i>						
Fringe Benefits	6,098,479	6,733,781	6,935,795	0	7,143,868	0
Indirect Overhead	387,329	85,872	390,500	0	410,000	0
TOTAL-Other Current Expenses	6,485,808	6,819,653	7,326,295	0	7,553,868	0

Character & Major Object Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Other Current Expenses	15,000	0	0	0	0	0	0	0
TOTAL-General Fund Net	15,000	0	0	0	0	0	0	0
Personal Services Net	9,832,718	11,594,389	11,427,164	11,354,298	0	11,145,312	10,993,895	0
Other Expenses Net	1,626,841	1,584,642	1,626,068	1,622,941	0	1,678,051	1,671,700	0
Capital Outlay	60,363	57,475	117,800	72,550	0	131,200	73,050	0
Other Current Expenses	6,485,808	6,819,653	7,326,295	8,727,723	0	7,553,868	8,740,869	0
TOTAL-Consumer Counsel/Public Utility Fund Net	18,005,730	20,056,159	20,497,327	21,777,512	0	20,508,431	21,479,514	0
<i>Additional Funds Available</i>								
Siting Council	2,105,896	2,238,373	2,342,993	2,342,993	0	2,463,871	2,463,871	0
Federal and Other Activities	954,451	1,327,989	1,341,018	1,341,018	0	1,370,830	1,370,830	0
TOTAL-All Funds Net	21,081,077	23,622,521	24,181,338	25,461,523	0	24,343,132	25,314,215	0

OFFICE OF THE HEALTHCARE ADVOCATE

AGENCY DESCRIPTION

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

OHA also provides information to the public, providers, agencies, and others regarding problems and concerns of health care consumers, and makes legislative and regulatory recommendations to resolve those concerns.

The Office of the Healthcare Advocate is recommended for consolidation with the Department of Consumer Protection in the Governor's budget as part of his proposal to restructure state government.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

- Remove or Limit Inflation

	<u>2011-2012</u>	<u>2012-2013</u>
Remove or Limit Inflation	-3,406	-7,734

Reallocations or Transfers

- Restructure State Government

Restructure State Government	-1,595,445	-1,578,865
------------------------------	------------	------------

Transfer all operations of the Office of the Healthcare Advocate into the Department of Consumer Protection.

AGENCY PROGRAMS

Personnel Summary

Permanent Full-Time Positions

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Insurance Fund	8	2	0	10	10	0	10	0

Agency Programs by Total Funds

(Net of Reimbursements)

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Healthcare Advocate	1,084,460	1,278,710	1,466,293	1,600,851	0	1,438,639	1,588,599	0
TOTAL Agency Programs - All Funds Gross	1,084,460	1,278,710	1,466,293	1,600,851	0	1,438,639	1,588,599	0
Less Turnover								
TOTAL Agency Programs - All Funds Net	1,084,460	1,278,710	1,466,293	1,600,851	0	1,438,639	1,588,599	0

Summary of Funding

Insurance Fund Net	1,072,610	1,276,710	1,464,293	1,598,851	0	1,436,639	1,586,599	0
Private Funds	11,850	2,000	2,000	2,000	0	2,000	2,000	0
TOTAL Agency Programs - All Funds Net	1,084,460	1,278,710	1,466,293	1,600,851	0	1,438,639	1,588,599	0

HEALTHCARE ADVOCATE

Statutory Reference

Public Act 99-284.

Statement of Need and Program Objectives

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

Program Description

The Office of the Healthcare Advocate maintains a toll-free number to assist and provide information to consumers, facilitates public comment on health insurance policies, tracks complaints from the

public and quantifies these complaints in order to make legislative and regulatory recommendations on behalf of consumers. The office analyzes and monitors federal and state law related to health insurance consumers and makes recommendations to enhance consumer protection as necessary.

OHA assists consumers with health insurance plan selection by providing information, referral and assistance to individuals about means of obtaining health insurance coverage and services, assist consumers with filing complaints and appeals and reviews consumers' health insurance records with written consent.

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Insurance Fund	8	2	0	10	10	0	10	0
<i>Financial Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	584,325	757,235	806,397	806,398	0	785,539	785,540	0
Other Expenses	119,387	136,373	139,780	139,779	0	144,110	144,108	0
<u><i>Capital Outlay</i></u>								
Equipment	1,574	2,280	2,100	1,400	0	2,100	700	0
<u><i>Other Current Expenses</i></u>								
Fringe Benefits	369,479	380,821	508,516	533,954	0	494,890	535,294	0
Indirect Overhead	-2,155	1	7,500	117,320	0	10,000	120,957	0
TOTAL-Insurance Fund	1,072,610	1,276,710	1,464,293	1,598,851	0	1,436,639	1,586,599	0
<u><i>Additional Funds Available</i></u>								
Private Funds	11,850	2,000	2,000	2,000	0	2,000	2,000	0
TOTAL - All Funds	1,084,460	1,278,710	1,466,293	1,600,851	0	1,438,639	1,588,599	0

Healthcare Advocate

AGENCY FINANCIAL SUMMARY - INSURANCE FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u><i>Personal Services</i></u>						
Permanent Fulltime Positions	579,899	751,499	796,947	0	775,789	0
Other	4,426	5,736	9,450	0	9,750	0
TOTAL-Personal Services Gross	584,325	757,235	806,397	0	785,539	0
Less Reimbursements						
Less Turnover						
TOTAL-Personal Services Net	584,325	757,235	806,397	0	785,539	0
<u><i>Other Expenses-Contractual Services</i></u>						
Dues and Subscriptions	4,968	5,675	5,817	0	5,997	0
Rentals, Storage and Leasing	16,513	18,862	19,334	0	19,933	0
Telecommunication Services	3,360	3,839	3,935	0	4,057	0
Fees for Outside Professional Services	760	868	890	0	918	0
Fees for Non-Professional Services	40	46	47	0	48	0
DP Services, Rentals and Maintenance	39,096	44,658	45,775	0	47,195	0
Postage	76	87	89	0	92	0
Other Contractual Services	185	211	216	0	223	0
Advertising	50,000	57,113	58,541	0	60,356	0
<u><i>Other Expenses-Commodities</i></u>						
Books	263	300	308	0	318	0
Office Supplies	4,001	4,571	4,685	0	4,830	0
<u><i>Other Expenses-Sundry</i></u>						
Sundry - Other Items	125	143	143	0	143	0
TOTAL-Other Expenses Gross	119,387	136,373	139,780	0	144,110	0
Less Reimbursements						
TOTAL-Other Expenses Net	119,387	136,373	139,780	0	144,110	0
<u><i>Other Current Expenses</i></u>						
Fringe Benefits	369,479	380,821	508,516	0	494,890	0
Indirect Overhead	-2,155	1	7,500	0	10,000	0
TOTAL-Other Current Expenses	367,324	380,822	516,016	0	504,890	0

Budget-in-Detail

<i>Character & Major Object Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	584,325	757,235	806,397	806,398	0	785,539	785,540	0
Other Expenses Net	119,387	136,373	139,780	139,779	0	144,110	144,108	0
Capital Outlay	1,574	2,280	2,100	1,400	0	2,100	700	0
Other Current Expenses	367,324	380,822	516,016	651,274	0	504,890	656,251	0
TOTAL-Insurance Fund Net	1,072,610	1,276,710	1,464,293	1,598,851	0	1,436,639	1,586,599	0
<i><u>Additional Funds Available</u></i>								
Private Funds	11,850	2,000	2,000	2,000	0	2,000	2,000	0
TOTAL-All Funds Net	1,084,460	1,278,710	1,466,293	1,600,851	0	1,438,639	1,588,599	0

DEPARTMENT OF CONSUMER PROTECTION

AGENCY DESCRIPTION

The Department of Consumer Protection is a regulatory agency responsible for protecting citizens from physical injury and financial loss that may occur as the result of unsafe or fraudulent products and services marketed in the State of Connecticut. The department's mission is to ensure a fair and equitable marketplace as well as safe products and services for consumers in the industries that it regulates. This protection is achieved through licensure, inspection, investigation, enforcement and public education activities conducted by staff in seven major programs: the regulation of food and standards; the regulation of drugs, cosmetics and medical devices;

the regulation of alcoholic liquor; the regulation of occupational and professional licensing; the regulation of trade practices and responding to consumer complaints; management services and assistance of health insurance consumers.

The department is responsible for enforcing numerous significant consumer protection laws including: the Connecticut Unfair Trade Practices Act; the Connecticut Pure Food, Drug and Cosmetics Act; the Connecticut Liquor Control Act; the Connecticut State Child Protection Act; and the Connecticut Weights and Measures Act.

The Division of Special Revenue, Board of Accountancy, Office of Consumer Counsel, Office of the Healthcare Advocate and the Department of Public Safety amusement park ride inspections are recommended for consolidation with the Department of Consumer Protection in the Governor's budget as part of his proposal to restructure state government.

AGENCY PROGRAM INDEX

Regulation of Food and Standards	184	Regulation of Occupational & Prof Licensing	187
Regulation of Drugs, Cosmetics & Med Devices	185	Agency Management Services	188
Regulation of Alcoholic Liquor	186	Healthcare Advocate	189
Regulation of Trade Practices & Consumer Complaint	186		

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	<u>2011-2012</u>	<u>2012-2013</u>
• Fund Equipment Through CEPF	-59,099	-37,899
• Remove or Limit Inflation	-34,031	-71,330
• Reduce Funding for Overtime	-17,351	-17,351
• Remove Funding for Vacant Positions	-306,671	-297,946

Reallocations or Transfers

• Restructure State Government	9,013,807	8,460,642
--------------------------------	-----------	-----------

Transfer the Board of Accountancy, Division of Special Revenue, amusement park ride inspections from Department of Public Safety, Office of Healthcare Advocate and Office of Consumer Counsel to the Department of Consumer Protection

AGENCY PROGRAMS

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Permanent Full-Time Positions								
General Fund	126	2	0	128	128	215	128	215
Insurance Fund	0	0	0	0	0	7	0	7
Consumer Counsel and Public Utility Control Fund	0	0	0	0	0	12	0	12
Federal Contributions	1	0	0	1	1	1	1	1
Private Funds	26	2	0	28	28	58	28	58
			2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
Other Positions Equated to Full Time			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund			2	2	2	2	2	2

Agency Programs by Total Funds

(Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Regulation of Food and Standards	2,429,094	2,454,627	2,670,658	2,552,389	3,069,180	2,552,715	2,481,540	2,910,236
Regulation of Gambling	0	0	0	0	7,578,008	0	0	7,401,829
Regulation of Drugs, Cosmetics & Medical	1,860,392	1,871,320	1,933,180	1,930,159	2,287,062	1,914,830	1,873,964	2,166,286

Budget-in-Detail

Devices

Regulation of Alcoholic Liquor	3,254,954	3,465,904	3,705,265	3,625,085	4,099,994	3,690,166	3,598,886	3,990,121
Regulation of Trade Practices & Consumer Compliant	2,447,964	2,635,107	2,910,385	2,776,646	6,083,337	2,811,178	2,760,167	5,946,150
Regulation of Occupational & Professional Licensing	1,247,912	1,375,363	1,515,581	1,455,039	1,838,003	1,492,392	1,432,945	1,766,104
Agency Management Services	3,303,645	3,595,481	3,913,646	3,821,877	6,926,073	3,852,321	3,735,087	6,733,325
Healthcare Advocate	11,850	2,000	0	0	1,169,429	0	0	1,154,204
TOTAL Agency Programs - All Funds Gross	14,555,811	15,399,802	16,648,715	16,161,195	33,051,086	16,313,602	15,882,589	32,068,255
Less Turnover	0	0	-20,218	-159,785	-316,309	-19,719	-153,211	-166,049
TOTAL Agency Programs - All Funds Net	14,555,811	15,399,802	16,628,497	16,001,410	32,734,777	16,293,883	15,729,378	31,902,206
<i>Summary of Funding</i>								
General Fund Net	10,173,793	11,046,424	12,145,948	11,518,861	16,211,947	11,635,647	11,071,142	15,255,852
Insurance Fund Net	0	0	0	0	1,169,429	0	0	1,154,204
Consumer Counsel/Public Utility Fund Net	0	0	0	0	2,734,140	0	0	2,697,202
Federal and Other Activities	663,757	532,407	510,429	510,429	510,429	497,000	497,000	497,000
Bond Funds	0	0	0	0	3,115,066	0	0	3,115,066
Private Funds	3,718,261	3,820,971	3,972,120	3,972,120	8,993,766	4,161,236	4,161,236	9,182,882
TOTAL Agency Programs - All Funds Net	14,555,811	15,399,802	16,628,497	16,001,410	32,734,777	16,293,883	15,729,378	31,902,206

REGULATION OF FOOD AND STANDARDS

Statutory Reference

C.G.S. Chapters 250, 250a, 296a, 416, 417, 418, 419a, 419b, 419c, 420d, 743b, 750, 751, 752, and 753.

Statement of Need and Program Objectives

To protect the health and safety of Connecticut citizens by regulating all persons and businesses that manufacture or sell packaged food products in the state in order to detect and prevent the distribution of adulterated, contaminated, or unsanitary food products. To protect both buyer and seller in marketplace transactions involving the determination of quantity and quality by ensuring that measurements are correct.

Program Description

Program objectives are achieved through:

- *Enforcement* - conducts inspections of food-processing plants, warehouses, retail food stores, bakeries, non-alcoholic beverage plants, frozen dessert plants, vending machine locations, apple

juice and cider plants, gasoline stations, heating oil dealers and all weighing and measuring devices used commercially such as retail store scales, motor truck scales, petroleum meters and home delivery truck meters

- *Crisis Response* - provides for rapid response to food crises during emergency situations, natural disasters and nuclear-related emergencies.
- *Information and Referral* - responds to inquiries from citizens and licensees who are seeking information about food products, food-handling facilities, laboratory services, weights and measures devices, gasoline stations, petroleum products, product recalls, advertisements, state and federal laws and a wide variety of related issues.
- *The Measurement Laboratory* - houses the State of Connecticut Measurement Center, which has custody of the physical standards of mass, length, volume, and temperature (clinical thermometer standards).

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Ratio and percentage of food inspections with resolution on first inspection to food inspections done annually	2471/2604 (94%)	2471/2604 (94%)	2471/2604 (94%)	2471/2604 (94%)
Ratio and percentage of consumer complaints closed to the total number of consumer complaints received annually	1231/1943 (63%)	1300/2000 (65%)	1300/2000 (65%)	1300/2000 (65%)
Ratio and percentage of samples collected & analyzed to the total number of samples scheduled annually	452/850 (53%)	452/850 (53%)	452/850 (53%)	452/850 (53%)

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Permanent Full-Time Positions								
General Fund	22	1	0	23	23	22	23	22
Private Funds	4	0	0	4	4	4	4	4

	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
<i>Other Positions Equated to Full Time</i>	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	0	0	0	0	0	0

Financial Summary	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,625,202	1,743,850	1,933,507	1,857,144	2,248,800	1,803,950	1,774,800	2,086,904
Other Expenses	203,804	264,532	273,374	231,468	356,603	282,036	240,011	356,603
TOTAL-General Fund	1,829,006	2,008,382	2,206,881	2,088,612	2,605,403	2,085,986	2,014,811	2,443,507
Additional Funds Available								
Private Funds	553,349	430,815	448,348	448,348	448,348	466,729	466,729	466,729
Federal Contributions								
10163 Market Protection & Promotion	46,739	15,430	15,429	15,429	15,429	0	0	0
TOTAL - All Funds	2,429,094	2,454,627	2,670,658	2,552,389	3,069,180	2,552,715	2,481,540	2,910,236
Regulation of Food and Standards								

REGULATION OF DRUGS, COSMETICS AND MEDICAL DEVICES

Statutory Reference

C.G.S. Chapters 370, 400j, 416, 417, 418, 419, 420b, and 420c.

Statement of Need and Program Objectives

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

Program Description

Program objectives are achieved through:

- **Enforcement** over the distribution of legal drugs in the State of Connecticut. Its oversight includes: all health care practitioners who are authorized to prescribe controlled drugs in the State; all

in-state manufacturers, wholesalers and laboratories that handle controlled drugs and/or other drugs, medical devices and cosmetics; and all out-of-state wholesalers that distribute drugs, medical devices and cosmetics within the State of Connecticut.

- **Crisis Response** provides rapid response to drug crises during emergency situations, natural disasters and nuclear-related emergencies.
- **Information and Referral** responds to inquiries from citizens, licensees and law enforcement personnel about pharmaceutical products, drugs, cosmetics, medical devices, pharmacists, pharmacies, health care practitioners, product recalls, advertisements, state/federal laws and a wide variety of related issues.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Number of scheduled inspection hours conducted annually	1,506	2,100	2,100	2,100
Ratio and percentage of assigned investigations resulting in administrative or criminal actions	240/510 (47%)	240/510 (47%)	240/510 (47%)	240/510 (47%)
Number of law enforcement & health care professionals trained annually	2,495	3,000	3,000	3,000

Personnel Summary	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
<i>Permanent Full-Time Positions</i>	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	14	0	0	14	14	12	14	12
Federal Contributions	1	0	0	1	1	1	1	1

Financial Summary	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,237,511	1,318,304	1,397,706	1,414,124	1,712,351	1,372,819	1,351,423	1,589,075
Other Expenses	95,562	124,039	127,974	108,535	167,211	132,011	112,541	167,211
TOTAL-General Fund	1,333,073	1,442,343	1,525,680	1,522,659	1,879,562	1,504,830	1,463,964	1,756,286
Additional Funds Available								
Private Funds	1,825	2,000	2,500	2,500	2,500	3,000	3,000	3,000
Federal Contributions								
16002 Law Enforcement Asst-Narc/Dangerous Drugs State	476,495	410,000	405,000	405,000	405,000	407,000	407,000	407,000
93975 NASPER Grant	48,999	16,977	0	0	0	0	0	0
TOTAL - All Funds	1,860,392	1,871,320	1,933,180	1,930,159	2,287,062	1,914,830	1,873,964	2,166,286
Regulation of Drugs, Cosmetics & Med Devices								

REGULATION OF ALCOHOLIC LIQUOR

Statutory Reference

C.G.S. Chapter 545.

Statement of Need and Program Objectives

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

Program Description

Program objectives are achieved through:

- *Enforcement* - conducts inspections and investigations to ensure compliance with the provisions of state laws and regulations pertaining to the manufacture, importation, sale and dispensing of alcoholic liquor.
- *Information and Referral* - responds to inquiries from citizens, permittees and law enforcement personnel about permit

holders, permit requirements, brand registrations, the State Liquor Control Act and Regulations, acceptable forms of identification and a wide variety of related issues.

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

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Ratio and percentage of projected and assigned alcohol compliance checks completed annually	800/700 (114%)	825/825 (100%)	850/850 (100%)	850/850 (100%)
Ratio and percentage of new application investigations completed within 90 days	6778/7225 (93%)	6800/7250 (93%)	6825/7250 (94%)	6835/7250 (94%)

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	23	0	0	23	23	23	23	23
Private Funds	10	0	0	10	10	10	10	10
<i>Other Positions Equated to Full Time</i>								
General Fund			2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	2012-2013 <u>Recommended</u>
			1	1	1	1	1	1

Financial Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,577,159	1,663,874	1,850,914	1,802,244	2,182,323	1,782,040	1,722,334	2,025,213
Other Expenses	154,446	200,468	206,921	175,411	270,241	213,459	181,885	270,241
TOTAL-General Fund	1,731,605	1,864,342	2,057,835	1,977,655	2,452,564	1,995,499	1,904,219	2,295,454
<i>Additional Funds Available</i>								
Private Funds	1,431,825	1,511,562	1,557,430	1,557,430	1,557,430	1,604,667	1,604,667	1,604,667
Federal Contributions								
20600 State & Community Highway Safety	91,524	90,000	90,000	90,000	90,000	90,000	90,000	90,000
TOTAL - All Funds	3,254,954	3,465,904	3,705,265	3,625,085	4,099,994	3,690,166	3,598,886	3,990,121

Regulation of Alcoholic Liquor

REGULATION OF TRADE PRACTICES AND CONSUMER COMPLAINTS

Statutory Reference

C.G.S. Chapters 399a, 400, 400m, 400o, 407, 407a, 419d, 420, 420a, 420d, 420e, 734b, 735a, 735b, 735c, 736, 737, 738b, 739, 740, 741, 743b, 743c, 743d, 743e, 743h, 743i, 743l, 743m, 743n, 743o, 743p, 743q, 743s, 743t, 743u.

Statement of Need and Program Objectives

Protect Connecticut's citizens from unfair or deceptive practices in the marketplace through the enforcement of consumer protection

laws and the mediation of disputes between buyers and sellers. To protect public health and safety by regulating the manufacture, distribution and sale of bedding and upholstered furniture products, and by enforcing the provisions of the State Child Protection Act. To provide arbitration for the resolution of complaints concerning new automobiles and motorcycles purchased in the State of Connecticut.

Program Description

Program objectives are achieved through:

- *Enforcement* - receives complaints and conducts investigations to determine if violations of applicable consumer protection laws exist.
- *Information and Referral* - serves the public by processing, referring, tracking, mediating and making final disposition on all written complaints received by the Trade Practices Division.
- *Public Charities* - shares jurisdiction over public charities with the Office of the Attorney General. Registered charities are required to file with the department annual financial reports that provide comprehensive information on their income and expenditures.
- *Utility Consumer Advocacy and Assistance* - represents consumers before the DPUC, state and federal courts, the FERC, the FCC and other forums. OCC has been successful for 35 years in advocating against unreasonable rate increase requests.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Ratio and percentage of investigations resulting in administrative and criminal referrals	567/1456 (39%)	567/1456 (39%)	567/1456 (39%)	567/1456 (39%)
Ratio and percentage of consumer complaints completed within 60 days	4302/5104 (84%)	4302/5104 (84%)	4302/5104 (84%)	4302/5104 (84%)
Number of scheduled inspections conducted annually	467/600 (78%)	470/600 (78%)	470/600 (78%)	470/600 (78%)

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
General Fund	21	1	0	22	22	24	22	24
Consumer Counsel and Public Utility Control Fund	0	0	0	0	0	12	0	12
Private Funds	6	1	0	7	7	7	7	7

<i>Financial Summary</i> (Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	1,539,389	1,635,377	1,870,089	1,759,085	2,228,191	1,709,374	1,681,089	2,071,210
Other Expenses	114,140	148,151	152,368	129,633	233,078	157,144	134,418	233,078
TOTAL-General Fund	1,653,529	1,783,528	2,022,457	1,888,718	2,461,269	1,866,518	1,815,507	2,304,288
Personal Services	0	0	0	0	1,178,200	0	0	1,137,050
Other Expenses	0	0	0	0	396,029	0	0	396,029
<i>Capital Outlay</i>								
Equipment	0	0	0	0	5,850	0	0	5,600
<i>Other Current Expenses</i>								
Fringe Benefits	0	0	0	0	789,394	0	0	782,551
Indirect Overhead	0	0	0	0	364,667	0	0	375,972
TOTAL-Consumer Counsel/Public Utility Fund	0	0	0	0	2,734,140	0	0	2,697,202
<i>Additional Funds Available</i>								
Private Funds	794,435	851,579	887,928	887,928	887,928	944,660	944,660	944,660
TOTAL - All Funds	2,447,964	2,635,107	2,910,385	2,776,646	6,083,337	2,811,178	2,760,167	5,946,150

Regulation of Trade Practices & Consumer Complaint

REGULATION OF OCCUPATIONAL AND PROFESSIONAL LICENSING

Statutory Reference

C.G.S. Chapters 390, 391, 392, 393, 393b, 393c, 394, 396, 396a, 399b, 400b, 400f, 400g, 400h, 400i, 400l, 412, 416, 482, 734a, and 826.

Statement of Need and Program Objectives

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

Program Description

Program objectives are achieved through:

- *Enforcement* - enforces laws governing approximately 94,000 licensees in 33 areas and, where applicable, administers nationally standardized examinations.
- *Boards, Commissions and Councils* - provides administrative support and works closely with numerous licensing boards, commissions and councils.
- *Information and Referral* - responds to inquiries from citizens and licensees about licensing requirements, fees, state and local laws, licensees and a wide variety of related issues.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Ratio and percentage of inspections and investigations resulting in administrative referrals	160/669 (23%)	160/669 (23%)	160/669 (23%)	160/669 (23%)
Ratio and percentage of new license applications processed within 30 days	2945/4208 (70%)	2945/4208 (70%)	2945/4208 (70%)	2945/4208 (70%)

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	14	0	0	14	14	16	14	16
Private Funds	2	1	0	3	3	3	3	3

<i>Financial Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
(Net of Reimbursements)								
Personal Services	905,401	958,308	1,077,495	1,034,615	1,362,207	1,030,571	988,741	1,270,308
Other Expenses	90,183	117,055	120,086	102,424	157,796	123,821	106,204	157,796
TOTAL-General Fund	995,584	1,075,363	1,197,581	1,137,039	1,520,003	1,154,392	1,094,945	1,428,104
<i>Additional Funds Available</i>								
Private Funds	252,328	300,000	318,000	318,000	318,000	338,000	338,000	338,000
TOTAL - All Funds	1,247,912	1,375,363	1,515,581	1,455,039	1,838,003	1,492,392	1,432,945	1,766,104

Regulation of Occupational & Prof Licensing

MANAGEMENT SERVICES

Statutory Reference

C.G.S. Chapter 416.

Statement of Need and Program Objectives

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

Program Description

Areas that comprise Management Services are:

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

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

The Legal Services Office provides in-house legal support services through administrative enforcement actions. Investigations conducted by the Department's divisions are referred to the Legal Services Office for action.

The License Services Division processes all licenses, permits, registrations and certificates issued by the department.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Ratio and percentage of license renewals processed & issued in less than 5 days	118M/183M (64%)	119M/183M (65%)	128M/183M (65%)	128M/183M (65%)
Ratio and percentage of renewal license applications processed electronically	57M/229M (25%)	60M/229M (26%)	62M/229M (27%)	62M/229M (27%)
Ratio and percentage off all enforcement employees to all agency staff	97/159 (61%)	97/159 (61%)	101/159 (63%)	101/159 (63%)
Ratio and percentage of all licensing employees to all agency staff	21/159 (13%)	21/159 (13%)	21/159 (13%)	21/159 (13%)

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	32	0	0	32	32	80	32	80
Private Funds	4	0	0	4	4	13	4	13

Other Positions Equated to Full Time General Fund	2009-2010	2010-2011	2011-2012	2011-2012	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Requested</u>	<u>Recommended</u>
	1	1	1	1	1	1	1	1
Financial Summary (Net of Reimbursements)	2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	Current <u>Services</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	Current <u>Services</u>	2012-2013 <u>Recommended</u>
Personal Services	2,399,350	2,571,796	2,762,562	2,741,775	3,319,994	2,668,420	2,620,208	3,080,980
Other Expenses	231,646	300,669	308,170	263,088	405,317	317,721	272,799	405,317
<u>Capital Outlay</u>								
Equipment	0	1	85,000	59,100	1	62,000	37,900	1
<u>Other Current Expenses</u>								
Gaming Policy Board	0	0	0	0	2,758	0	0	2,758
TOTAL-General Fund	2,630,996	2,872,466	3,155,732	3,063,963	3,728,070	3,048,141	2,930,907	3,489,056
<u>Additional Funds Available</u>								
Private Funds	672,649	723,015	757,914	757,914	3,198,003	804,180	804,180	3,244,269
TOTAL - All Funds	3,303,645	3,595,481	3,913,646	3,821,877	6,926,073	3,852,321	3,735,087	6,733,325
Agency Management Services								

HEALTHCARE ADVOCATE

Statutory Reference

Public Act 99-284.

Statement of Need and Program Objectives

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

Program Description

The Healthcare Advocate maintains a toll-free number to assist and provide information to consumers, facilitates public comment on health insurance policies, tracks complaints from the public and

quantifies these complaints in order to make legislative and regulatory recommendations on behalf of consumers. The office analyzes and monitors federal and state law related to health insurance consumers and makes recommendations to enhance consumer protection as necessary.

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

Personnel Summary Permanent Full-Time Positions Insurance Fund	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
	0	0	0	0	0	7	0	7
Financial Summary (Net of Reimbursements)	2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	Current <u>Services</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	Current <u>Services</u>	2012-2013 <u>Recommended</u>
Personal Services	0	0	0	0	575,689	0	0	560,643
Other Expenses	0	0	0	0	95,641	0	0	95,462
<u>Capital Outlay</u>								
Equipment	0	0	0	0	1,400	0	0	1,400
<u>Other Current Expenses</u>								
Fringe Benefits	0	0	0	0	379,379	0	0	379,379
Indirect Overhead	0	0	0	0	117,320	0	0	117,320
TOTAL-Insurance Fund	0	0	0	0	1,169,429	0	0	1,154,204
<u>Additional Funds Available</u>								
Private Funds	11,850	2,000	0	0	0	0	0	0
TOTAL - All Funds	11,850	2,000	0	0	1,169,429	0	0	1,154,204
Healthcare Advocate								

Personnel Summary Permanent Full-Time Positions General Fund Private Funds	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
	0	0	0	0	0	38	0	38
	0	0	0	0	0	21	0	21

Budget-in-Detail

<i>Financial Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	0	0	0	0	1,748,172	0	0	1,571,993
Other Expenses	0	0	0	0	133,213	0	0	133,213
TOTAL-General Fund	0	0	0	0	1,881,385	0	0	1,705,206
<i>Additional Funds Available</i>								
Bond Funds	0	0	0	0	3,115,066	0	0	3,115,066
Private Funds	0	0	0	0	2,581,557	0	0	2,581,557
TOTAL - All Funds	0	0	0	0	7,578,008	0	0	7,401,829

Regulation of Gambling

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Personal Services</i>						
Permanent Fulltime Positions	8,894,273	9,478,758	10,126,720	15,677,492	9,820,631	14,691,529
Other Positions	153,070	170,655	188,445	309,851	186,660	281,618
Other	201,323	224,213	542,798	616,380	326,533	450,270
Overtime	35,346	38,213	39,650	220,645	38,700	219,695
TOTAL-Personal Services Gross	9,284,012	9,911,839	10,897,613	16,824,368	10,372,524	15,643,112
Less Reimbursements	0	-20,330	-5,340	-2,022,330	-5,350	-1,947,429
Less Turnover	0	0	-20,218	-316,309	-19,719	-166,049
TOTAL-Personal Services Net	9,284,012	9,891,509	10,872,055	14,485,729	10,347,455	13,529,634
<i>Other Expenses-Contractual Services</i>						
Dues and Subscriptions	28,379	36,835	37,755	38,138	38,925	38,138
Utility Services	205	266	226	139,176	236	139,176
Rentals, Storage and Leasing	4,211	5,466	5,602	52,101	5,775	52,101
Telecommunication Services	65,063	84,449	86,563	130,218	89,245	130,218
General Repairs	27,278	35,407	36,294	95,363	37,419	95,363
Motor Vehicle Expenses	277,494	360,180	369,184	417,822	380,630	417,822
Fees for Outside Professional Services	3,707	4,812	4,932	8,965	5,085	8,965
Fees for Non-Professional Services	36,373	47,211	48,389	123,054	49,889	123,054
DP Services, Rentals and Maintenance	63,885	82,921	84,993	142,419	87,627	142,419
Postage	174,049	225,910	231,559	256,846	238,736	256,846
Travel	16,306	21,166	21,695	20,272	22,366	20,272
Other Contractual Services	6,101	7,919	8,116	18,266	8,368	18,266
Printing & Binding	35,046	45,489	46,626	47,866	48,072	47,866
<i>Other Expenses-Commodities</i>						
Agriculture, Horticulture, Dairy & Food	668	868	884	791	900	791
Books	1,577	2,047	2,099	3,291	2,165	3,291
Maintenance and Motor Vehicle Supplies	111,229	144,372	153,116	180,364	158,305	180,364
Fuel	731	949	996	108,112	1,038	108,112
Office Supplies	30,399	39,457	40,444	56,819	41,699	56,819
Refunds of Expenditures Not Otherwise Classified	5,701	7,401	7,586	9,773	7,821	9,773
<i>Other Expenses-Sundry</i>						
Sundry - Other Items	1,379	1,789	1,834	9,054	1,891	9,054
TOTAL-Other Expenses Gross	889,781	1,154,914	1,188,893	1,858,710	1,226,192	1,858,710
Less Reimbursements	0	0	0	-135,251	0	-135,251
TOTAL-Other Expenses Net	889,781	1,154,914	1,188,893	1,723,459	1,226,192	1,723,459
<i>Other Current Expenses</i>						
Gaming Policy Board	0	0	0	2,758	0	2,758
TOTAL-Other Current Expenses	0	0	0	2,758	0	2,758

AGENCY FINANCIAL SUMMARY - INSURANCE FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Personal Services</i>						
Permanent Fulltime Positions	0	0	0	566,239	0	550,893
Other	0	0	0	9,450	0	9,750
TOTAL-Personal Services Gross	0	0	0	575,689	0	560,643
Less Reimbursements						
Less Turnover						
TOTAL-Personal Services Net	0	0	0	575,689	0	560,643
<i>Other Expenses-Contractual Services</i>						
Dues and Subscriptions	0	0	0	3,973	0	3,973
Rentals, Storage and Leasing	0	0	0	13,204	0	13,204
Telecommunication Services	0	0	0	2,687	0	2,687
Fees for Outside Professional Services	0	0	0	608	0	608
Fees for Non-Professional Services	0	0	0	32	0	32
DP Services, Rentals and Maintenance	0	0	0	31,261	0	31,261
Postage	0	0	0	61	0	61
Other Contractual Services	0	0	0	147	0	147
Advertising	0	0	0	40,159	0	39,980
<i>Other Expenses-Commodities</i>						
Books	0	0	0	210	0	210
Office Supplies	0	0	0	3,199	0	3,199
<i>Other Expenses-Sundry</i>						
Sundry - Other Items	0	0	0	100	0	100
TOTAL-Other Expenses Gross	0	0	0	95,641	0	95,462
Less Reimbursements						
TOTAL-Other Expenses Net	0	0	0	95,641	0	95,462
<i>Other Current Expenses</i>						
Fringe Benefits	0	0	0	379,379	0	379,379
Indirect Overhead	0	0	0	117,320	0	117,320
TOTAL-Other Current Expenses	0	0	0	496,699	0	496,699

AGENCY FINANCIAL SUMMARY - CONSUMER COUNSEL AND PUBLIC UTILITY CONTROL FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Personal Services</i>						
Permanent Fulltime Positions	0	0	0	1,156,242	0	1,128,638
Other	0	0	0	21,958	0	8,412
TOTAL-Personal Services Gross	0	0	0	1,178,200	0	1,137,050
Less Reimbursements						
Less Turnover						
TOTAL-Personal Services Net	0	0	0	1,178,200	0	1,137,050
<i>Other Expenses-Contractual Services</i>						
Dues and Subscriptions	0	0	0	966	0	966
Utility Services	0	0	0	4,771	0	4,771
Rentals, Storage and Leasing	0	0	0	147,966	0	147,966
Telecommunication Services	0	0	0	25,472	0	25,472
General Repairs	0	0	0	12,204	0	12,204
Fees for Outside Professional Services	0	0	0	26,359	0	26,359
Fees for Non-Professional Services	0	0	0	45,487	0	45,487
DP Services, Rentals and Maintenance	0	0	0	11,927	0	11,927
Postage	0	0	0	14,457	0	14,457
Travel	0	0	0	27,283	0	27,283
Other Contractual Services	0	0	0	36,991	0	36,991

Budget-in-Detail

Other Expenses-Commodities

Maintenance and Motor Vehicle Supplies	0	0	0	27,777	0	27,777
Fuel	0	0	0	2,820	0	2,820
Office Supplies	0	0	0	9,906	0	9,906

Other Expenses-Sundry

Sundry - Other Items	0	0	0	1,643	0	1,643
TOTAL-Other Expenses Gross	0	0	0	396,029	0	396,029
Less Reimbursements						
TOTAL-Other Expenses Net	0	0	0	396,029	0	396,029

Other Current Expenses

Fringe Benefits	0	0	0	789,394	0	782,551
Indirect Overhead	0	0	0	364,667	0	375,972
TOTAL-Other Current Expenses	0	0	0	1,154,061	0	1,158,523

Character & Major Object Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	9,284,012	9,891,509	10,872,055	10,449,202	14,485,729	10,347,455	9,985,384	13,529,634
Other Expenses Net	889,781	1,154,914	1,188,893	1,010,559	1,723,459	1,226,192	1,047,858	1,723,459
Capital Outlay	0	1	85,000	59,100	1	62,000	37,900	1
Other Current Expenses	0	0	0	0	2,758	0	0	2,758
TOTAL-General Fund Net	10,173,793	11,046,424	12,145,948	11,518,861	16,211,947	11,635,647	11,071,142	15,255,852
Personal Services Net	0	0	0	0	575,689	0	0	560,643
Other Expenses Net	0	0	0	0	95,641	0	0	95,462
Capital Outlay	0	0	0	0	1,400	0	0	1,400
Other Current Expenses	0	0	0	0	496,699	0	0	496,699
TOTAL-Insurance Fund Net	0	0	0	0	1,169,429	0	0	1,154,204
Personal Services Net	0	0	0	0	1,178,200	0	0	1,137,050
Other Expenses Net	0	0	0	0	396,029	0	0	396,029
Capital Outlay	0	0	0	0	5,850	0	0	5,600
Other Current Expenses	0	0	0	0	1,154,061	0	0	1,158,523
TOTAL-Consumer Counsel/Public Utility Fund Net	0	0	0	0	2,734,140	0	0	2,697,202
<u>Additional Funds Available</u>								
Federal and Other Activities	663,757	532,407	510,429	510,429	510,429	497,000	497,000	497,000
Bond Funds	0	0	0	0	3,115,066	0	0	3,115,066
Private Funds	3,718,261	3,820,971	3,972,120	3,972,120	8,993,766	4,161,236	4,161,236	9,182,882
TOTAL-All Funds Net	14,555,811	15,399,802	16,628,497	16,001,410	32,734,777	16,293,883	15,729,378	31,902,206

DEPARTMENT OF LABOR

AGENCY DESCRIPTION

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

The department accomplishes its mission by providing a variety of services that benefit the workplace. These services include: income support that assists workers between jobs and stimulates the local economy; protection on the job (through statutes covering wages, safety regulations, working conditions, and on-site health and safety consultations); work-related training programs; job search and recruitment assistance (through the CT Job Central and local and regional job fairs); tax credit incentive programs and maintenance of the collective bargaining relationship. As the Connecticut arm of the U.S. Bureau of Labor Statistics, the department collects, analyzes and disseminates workforce data to inform businesses, the general public, educational institutions, and government planners and policymakers about employment issues and trends.

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

Placing a strong emphasis on continuous improvement in terms of quality and customer satisfaction, the department provides both employment and unemployment services to workers and employers. In addition to providing unemployment insurance through its TeleBenefits telephone system and the Internet Online Service, CTDOL employees provide employment services from the department's central office in Wethersfield, and the 14 CTWorks one-stop centers located throughout the state. The department's website is also highly utilized by job seekers and employers interested in job fairs, wage standards, unemployment insurance, labor market information, CT Job Central and a wide variety of other workforce services.

CTDOL's major programs, Unemployment Insurance (UI) and the Wagner-Peyser Labor Exchange/Employment Services, are federally funded. Federal funding for the administration of the state's UI program is tied to the unemployment rate. Connecticut's unemployment rate has ranged from 8.5 percent to 9.2 percent during 2009 - 2010.

Energy Conservation Statement

The department remains committed to the Governor's energy conservation objective and will continue to take proactive steps to reduce energy consumption within its facilities statewide and encourage a culture of energy efficiency amongst its staff and customers.

AGENCY PROGRAM INDEX

Job Readiness and Employment Services	194	Occupational Safety and Health	201
Unemployment Insurance	197	Maintaining the Collective Bargaining	202
Labor Market Information	198	Agency Management Services	203
Workforce Job Training & Skill Develop	199		
Wage & Workplace Standards	200		

RECOMMENDED SIGNIFICANT CHANGES

	2011-2012	2012-2013
Reductions to Current Services		
• Fund Equipment Through CEPP	-70,999	-65,999
• Remove or Limit Inflation	-598,249	-1,355,429
• Reduce Funding for Certain Programs by 15% <i>Reduce funding for Incumbent Worker Training, 21st Century Jobs, Apprenticeship Program, STRIDE, STRIVE and Occupational Industrial Centers by 15%.</i>	-459,737	-455,073
Reallocations or Transfers		
• Transfer Information Technology Managers from DOIT to Line Agencies	115,358	111,085
• Consolidate State Job Training Programs <i>Transfer funding for Incumbent Worker Training, 21st Century Jobs, Apprenticeship Program, STRIDE, STRIVE and Occupational Industrial Centers into the Department of Economic and Community Development's Job Training Program.</i>	-2,605,179	-2,578,749

AGENCY PROGRAMS

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	147	72	-6	213	212	207	212	207
Employment Security Admin Fund	582	0	50	632	632	632	632	632
Private Funds	11	0	0	11	11	11	11	11
<i>Other Positions Equated to Full Time</i>								
			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Employment Security Admin Fund			74	74	9	9	9	9
Special Funds, Non-Appropriated			1	1	1	1	1	1
<i>Agency Programs by Total Funds (Net of Reimbursements)</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Job Readiness and Employment Services	79,962,028	95,351,173	83,078,574	83,092,499	81,819,110	84,132,025	83,497,639	81,582,816
Unemployment Insurance	63,161,604	78,452,253	80,791,044	80,791,044	80,791,044	84,643,880	84,643,880	84,643,880
Labor Market Information	2,332,596	2,985,131	3,333,686	3,327,188	3,329,750	3,444,373	3,437,844	3,439,607
Workforce Job Training & Skill Development	2,573,303	2,741,099	2,929,586	2,942,025	606,238	2,948,722	2,961,162	604,521
Wage & Workplace Standards	3,202,724	3,326,246	3,683,294	3,606,711	3,637,947	3,626,896	3,550,663	3,574,871
Occupational Safety and Health	2,677,696	3,289,257	3,576,110	3,482,581	3,440,368	3,480,523	3,423,040	3,358,273
Maintaining the Collective Bargaining Relationship	1,979,969	1,945,744	2,318,314	2,283,440	2,286,691	2,173,499	2,151,339	2,133,954
Agency Management Services	11,559,306	13,907,231	16,057,329	15,998,911	15,994,445	15,539,828	15,493,029	15,476,509
TOTAL Agency Programs - All Funds Gross	167,449,226	201,998,134	195,767,937	195,524,399	191,905,593	199,989,746	199,158,596	194,814,431
Less Turnover	0	0	-173,446	-325,000	-325,000	-197,158	-325,000	-325,000
TOTAL Agency Programs - All Funds Net	167,449,226	201,998,134	195,594,491	195,199,399	191,580,593	199,792,588	198,833,596	194,489,431
<i>Summary of Funding</i>								
General Fund Net	69,885,411	61,712,899	63,703,911	63,297,810	59,716,963	64,527,534	63,550,562	59,285,615
Banking Fund Net	473,518	500,000	512,500	512,500	500,000	528,387	528,388	500,000
Workers' Compensation Fund Net	599,304	674,587	699,046	710,055	684,596	715,582	733,561	682,731
Employment Security Admin Fund	95,133,875	124,536,716	128,900,760	128,900,760	128,900,760	132,238,686	132,238,686	132,238,686
Federal and Other Activities	4,328	12,710,693	15,000	15,000	15,000	18,000	18,000	18,000
Special Funds, Non-Appropriated	153,084	182,022	185,323	185,323	185,323	187,503	187,503	187,503
Bond Funds	19,357	505,090	300,000	300,000	300,000	300,000	300,000	300,000
Private Funds	1,180,349	1,176,127	1,277,951	1,277,951	1,277,951	1,276,896	1,276,896	1,276,896
TOTAL Agency Programs - All Funds Net	167,449,226	201,998,134	195,594,491	195,199,399	191,580,593	199,792,588	198,833,596	194,489,431

JOB READINESS AND EMPLOYMENT SERVICES

Statutory Reference

C.G.S. Chapters 565 and 567, Public Law 105-220, Subtitle B, Sec. 112 (b)(18)(C), Sec. 31-3j, Sec. 31-3k, Sec. 31-3o, Chapter 31900, Sec. 31-51w, Sec. 4-124w, Sec. 17b-694, Sec. 12-217y, Sec. 17b-16.

Statement of Need and Program Objectives

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

Program Description

The Workforce Investment Act (WIA) is funded by the U.S. Department of Labor and administered by the CTDOL. It requires that workforce programs must be accountable, customer driven, locally designed and able to deliver high quality services to citizens and business. WIA program funds are distributed to the five Workforce Investment Boards (WIBs), which assess regional job training needs and operate the one-stop delivery system in their region.

During the most recently completed program year for which final data is available, over 7,500 participants were served. Of those

exiting services, more than 83% were employed or had achieved another positive outcome such as a diploma or credential.

The Rapid Response Unit provides information to workers affected by layoff and to their employers and unions. The unit conducts informational sessions where workers affected by mass layoffs and plant closings learn about unemployment insurance benefits, job search assistance and community resources. During FY 2010, 194 Rapid Response/Early Intervention sessions were held; 8,697 workers were seen; 4,582 packets were mailed to workers where staff was unable to meet face to face; and 19 Trade Adjustment Agreement petitions were submitted, of which 14 resulted in certifications.

Another responsibility of the Rapid Response Unit is to obtain and administer National Emergency Grants (NEGs). NEGs are discretionary awards, approved by the U.S. Secretary of Labor, made when there are large layoffs or plant closings. NEGs are intended to complement WIA formula funds at the state and local level by providing supplemental funding for retraining, re-employment services, and other adjustment assistance for the dislocated workers. In FY 2010, the Rapid Response Unit administered four National

Emergency Grants with federal funding awards of approximately \$4,700,000.

Job Corps is primarily a residential, no-cost education and vocational training program administered by the U.S. Department of Labor that helps young people ages 16 through 24 get a better job, earn more money and take control of their lives. With centers in Hartford and New Haven, more than 400 Job Corps students are enrolled each year to learn a trade, earn a high school diploma or GED, and get help finding a job.

CTDOL administers **Jobs First Employment Services (JFES)** which provides employment services to recipients of the Temporary Family Assistance (TFA), the Department of Social Services' cash assistance program. The goals of JFES are to enable TFA recipients to become independent of cash assistance, through employment, within 21 months; to remain independent of cash assistance; and to achieve federally mandated work participation rates. JFES served 11,713 welfare recipients during FY 2010. Of these, 4,391 entered employment at some time during that year at an average starting wage of \$9.23.

Under the **Wagner-Peyser Act**, CTDOL receives federal funding to provide employment services including a public labor exchange system. More than 45,000 Connecticut residents received employment services from CTDOL Employment Services staff in the CTWorks Career Centers. These services included assistance with career choices and job searches; job search resources; and workshops on résumé writing and interviewing.

CT JobCentral is the web-based self-service job bank that provides a wide range of employment services including job-listing distribution to and from state employment websites and participation in a national labor exchange with other states. A total of 1,966 new account requests from employers were processed by CT JobCentral. In addition, employers posted more than 14,374 new Connecticut job opportunities to the system and job seekers posted 8,805 résumés.

Employment Services Outreach CTDOL staff traveled to locales around the state to offer workforce and job skills development services to the public. Staff continued to focus on early intervention onsite at downsizing companies, assisting soon-to-be downsized workers with résumé preparation and job search strategies prior to separation. CTDOL also began an outreach initiative to UI claimants prior to exhausting 99 weeks of benefits.

Special Population Groups

Veterans Workforce Development CTDOL is committed to the federal mandate requiring priority of services to eligible veterans. All CTDOL staff in the CTWorks Centers provide services to veterans with special emphasis given to services for disabled veterans and recently separated veterans. Over 9,000 veterans were served through CTWorks employment services in FY 2010. A total of 2,400 veterans, including 410 disabled veterans and 205 special disabled veterans, were served by the specialized CTDOL veteran staff.

Unemployment Claimants are required to register for employment services as a condition of eligibility for Unemployment Compensation

benefits. The worker reemployment services program, known in Connecticut as "Enhanced Reemployment Services (ERS)," identifies individuals who are likely to exhaust their unemployment benefits, who are unlikely to return to their previous jobs or occupations, and who will need job search assistance services to make a successful transition to new employment. As a result of the economic downturn and the passage of the American Recovery and Reinvestment Act of 2009 (ARRA), centers have increased the numbers of individuals selected and served by ERS. A total of 17,123 ERS participants received services in PY 2009, an increase of 73% from the previous program year and a 227% increase from PY 2007.

Shared Work Program This voluntary program provides an alternative to layoffs for employers faced with a temporary decline in business. Rather than laying off a percentage of the workforce to cut costs, an employer may reduce the hours and wages of all or a particular group of employees. The employees whose hours and wages are reduced can receive partial unemployment compensation benefits to supplement their lost wages. During FY 2010, approximately 601 companies and 13,532 employees benefited from this program.

People with Disabilities CTDOL works in conjunction with the Commission on the Deaf and Hearing Impaired, Bureau of Rehabilitation Services, Department of Social Services, as well as other state agencies and community-based organizations to improve the lives of people with disabilities. CTDOL maintains a website of disability resources for both job seekers and employers: www.ctdol.state.ct.us/gendocs/pwd.htm. This website includes information on assistive technology, tax credits, workplace accommodations, and disability employment initiatives in the state.

Migrant and Seasonal Farm workers (MSFWs) CTDOL is committed to providing MSFWs equal access to the full range of employment services available to the general population. The program provided outreach services to approximately 210 workers who received recruitment assistance, mediation, and interpreter services, as well as technical guidance on compliance with the Migrant and Seasonal Farm Worker regulations.

Trade Adjustment Assistance (TAA) provides services and benefits to individuals who are part of worker groups certified by the U.S. Department of Labor as having lost their jobs or experienced partial separation due to foreign competition. The goal of the TAA program is to provide assistance to these workers to enable them to return to suitable employment as quickly as possible. TAA benefits include training; job search allowance; relocation allowance; Trade Readjustment Allowances (TRA); Health Coverage Tax Credit (HCTC); and Reemployment/Alternative Trade Adjustment Assistance (R/ATAA), wage subsidies for individuals 50 years of age and older who return to lower-paying work. The Trade and Globalization Adjustment Assistance Act of 2009 expanded TAA coverage beyond the production sector to include service-sector and public workers. During the program year, 2,843 individuals were identified as potentially eligible to apply for TAA benefits and 1,851 eligibility determinations were issued in response to submitted applications.

Budget-in-Detail

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
ES-Job Posted on JobCentral	14,374	15,000	16,000	17,000
ES-Number Entered Employment	90,060	70,000	75,000	80,000
ES-Number Employment Retention (at 6 months)	66,134	60,000	65,000	70,000
ES-Number of Individuals Received Staff Assisted Service	45,206	50,000	55,000	55,000
ES-Number of Individuals Received Career Guidance	7,145	7,500	7,500	8,000
ES-Number of Individuals Referred to Employment	2,958	3,000	3,500	4,000
JFES-Number served	11,713	17,000	17,000	17,000
JFES-Number entered employment	4,391	6,373	6,373	6,373
JFES-Number retained employment 13 weeks	3,513	5,098	5,098	5,098
WIA-Entered Employment Rate - Adult (%)	61	63	65	67
WIA-Entered Employment Rate - Dislocated Worker (%)	70	73	75	77
WIA-Entered Employment Rate - Older Youth (%)	65	68	70	72
WIA-Skill Attainment Rate - Younger Youth (%)	86	88	90	92
VETS-Total Veterans/Eligibles Served	2,400	2,500	2,400	2,400
VETS-Disabled Veterans Served	410	450	400	400
VETS-Special Disabled Vets Served	205	230	225	225
VETS-Veteran Entered Employment Rate (%)	48	50	52	54
VETS-Veteran Emp Retention Rate (%)	70	72	75	77
VETS-Transitional Service Members Served	700	800	700	700
VETS-Transitional Assistance Program Workshops	47	50	0	0

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	43	60	-6	97	97	97	97	97
Employment Security Admin Fund	96	0	4	100	100	100	100	100
<i>Other Positions Equated to Full Time</i>								
			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Employment Security Admin Fund			3	3	3	3	3	3
Special Funds, Non-Appropriated			1	1	1	1	1	1

Financial Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	86,257	85,966	97,983	95,125	96,372	95,845	92,912	94,131
Other Expenses	2,728	2,522	2,585	2,664	2,595	2,664	2,782	2,613
<i>Other Current Expenses</i>								
Workforce Investment Act	23,333,200	28,619,579	28,619,579	28,619,579	28,619,579	29,267,860	28,619,579	28,619,579
Connecticut's Youth Employment Program	1,396,927	3,500,000	3,587,500	3,587,500	3,500,000	3,698,712	3,698,713	3,500,000
Jobs First Employment Services	16,912,693	17,557,963	18,108,079	18,124,783	17,741,841	18,510,424	18,527,132	17,657,471
Individual Development Accounts	95,000	95,000	97,375	97,375	95,000	100,394	100,394	95,000
STRIDE	223,696	770,000	789,250	789,250	0	813,717	813,717	0
WIA - ARRA	17,485,437	0	0	0	0	0	0	0
TOTAL-General Fund	59,535,938	50,631,030	51,302,351	51,316,276	50,055,387	52,489,616	51,855,229	49,968,794
Customized Services	473,518	500,000	512,500	512,500	500,000	528,387	528,388	500,000
TOTAL-Banking Fund	473,518	500,000	512,500	512,500	500,000	528,387	528,388	500,000
<i>Additional Funds Available</i>								
Employment Security Admin Fund	19,799,471	31,040,428	30,778,400	30,778,400	30,778,400	30,626,519	30,626,519	30,626,519
Special Funds, Non-Appropriated	153,084	182,022	185,323	185,323	185,323	187,503	187,503	187,503
Bond Funds	17	300,000	300,000	300,000	300,000	300,000	300,000	300,000
Federal Contributions								
93714 ARRA Emergency Contingency Fund	0	12,697,693	0	0	0	0	0	0
TANIF								
TOTAL - All Funds	79,962,028	95,351,173	83,078,574	83,092,499	81,819,110	84,132,025	83,497,639	81,582,816

Job Readiness and Employment Services

UNEMPLOYMENT INSURANCE

Statutory Reference:

C.G.S. Chapter 567.

Statement of Need and Program Objectives

To reduce the financial hardship of workers unemployed for short periods of time and to stimulate the local economy by maintaining purchasing power.

Program Description

Unemployment Insurance (UI) provides a cushion from the effects of unemployment through partial wage replacement. The program is an economic stabilizer that helps to maintain the purchasing power of the unemployed. Benefits are payable to an eligible unemployed individual for 26 weeks within a 52 week period. The average claimant collects 20.7 weeks of the 26 weeks of unemployment insurance. CTDOL also administers a number of federally funded or shared unemployment benefits programs including; Emergency Unemployment Compensation (EUC) that provides up to 53 weeks of federally funded benefits to individuals who have exhausted entitlement to UI; Extended Benefits (EB) a federally shared program that provides up to 20 weeks of benefits to individuals who have exhausted entitlement to UI and EUC; and Federal Additional Compensation (FAC), a federally funded, \$25 per week enhancement to all unemployment benefits paid by CTDOL. Initial unemployment claims are filed through an automated telephone system, "Dial to File" or over the Internet, in English or Spanish. Weekly continued claims are also filed using the automated TeleBenefits and WebBenefits systems, and WebBenefits gives claimants access to their benefit payment history with the capability to print out the information. Over 45% of all individuals filing weekly unemployment claims now use the Internet method.

Eligibility determinations through interviews with claimants and employers are conducted by telephone or in person at eight adjudication centers throughout the state.

CTDOL staff in local One-Stop Career Centers assist the claimant in developing a work-search plan and provide enhanced re-employment services such as résumé writing and interviewing workshops.

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

<i>Outcome Measure:</i>					
FISCAL YEAR	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010*</u>
UI Benefits Paid	\$530.9M	\$546.3M	\$653.1M Includes EUC	\$1.7B Includes EUC, FAC & EB	\$2.7B Includes EUC, FAC & EB
Employers Registered	99,042	99,365	100,328	99,370	98,372
FY Collections (in millions)	\$524.9	\$516.1	\$562.7	\$605.1	\$679.0
*Estimates for 2010					

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Total Benefits paid to Claimants (\$M)	1,123	1,035	961	811
Average weeks collected	21	17	17	17
Average amount of payment (\$)	300	307	315	320
Taxes paid by employers including Trust Fund Interest (\$M)	603	884	1,026	1,104
Percent of employers delinquent (%)	5	5	5	5
Balance in Unemployment Trust Fund (\$M)	-309	-461	-396	-103

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Employment Security Admin Fund	391	0	40	431	431	431	431	431
<i>Other Positions Equated to Full Time</i>								
Employment Security Admin Fund			2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	2012-2013 <u>Recommended</u>
			68	68	3	3	3	3

Financial Summary

<i>(Net of Reimbursements)</i>	2009-2010 <u>Actual</u>	2010-2011 <u>Estimated</u>	2011-2012 <u>Requested</u>	Current <u>Services</u>	2011-2012 <u>Recommended</u>	2012-2013 <u>Requested</u>	Current <u>Services</u>	2012-2013 <u>Recommended</u>
<i>Additional Funds Available</i>								
Employment Security Admin Fund	63,161,604	78,452,253	80,791,044	80,791,044	80,791,044	84,643,880	84,643,880	84,643,880
TOTAL - All Funds	63,161,604	78,452,253	80,791,044	80,791,044	80,791,044	84,643,880	84,643,880	84,643,880
Unemployment Insurance								

LABOR MARKET INFORMATION

Statutory Reference

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

Statement of Need and Program Objectives

To collect, analyze and disseminate an array of data on workforce issues and trends that allow employers, workers and those who assist them to make informed economic, workforce and career decisions. To serve as an information resource to users including businesses, jobseekers, students, government planners and policymakers, economic and workforce development agents, education and training providers, labor and employer organizations, economists, and the public at large.

Program Description

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

Web-based LMI for employers, job seekers, students and others includes the *Connecticut Job & Career ConneCTion (JCC)* and the *Connecticut Education & Training ConneCTion (ETC)*. The JCC (www.ctjobandcareer.org) includes job descriptions, education and training requirements, wage information and employment projections for nearly 900 occupations, making it the most extensive source of local information on jobs and careers in the state.

The Connecticut Education & Training ConneCTion

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

Workforce Investment System Approved Training Programs

(www1.ctdol.state.ct.us/etpl) is a web-based tool for counselors, career developers, and other CTWorks staff to aide individuals receiving WIA assistance with the selection of training programs to obtain the knowledge and skills required for the job of their choice.

Workforce Employment Dynamics

(www1.ctdol.state.ct.us/employmentdynamics) provide information on the characteristics of Connecticut's jobholders, including detailed breakdowns by age, gender, industry, geographic region and wages earned.

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

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

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
LMI Website Visitor Sessions	1,415,392	1,500,000	1,500,000	1,500,000
LMI Products Requested Print and Web	473,702	500,000	500,000	500,000
LMI Training, Presentations, Conferences: Customers Served	18,025	18,570	18,570	18,570

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	3	2	0	5	4	5	4	5
Employment Security Admin Fund	19	0	2	21	21	21	21	21

Financial Summary

(Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	177,057	178,809	242,991	235,905	238,996	233,025	225,893	228,858
Other Expenses	1,222	920	941	970	944	970	1,012	952
<i>Other Current Expenses</i>								
Connecticut Career Resource Network	85,893	150,363	164,827	165,386	164,883	158,461	159,022	157,880
TOTAL-General Fund	264,172	330,092	408,759	402,261	404,823	392,456	385,927	387,690
<i>Additional Funds Available</i>								
Employment Security Admin Fund	2,068,341	2,653,009	2,924,927	2,924,927	2,924,927	3,051,917	3,051,917	3,051,917
Bond Funds	83	2,030	0	0	0	0	0	0
TOTAL - All Funds	2,332,596	2,985,131	3,333,686	3,327,188	3,329,750	3,444,373	3,437,844	3,439,607

Labor Market Information

WORKFORCE JOB TRAINING AND SKILL DEVELOPMENT

Statutory Reference

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

Statement of Need and Program Objectives

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

Program Description

Registered Apprenticeship is an unsubsidized, proven training system that combines on-the-job training with related classroom instruction to prepare highly skilled workers for Connecticut's industries. Apprentices learn industry-defined skills at industry-accepted standards.

In Connecticut, apprenticeship is a voluntary training system representing a unique partnership in which business and labor are the primary operators of programs with government playing a support role. An employer/employee relationship must be in existence to establish an apprenticeship program. After successfully completing an apprenticeship program the worker receives an

apprenticeship completion certificate and is recognized as a qualified journeyperson nationwide.

Collaboration with Workforce and Economic Development The CTDOL in consultation with the Departments of Economic and Community Development and Education, identifies high growth occupation and economically vital industries in Connecticut.

Training program services are provided by CTDOL staff located in six of the One-Stop Career Centers statewide.

In FY 2010, CTDOL's Business Services Division awarded approximately \$411,000 to 36 firms directly and through several collaborative projects. The firms provided a cash match of over \$425,000 to leverage training for 1,114 workers. Demand driven, training was customized to focus on the individual training needs of new and expanding businesses. Training widely ranged to include workplace literacy in manufacturing, intern training in computer software testing for the financial services sector, and Lean practices to improve response time in emergency room health care. The Connecticut Department of Labor also awarded \$178,000 to the workforce investment boards to administer training in adult basic skills.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Apprenticeship-Employers using apprenticeship	3,055	1,977	2,077	2,177
Apprenticeship-Individuals entering training	1,592	3,750	3,900	4,050
Apprenticeship-Individuals completing training	613	800	850	900
Apprenticeship-Minorities (males) entering training (%)	21	21	22	23
Apprenticeship-Females entering training (%)	2.3	2.5	2.7	2.9
Apprenticeship-Active apprentice enrollment as of 6/30	3,919	6,131	6,331	6,531

Personnel Summary

Permanent Full-Time Positions

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	8	0	0	8	8	1	8	1
Private Funds	4	0	0	4	4	4	4	4

Financial Summary

(Net of Reimbursements)

	2009-2010 Actual	2010-2011 Estimated	2011-2012 Requested	Current Services	2011-2012 Recommended	2012-2013 Requested	Current Services	2012-2013 Recommended
<i>Other Current Expenses</i>								
Opportunity Industrial Centers	475,000	500,000	512,500	512,500	0	528,387	528,388	0
Apprenticeship Program	500,000	500,000	609,555	621,686	0	584,656	596,787	0
21st Century Jobs	414,442	450,000	463,293	463,601	0	470,280	470,588	0
Incumbent Worker Training	396,371	450,000	461,250	461,250	0	475,549	475,549	0
STRIVE	256,000	270,000	276,750	276,750	0	285,329	285,329	0
TOTAL-General Fund	2,041,813	2,170,000	2,323,348	2,335,787	0	2,344,201	2,356,641	0

Additional Funds Available

Employment Security Admin Fund	31,849	51,234	54,195	54,195	54,195	55,632	55,632	55,632
Bond Funds	0	5,942	0	0	0	0	0	0
Private Funds	499,641	513,923	552,043	552,043	552,043	548,889	548,889	548,889
TOTAL - All Funds	2,573,303	2,741,099	2,929,586	2,942,025	606,238	2,948,722	2,961,162	604,521

Workforce Job Training & Skill Develop

WAGE AND WORKPLACE STANDARDS

Statutory Reference

Chapters 556, 557 Part III, and 558.

Statement of Need and Program Objectives

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

Program Description

The Wage and Workplace Standards Division is responsible for two major programs, regulation of wages and regulation of working conditions.

In FY 2010, the regulation of wages program recovered \$7.1 million in wages that would otherwise not have been remitted to employees who had legally earned them. Most individual complaints range from \$100 to \$1,000, amounts not sufficient to interest and

retain a private attorney. Further, if all complaints were filed with the courts, they would have an adverse impact on the civil docket.

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

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Complaints, requests and inquiries	28,400	28,500	28,650	28,700
Conditions of employment inspections	434	484	534	584
Private employment agencies	245	240	250	255
Complaint investigations	4,030	4,865	4,960	5,060
Recommendations issued	617	629	642	655
Average amount of wages collected per agent/investigator(s) (\$)	305,486	311,596	317,827	324,184
Employees paid wages	5,038	5,139	5,242	5,346
Complaints Received	4,030	4,111	4,193	4,277
Minimum Wage/Overtime Section:			0	0
Time between receipt of complaint and start of investigation (months)	4	3	3	3
Employer citations for record keeping violations	200	204	212	225
Hearings held on disputed cases	371	378	386	394

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	34	2	0	36	36	36	36	36
Private Funds	7	0	0	7	7	7	7	7

Financial Summary

(Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	2,358,008	2,505,866	2,795,661	2,714,127	2,749,703	2,732,154	2,648,547	2,683,302
Other Expenses	163,210	157,632	161,725	166,676	162,336	166,735	174,109	163,562
TOTAL-General Fund	2,521,218	2,663,498	2,957,386	2,880,803	2,912,039	2,898,889	2,822,656	2,846,864
<u>Additional Funds Available</u>								
Bond Funds	798	544	0	0	0	0	0	0
Private Funds	680,708	662,204	725,908	725,908	725,908	728,007	728,007	728,007
TOTAL - All Funds	3,202,724	3,326,246	3,683,294	3,606,711	3,637,947	3,626,896	3,550,663	3,574,871

Wage & Workplace Standards

OCCUPATIONAL SAFETY AND HEALTH

Statutory Reference

C.G.S. Chapters 571 and 573.

Statement of Need and Program Objectives

To reduce the incidence of occupational injuries and illnesses by ensuring that workplaces are free from recognized safety and health hazards.

Program Description

The Division of Occupational Safety and Health has four primary responsibilities:

- Protecting 207,400 state and local government employees by enforcing safety and health standards in public sector workplaces, which includes conducting routine safety and health inspections, responding to complaints/requests and investigating fatalities or serious accidents.
- Providing free safety and/or health consultative services to Connecticut's public and private employers. The program is

geared to help high-hazard establishments and smaller firms or government agencies who lack the expertise or resources to interpret complex standards or conduct extensive health monitoring.

- Developing and conducting individualized safety and health training programs in the private and public sectors.
- Compiling, analyzing and annually publishing safety and health data on the private and public sectors within the state. This data serves as a basis for scheduling inspections, utilizing education/training resources and measuring program effectiveness.

In addition, the division administers the occupational health clinic program. This program serves workers and employers through recognition, diagnosis and prevention of occupational diseases and injuries. It also collects significant data on occupational health and safety.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
OSHA-Compliance inspections	98	102	175	190
OSHA-Violations (Other than Serious)	174	180	375	420
OSHA-Instances of Violations (Other than Serious)	276	300	475	550
OSHA-Violations (Serious)	114	125	150	175
OSHA-Instances of violations (Serious)	181	195	225	250
OSHA-On-site consultations	550	560	580	600
OSHA-Training and education programs	162	165	168	171
OSHA-Firms surveyed for injury-illness data	8,200	8,200	8,200	8,200

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Permanent Full-Time Positions								
General Fund	23	6	0	29	29	29	29	29

Financial Summary

(Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,907,715	2,283,785	2,627,035	2,550,419	2,583,849	2,544,929	2,467,051	2,499,425
Other Expenses	157,853	152,362	156,331	161,117	156,922	161,184	168,313	158,116
<u>Capital Outlay</u>								
Equipment	0	0	78,698	45,990	1	40,828	36,115	1
TOTAL-General Fund	2,065,568	2,436,147	2,862,064	2,757,526	2,740,772	2,746,941	2,671,479	2,657,542
<u>Other Current Expenses</u>								
Occupational Health Clinics	599,304	674,587	699,046	710,055	684,596	715,582	733,561	682,731
TOTAL-Workers' Compensation Fund	599,304	674,587	699,046	710,055	684,596	715,582	733,561	682,731
<u>Additional Funds Available</u>								
Bond Funds	8,496	165,523	0	0	0	0	0	0
Federal Contributions								
17504 Consultation Agreements	4,328	13,000	15,000	15,000	15,000	18,000	18,000	18,000
TOTAL - All Funds	2,677,696	3,289,257	3,576,110	3,482,581	3,440,368	3,480,523	3,423,040	3,358,273
Occupational Safety and Health								

MAINTAIN COLLECTIVE BARGAINING RELATIONSHIPS

Statutory Reference

C.G.S. Sections 5-270 to Sec. 5-280, Sec. 7-467 to Sec. 7-479, Sec. 31-90 to Sec 31-111(b), Sec. 52-418 to Sec. 52-420 and Sec. 10-153e.

Statement of Need and Program Objectives

To define and protect the statutory rights of employees to form, join or assist labor organizations and to encourage and protect the right of employees and employers to bargain collectively.

Program Description

The State Board of Mediation and Arbitration resolves impasses in order to promote and maintain stability in collective bargaining whenever disputes occur. Upon receipt of a contract expiration notice, or upon notification that a strike is imminent, a state mediator is assigned to the dispute in an attempt to reach a settlement. Mediators also assist in resolving grievances prior to and after submission to the Board for final and binding arbitration.

In FY 2010, a total of 807 grievances were filed for arbitration; 1,054 grievance arbitration hearings were scheduled; 913 grievance arbitration cases were closed and 100 awards were issued.

By law, public employees may not strike. Instead, procedures are in place for arriving at a new contract, without resort to job action. The State Board of Mediation and Arbitration has considerable responsibilities in this process.

Municipal Interest Arbitration: This entire procedure is fixed by statute with a series of mandatory time limits. The panels of arbitrators are not necessarily members of the board. The procedure results in a final and binding arbitration award (contract) in resolution of municipal contract impasses.

State Employees Arbitration: State employee bargaining units are eligible for mandatory interest arbitration. Whenever an impasse occurs, the parties can jointly, or singly, initiate arbitration by filing with the State Board of Mediation and Arbitration.

In FY 2010, expiration notices on 217 private sector contracts were received and the board imposed/scheduled binding arbitration on 337 municipal contracts under Sec. 7-473c, CGS and five state contracts under Sec. 5-267a, CGS. A total of 785 requests were received for mediation.

The function of the **Board of Labor Relations** is to ensure that employers and employee organizations abide by the statutory requirements for collective bargaining for public sector employees and a small number of private sector employees in Connecticut. The Board of Labor Relations administers portions of four statutes setting forth the requirements of the collective bargaining process. In FY 2010, 652 cases were filed and the board held 89 days of hearings and issued 82 decisions.

Program Measure	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Labor Relations-Cases filed	652	660	660	660
Labor Relations-Unfair labor and prohibited practice	583	590	590	590
Labor Relations-Petitions for representations	69	70	70	70
Labor Relations-Percent of Cases settled without formal hearings (%)	90	90	90	90
Labor Relations-Formal hearings (days of evidentiary hearings)	89	85	80	80
Labor Relations-Decisions issued	82	80	75	75
Labor Relations-Cases pending end of fiscal year	324	350	350	360
Med & Arb-Total cases filed	1,592	1,994	1,780	1,830
Med & Arb-Mediation cases			0	0
Mediation Cases	485	929	875	910
Grievances Filed	807	1,065	905	920
Med & Arb-Grievance Arbitration closed	890	1,078	950	970
Med & Arb-Grievance Arbitration cases			0	0
Filing fees collected (\$)	40,450	50,750	43,175	43,700
Filing fees not collected (\$)	2,400	2,900	2,050	2,300
Med & Arb-Interest Arbitration cases			0	0
Municipal Contracts	337	280	398	355
State Contracts	0	5	5	5

Personnel Summary

Permanent Full-Time Positions	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
General Fund	19	2	0	21	21	21	21	21

Financial Summary

(Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
Personal Services	1,422,720	1,604,250	1,730,522	1,680,053	1,702,074	1,580,794	1,532,420	1,552,529
Other Expenses	550,236	324,292	582,415	600,245	584,617	592,705	618,919	581,425

Capital Outlay

Equipment	0	0	5,377	3,142	0	0	0	0
TOTAL-General Fund	1,972,956	1,928,542	2,318,314	2,283,440	2,286,691	2,173,499	2,151,339	2,133,954

Additional Funds Available

Bond Funds	7,013	17,202	0	0	0	0	0	0
TOTAL - All Funds	1,979,969	1,945,744	2,318,314	2,283,440	2,286,691	2,173,499	2,151,339	2,133,954
Maintaining the Collective Bargaining								

MANAGEMENT SERVICES

Statutory Reference

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

Statement of Need and Program Objectives

To ensure that the department delivers necessary services to the public in an integrated and efficient manner and to set policy and manage the department's financial, human and information resources.

Program Description

The Office of the Commissioner provides overall management of activities and policy direction to ensure that all DOL programs meet the needs of both employees and employers. The office works closely with the Office for Workforce Competitiveness, Workforce Investment Boards, other state agencies and community-based organizations to promote effective workforce development strategies in the CTWorks system.

The **Office of Program Policy** is responsible for: facilitating the development of agency policy which is legally sound and promotes the department's mission; overseeing the promulgation and adoption of regulations under the Uniform Administrative Procedure

Act and providing legal counsel to the executive administration and to all divisions.

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

Other units within this program include *Human Resources*, responsible for overseeing personnel matters for over 845 employees; the *Office of Diversity and Equity Programs*, charged with overseeing affirmative action and equal employment opportunity; and *Information Technology (IT)*, which oversees the IT infrastructure and applications systems. The *Communications Unit*, *Business Management* and *Facilities Management* are also included in this program. These units oversee media and public relations, the agency's fiscal responsibilities and facilities project management, respectively.

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
General Fund	17	0	0	17	17	18	17	18
Employment Security Admin Fund	76	0	4	80	80	80	80	80
<i>Other Positions Equated to Full Time</i>								
			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Employment Security Admin Fund			3	3	3	3	3	3

Financial Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
(Net of Reimbursements)								
Personal Services	1,384,054	1,459,567	1,571,171	1,525,349	1,545,342	1,545,755	1,498,453	1,518,116
Other Expenses	99,692	94,022	96,544	99,500	96,909	99,550	103,953	97,655

Capital Outlay

Equipment	0	1	37,420	21,868	0	33,785	29,885	0
TOTAL-General Fund	1,483,746	1,553,590	1,705,135	1,646,717	1,642,251	1,679,090	1,632,291	1,615,771

Additional Funds Available

Employment Security Admin Fund	10,072,610	12,339,792	14,352,194	14,352,194	14,352,194	13,860,738	13,860,738	13,860,738
Bond Funds	2,950	13,849	0	0	0	0	0	0
TOTAL - All Funds	11,559,306	13,907,231	16,057,329	15,998,911	15,994,445	15,539,828	15,493,029	15,476,509

Agency Management Services

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Personal Services</i>						
Permanent Fulltime Positions	7,121,894	7,764,259	8,521,743	8,637,101	8,258,091	8,369,176
Other Positions	88,521	28,206	34,921	36,357	35,835	36,595
Other	125,164	325,546	508,453	242,378	438,330	170,090
Overtime	232	232	246	500	246	500
TOTAL-Personal Services Gross	7,335,811	8,118,243	9,065,363	8,916,336	8,732,502	8,576,361
Less Reimbursements						
Less Turnover	0	0	-173,446	-325,000	-197,158	-325,000
TOTAL-Personal Services Net	7,335,811	8,118,243	8,891,917	8,591,336	8,535,344	8,251,361
<i>Other Expenses-Contractual Services</i>						
Dues and Subscriptions	5,038	4,589	4,704	4,459	4,850	4,459
Utility Services	1,202	902	918	876	935	876
Rentals, Storage and Leasing	23,288	22,344	22,903	21,708	23,612	21,708
Telecommunication Services	23,722	22,652	23,217	22,009	23,936	22,009
General Repairs	3,999	3,221	3,301	3,130	3,404	3,130
Motor Vehicle Expenses	86,880	84,695	86,812	82,286	89,503	82,286
Fees for Outside Professional Services	4,983	4,430	4,541	4,304	4,682	4,304
Fees for Non-Professional Services	66,334	59,050	60,526	57,359	62,404	57,359
DP Services, Rentals and Maintenance	60,742	59,416	60,902	57,726	62,791	57,726
Postage	41,958	36,680	37,597	35,636	38,762	35,636
Travel	117,136	115,188	118,069	111,912	121,729	111,912
Other Contractual Services	465,005	251,993	508,293	538,238	516,300	538,238
Printing & Binding	6,304	6,014	6,165	5,843	6,355	5,843
<i>Other Expenses-Commodities</i>						
Agriculture, Horticulture, Dairy & Food	582	436	443	424	450	424
Books	4,019	3,435	3,520	3,337	3,629	3,337
Clothing and Personal Supplies	173	130	133	126	137	126
Maintenance and Motor Vehicle Supplies	19,371	14,538	15,433	14,109	15,957	14,109
Medical Supplies	35	26	27	25	28	25
Office Supplies	42,906	41,062	42,087	39,894	43,393	39,894
Refunds of Expenditures Not Otherwise Classified	49	37	38	36	39	36
<i>Other Expenses-Sundry</i>						
Sundry - Other Items	1,215	912	912	886	912	886
TOTAL-Other Expenses Gross	974,941	731,750	1,000,541	1,004,323	1,023,808	1,004,323
Less Reimbursements						
TOTAL-Other Expenses Net	974,941	731,750	1,000,541	1,004,323	1,023,808	1,004,323
<i>Other Current Expenses</i>						
Workforce Investment Act	23,333,200	28,619,579	28,619,579	28,619,579	29,267,860	28,619,579
Connecticut's Youth Employment Program	1,396,927	3,500,000	3,587,500	3,500,000	3,698,712	3,500,000
Jobs First Employment Services	16,912,693	17,557,963	18,108,079	17,741,841	18,510,424	17,657,471
Opportunity Industrial Centers	475,000	500,000	512,500	0	528,387	0
Individual Development Accounts	95,000	95,000	97,375	95,000	100,394	95,000
STRIDE	223,696	770,000	789,250	0	813,717	0
Apprenticeship Program	500,000	500,000	609,555	0	584,656	0
Connecticut Career Resource Network	85,893	150,363	164,827	164,883	158,461	157,880
21st Century Jobs	414,442	450,000	463,293	0	470,280	0
Incumbent Worker Training	396,371	450,000	461,250	0	475,549	0
STRIVE	256,000	270,000	276,750	0	285,329	0
WIA - ARRA	17,485,437	0	0	0	0	0
TOTAL-Other Current Expenses	61,574,659	52,862,905	53,689,958	50,121,303	54,893,769	50,029,930

AGENCY FINANCIAL SUMMARY - BANKING FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Other Current Expenses</i>						
Customized Services	473,518	500,000	512,500	500,000	528,387	500,000
TOTAL-Other Current Expenses	473,518	500,000	512,500	500,000	528,387	500,000

AGENCY FINANCIAL SUMMARY - WORKERS' COMPENSATION FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Other Current Expenses</i>						
Occupational Health Clinics	599,304	674,587	699,046	684,596	715,582	682,731
TOTAL-Other Current Expenses	599,304	674,587	699,046	684,596	715,582	682,731

<i>Character & Major Object Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	7,335,811	8,118,243	8,891,917	8,475,978	8,591,336	8,535,344	8,140,276	8,251,361
Other Expenses Net	974,941	731,750	1,000,541	1,031,172	1,004,323	1,023,808	1,069,088	1,004,323
Capital Outlay	0	1	121,495	71,000	1	74,613	66,000	1
Other Current Expenses	61,574,659	52,862,905	53,689,958	53,719,660	50,121,303	54,893,769	54,275,198	50,029,930
TOTAL-General Fund Net	69,885,411	61,712,899	63,703,911	63,297,810	59,716,963	64,527,534	63,550,562	59,285,615
Other Current Expenses	473,518	500,000	512,500	512,500	500,000	528,387	528,388	500,000
TOTAL-Banking Fund Net	473,518	500,000	512,500	512,500	500,000	528,387	528,388	500,000
Other Current Expenses	599,304	674,587	699,046	710,055	684,596	715,582	733,561	682,731
TOTAL-Workers' Compensation Fund Net	599,304	674,587	699,046	710,055	684,596	715,582	733,561	682,731
<i>Additional Funds Available</i>								
Employment Security Admin Fund	95,133,875	124,536,716	128,900,760	128,900,760	128,900,760	132,238,686	132,238,686	132,238,686
Federal and Other Activities	4,328	12,710,693	15,000	15,000	15,000	18,000	18,000	18,000
Special Funds, Non-Appropriated	153,084	182,022	185,323	185,323	185,323	187,503	187,503	187,503
Bond Funds	19,357	505,090	300,000	300,000	300,000	300,000	300,000	300,000
Private Funds	1,180,349	1,176,127	1,277,951	1,277,951	1,277,951	1,276,896	1,276,896	1,276,896
TOTAL-All Funds Net	167,449,226	201,998,134	195,594,491	195,199,399	191,580,593	199,792,588	198,833,596	194,489,431

OFFICE OF THE VICTIM ADVOCATE

AGENCY DESCRIPTION

The Office of the Victim Advocate (OVA) was established in 1998 as an independent agency to protect the legal rights of crime victims in

Connecticut and to advance policies that promote the fair and just treatment of crime victims.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	2011-2012	2012-2013
• Fund Equipment Through CEPF	-1,399	-699
• Remove or Limit Inflation	-994	-2,257
• Eliminate Funding for Vacant Position	-50,585	-50,585

AGENCY PROGRAMS

Personnel Summary

Permanent Full-Time Positions	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	3	1	0	4	4	3	4	3
			2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
<i>Other Positions Equated to Full Time</i>			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund			1	1	1	1	1	1

Agency Programs by Total Funds (Net of Reimbursements)

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Advocacy for Victims	309,143	332,394	404,223	389,571	336,593	395,299	381,147	327,606
TOTAL Agency Programs - All Funds Gross	309,143	332,394	404,223	389,571	336,593	395,299	381,147	327,606
Less Turnover								
TOTAL Agency Programs - All Funds Net	309,143	332,394	404,223	389,571	336,593	395,299	381,147	327,606
<i>Summary of Funding</i>								
General Fund Net	309,143	332,394	404,223	389,571	336,593	395,299	381,147	327,606
TOTAL Agency Programs - All Funds Net	309,143	332,394	404,223	389,571	336,593	395,299	381,147	327,606

ADVOCACY FOR VICTIMS

Statutory Reference

C.G.S. Sections 46a-13b, et seq.

Statement of Need or Program Objective

The agency provides oversight and advocacy when it has been determined the criminal justice or victim service delivery systems failed crime victims and witnesses, works to promote the fair and just treatment of crime victims/witnesses throughout the criminal justice process and helps ensure that the voices of crime victims play

a central role in Connecticut's response to violence and those victimized by crime.

Program Description

The agency protects and promotes the rights of crime victims through individual case advocacy; engages in multi-agency efforts to further the constitutional rights of crime victims and advocates for systemic reforms regarding victims' rights and services, legal action, public education and outreach and legislative advocacy.

Personnel Summary

Permanent Full-Time Positions	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	3	1	0	4	4	3	4	3
			2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
<i>Other Positions Equated to Full Time</i>			<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund			1	1	1	1	1	1

Financial Summary	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	283,007	292,641	361,077	361,077	310,492	352,088	352,090	301,505
Other Expenses	26,136	39,752	40,746	27,094	26,100	42,011	28,357	26,100
<u>Capital Outlay</u>								
Equipment	0	1	2,400	1,400	1	1,200	700	1
TOTAL-General Fund	309,143	332,394	404,223	389,571	336,593	395,299	381,147	327,606
Advocacy for Victims								

AGENCY FINANCIAL SUMMARY - GENERAL FUND

Current Expenses by Minor Object	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	252,560	261,576	328,149	282,177	319,520	273,616
Other Positions	27,172	30,097	31,960	27,483	31,600	27,060
Other	3,275	968	968	832	968	829
TOTAL-Personal Services Gross	283,007	292,641	361,077	310,492	352,088	301,505
Less Reimbursements						
Less Turnover						
TOTAL-Personal Services Net	283,007	292,641	361,077	310,492	352,088	301,505
<u>Other Expenses-Contractual Services</u>						
Dues and Subscriptions	298	453	465	298	480	298
Rentals, Storage and Leasing	5,108	7,769	7,963	5,101	8,210	5,101
Telecommunication Services	1,426	2,169	2,223	1,424	2,292	1,424
General Repairs	278	423	434	278	447	278
Fees for Non-Professional Services	10,714	16,296	16,703	10,700	17,221	10,698
Postage	341	519	532	340	549	341
Travel	5,229	7,952	8,151	5,221	8,404	5,222
Other Contractual Services	2,000	3,042	3,118	1,997	3,215	1,997
<u>Other Expenses-Commodities</u>						
Office Supplies	742	1,129	1,157	741	1,193	741
TOTAL-Other Expenses Gross	26,136	39,752	40,746	26,100	42,011	26,100
Less Reimbursements						
TOTAL-Other Expenses Net	26,136	39,752	40,746	26,100	42,011	26,100

Character & Major Object Summary	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	283,007	292,641	361,077	361,077	310,492	352,088	352,090	301,505
Other Expenses Net	26,136	39,752	40,746	27,094	26,100	42,011	28,357	26,100
Capital Outlay	0	1	2,400	1,400	1	1,200	700	1
TOTAL-General Fund Net	309,143	332,394	404,223	389,571	336,593	395,299	381,147	327,606

COMMISSION ON HUMAN RIGHTS & OPPORTUNITIES

AGENCY DESCRIPTION

The mission of the Connecticut Commission on Human Rights and Opportunities (CHRO) is to eliminate discrimination through civil and human rights law enforcement and to establish equal opportunity

and justice for all persons within the state through advocacy and education.

RECOMMENDED SIGNIFICANT CHANGES

	2011-2012	2012-2013
Reductions to Current Services		
• Fund Equipment Through CEPF	-27,968	-22,814
• Remove or Limit Inflation	-12,449	-28,104
• Remove Funding for Vacant Positions	-35,602	-25,019
Reallocations or Transfers		
• Restructure State Government	-218,827	-217,472
<i>Transfer the state agency affirmative action program to the Department of Administrative Services.</i>		

AGENCY PROGRAMS

Personnel Summary	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Permanent Full-Time Positions								
General Fund	75	5	0	80	80	75	80	75
Agency Programs by Total Funds	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Equal Opportunity Assurance	6,042,127	6,565,733	7,133,808	6,849,030	6,554,184	6,938,297	6,657,195	6,363,786
TOTAL Agency Programs - All Funds Gross	6,042,127	6,565,733	7,133,808	6,849,030	6,554,184	6,938,297	6,657,195	6,363,786
Less Turnover	0	0	0	-330,700	-330,700	0	-330,700	-330,700
TOTAL Agency Programs - All Funds Net	6,042,127	6,565,733	7,133,808	6,518,330	6,223,484	6,938,297	6,326,495	6,033,086
Summary of Funding								
General Fund Net	5,995,579	6,521,872	7,088,808	6,473,330	6,178,484	6,888,297	6,276,495	5,983,086
Federal and Other Activities	46,548	43,861	45,000	45,000	45,000	50,000	50,000	50,000
TOTAL Agency Programs - All Funds Net	6,042,127	6,565,733	7,133,808	6,518,330	6,223,484	6,938,297	6,326,495	6,033,086

EQUAL OPPORTUNITY ASSURANCE

Statutory Reference

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

Statement of Program Objectives

To prohibit discrimination in employment, credit transactions, housing and other public accommodations on the basis of race, religious creed, national origin, ancestry, sex, age, marital status, mental retardation, learning disability, physical disability, history of mental disorder (employment), mental disability (housing and public accommodations), lawful source of income (housing and public accommodations), familial status (housing) and sexual orientation (excludes affirmative action).

Program Description

The CHRO receives, investigates, conciliates and processes individual complaints alleging discriminatory practices. CHRO may also initiate complaints in the public interest. It also monitors and enforces compliance with laws requiring affirmative action in state employment and laws requiring contractors and subcontractors doing business with the state to make every effort to implement affirmative action in their employment practices.

CHRO serves as an advocate for civil rights in Connecticut and as a source of education for the public about human rights issues and the services provided by the agency.

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

Outcome Measure

The agency has a goal of maintaining a ratio of cases filed to cases closed of 100% or less.

Ratio of Cases Filed to Cases Closed	
FY 2008	108.7%
FY 2009	105.8%
FY 2010	89.3%
Projected Ratio of Cases Filed to Cases Closed	
FY 2011	100.0%
FY 2012	100.0%
FY 2013	100.0%

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	75	5	0	80	80	75	80	75
 <i>Financial Summary</i>								
(Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	5,668,967	5,933,088	6,536,339	6,353,071	6,098,642	6,325,027	6,145,735	5,903,244
Other Expenses	321,565	582,133	517,850	416,174	403,891	533,805	431,618	403,891
<u>Capital Outlay</u>								
Equipment	0	1	27,969	27,969	1	22,815	22,815	1
<u>Other Current Expenses</u>								
Martin Luther King, Jr. Commission	5,047	6,650	6,650	6,816	6,650	6,650	7,027	6,650
TOTAL-General Fund	5,995,579	6,521,872	7,088,808	6,804,030	6,509,184	6,888,297	6,607,195	6,313,786
<u>Additional Funds Available</u>								
Federal Contributions								
14401 Fair Housing Assist Pgm-State & Local	37,954	40,000	45,000	45,000	45,000	50,000	50,000	50,000
30002 Employment Discrimination State & Local	8,594	3,861	0	0	0	0	0	0
TOTAL - All Funds	6,042,127	6,565,733	7,133,808	6,849,030	6,554,184	6,938,297	6,657,195	6,363,786
Equal Opportunity Assurance								

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	5,528,304	5,789,422	6,370,815	5,933,118	6,189,769	5,770,798
Other Positions	73,873	75,450	80,354	80,354	83,166	80,354
Other	66,282	68,216	85,170	85,170	52,092	52,092
Overtime	508	0	0	0	0	0
TOTAL-Personal Services Gross	5,668,967	5,933,088	6,536,339	6,098,642	6,325,027	5,903,244
Less Reimbursements						
Less Turnover	0	0	0	-330,700	0	-330,700
TOTAL-Personal Services Net	5,668,967	5,933,088	6,536,339	5,767,942	6,325,027	5,572,544
<u>Other Expenses-Contractual Services</u>						
Dues and Subscriptions	652	836	857	701	884	701
Utility Services	6,347	11,490	12,053	9,594	12,571	9,594
Rentals, Storage and Leasing	97,913	110,977	113,752	93,085	117,279	93,085
Telecommunication Services	51,660	90,520	95,859	75,926	98,831	75,926
General Repairs	1,463	12,649	12,965	10,609	13,367	10,609
Motor Vehicle Expenses	0	3,000	6,000	2,516	6,200	2,516
Fees for Outside Professional Services	2,500	3,062	3,139	2,568	3,236	2,568
Fees for Non-Professional Services	63,194	169,279	78,394	57,642	80,632	57,642
DP Services, Rentals and Maintenance	32,697	59,192	70,672	49,649	72,809	49,649
Postage	34,014	66,654	68,320	55,907	70,437	55,907
Other Contractual Services	4,639	5,271	5,401	4,421	5,568	4,421
Advertising	1,884	3,411	3,496	2,861	3,604	2,861
Printing & Binding	1,457	2,638	2,704	2,213	2,788	2,213
<u>Other Expenses-Commodities</u>						
Books	756	1,369	1,403	1,148	1,446	1,148
Maintenance and Motor Vehicle Supplies	229	414	439	345	455	345
Office Supplies	21,945	40,982	42,007	34,378	43,309	34,378
<u>Other Expenses-Sundry</u>						
Sundry - Other Items	215	389	389	328	389	328
TOTAL-Other Expenses Gross	321,565	582,133	517,850	403,891	533,805	403,891
Less Reimbursements						
TOTAL-Other Expenses Net	321,565	582,133	517,850	403,891	533,805	403,891

Budget-in-Detail

Other Current Expenses

Martin Luther King, Jr. Commission	5,047	6,650	6,650	6,650	6,650	6,650	6,650
TOTAL-Other Current Expenses	<u>5,047</u>	<u>6,650</u>	<u>6,650</u>	<u>6,650</u>	<u>6,650</u>	<u>6,650</u>	<u>6,650</u>

Character & Major Object Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	5,668,967	5,933,088	6,536,339	6,022,371	5,767,942	6,325,027	5,815,035	5,572,544
Other Expenses Net	321,565	582,133	517,850	416,174	403,891	533,805	431,618	403,891
Capital Outlay	0	1	27,969	27,969	1	22,815	22,815	1
Other Current Expenses	5,047	6,650	6,650	6,816	6,650	6,650	7,027	6,650
TOTAL-General Fund Net	<u>5,995,579</u>	<u>6,521,872</u>	<u>7,088,808</u>	<u>6,473,330</u>	<u>6,178,484</u>	<u>6,888,297</u>	<u>6,276,495</u>	<u>5,983,086</u>
<u>Additional Funds Available</u>								
Federal and Other Activities	46,548	43,861	45,000	45,000	45,000	50,000	50,000	50,000
TOTAL-All Funds Net	<u>6,042,127</u>	<u>6,565,733</u>	<u>7,133,808</u>	<u>6,518,330</u>	<u>6,223,484</u>	<u>6,938,297</u>	<u>6,326,495</u>	<u>6,033,086</u>



OFFICE OF PROTECTION AND ADVOCACY FOR PERSONS WITH DISABILITIES

AGENCY DESCRIPTION

The primary purpose of the Office of Protection and Advocacy for Persons with Disabilities (OPA) is to protect the civil and human rights of people who have disabilities in Connecticut.

In fulfillment of various state and federal statutory requirements, OPA operates advocacy and investigation programs for people with all types of disabilities. Specific mandates include investigation of allegations of abuse and neglect of mentally retarded adults, review of accessibility-related building code waiver requests, and operation of advocacy programs for adults and children with psychiatric, developmental, physical, cognitive and sensory disabilities. In addition, the agency provides information and referral services, public education and training, technical assistance and support to community advocacy groups, and organization and leadership on selected disability issues.

OPA is organized into two operating divisions which are supported by a small administrative unit which also provides support and training to local advocacy groups. The operating divisions are defined

primarily by function: Case Services, which includes all advocacy, information and referral and legal service functions; and Abuse Investigation, which investigates allegations of abuse and neglect with respect to adults with mental retardation).

Outcome Measure:

	FY2010	FY2011	FY2011	FY2011
Agency Response to Requests for Assistance:				
People with disabilities (or their families) who receive advocacy through organizations that receive training, technical assistance and/or funding from agency.	1,000	1,000	1,000	1,000
In Response to Allegations of Abuse and Neglect				
Percentage of direct investigations completed within 90 days	70%	85%	85%	85%

AGENCY PROGRAM INDEX

Advocacy for Persons with Disabilities	212
Abuse Investigation	213

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services	2011-2012	2012-2013
• Fund Equipment Through CEPF	-16,399	-12,899
• Remove or Limit Inflation	-9,013	-17,716
• Reduce Positions Not Deemed Critical to Core Mission <i>Four positions and related funding are removed for activities not critical to the agency's core mission.</i>	-276,429	-276,429
• Reduce Funding for Legal Contracts to FY 2010 Levels	-38,403	-38,403

AGENCY PROGRAMS

Personnel Summary	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	32	1	0	33	33	29	33	29
Federal Contributions	13	1	0	14	14	14	14	14
Agency Programs by Total Funds (Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Advocacy for Persons with Disabilities	2,896,095	3,263,196	3,500,154	3,443,685	3,126,641	3,487,056	3,416,925	3,097,830
Abuse Investigation	868,864	940,582	1,049,449	1,019,840	996,640	1,026,727	989,585	963,233
TOTAL Agency Programs - All Funds Gross	3,764,959	4,203,778	4,549,603	4,463,525	4,123,281	4,513,783	4,406,510	4,061,063
Less Turnover								
TOTAL Agency Programs - All Funds Net	3,764,959	4,203,778	4,549,603	4,463,525	4,123,281	4,513,783	4,406,510	4,061,063
Summary of Funding								
General Fund Net	2,483,919	2,667,449	2,977,957	2,891,879	2,551,635	2,905,967	2,798,694	2,453,247
Federal and Other Activities	1,281,040	1,536,329	1,571,646	1,571,646	1,571,646	1,607,816	1,607,816	1,607,816
TOTAL Agency Programs - All Funds Net	3,764,959	4,203,778	4,549,603	4,463,525	4,123,281	4,513,783	4,406,510	4,061,063

ADVOCACY FOR PERSONS WITH DISABILITIES

Statutory Reference

C.G.S. Sections 46a-7 through 46a-13a (as amended by P.A. 03-88 and 04-12); Sec. 45a-694; Sec. 29-200(b); Sec. 29-269(b); Sec. 9-168d.

Statement of Need and Program Objectives

To protect civil rights and challenge barriers that limit participation and contribution by people with disabilities in the civic and economic lives of Connecticut communities.

To increase the degree to which services provided to people with disabilities are relevant to their needs, respectful of their individual rights, competent to ensure their safety and supportive of their membership in their families, neighborhoods and communities.

To expand and strengthen the disability advocacy base in Connecticut, with special emphasis on traditionally under-served racial and ethnic minority groups.

Program Description

The Advocacy Program of the Office of Protection and Advocacy for Persons with Disabilities (OPA) provides an array of responses to people who are referred or who seek assistance from the agency. OPA is Connecticut's designated protection and advocacy program,

as required by federal law. Most callers (approximately 7,000 per year) receive assistance in the form of information, consultation and short-term troubleshooting about the specific question or problem prompting their inquiry. Priorities for service delivery are developed on a biennial basis in collaboration with the 15 member volunteer advisory board, and are updated annually as required by federal law. The priority-setting process involves biennial public forums, analysis of needs reflected in case experience and input from the agency's Advisory Board. Clients with disabilities, whose civil rights issues fall within specific program mandates and whose situations meet priority criteria, receive more extensive advocacy services. OPA also devotes some of its resources to educating, organizing and supporting community advocacy groups. Staff members from all program areas provide training to service providers and disability interest groups. Community development staff provide technical assistance and limited resource support to local citizen advocacy programs and parent and self-advocacy organizations and pursue outreach efforts in minority communities. To better ensure statewide presence, OPA subcontracts some of its functions with advocacy agencies in Bridgeport, Danbury, New Haven and Colchester.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Timeliness of initial response to consumer requests: Individuals who receive information and referral services within two business days of initial contact.	85%	95%	0	0
People with disabilities (or their families) who receive advocacy through organizations that receive training, technical assistance, and/or funding from agency	1,000	1,000	0	0

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	21	0	0	21	21	17	21	17
Federal Contributions	13	1	0	14	14	14	14	14

Financial Summary

(Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,490,591	1,501,455	1,676,719	1,676,850	1,417,125	1,623,776	1,611,868	1,352,143
Other Expenses	125,198	225,411	231,139	178,789	137,869	238,314	184,341	137,870

Capital Outlay

Equipment	0	1	20,650	16,400	1	17,150	12,900	1
TOTAL-General Fund	1,615,789	1,726,867	1,928,508	1,872,039	1,554,995	1,879,240	1,809,109	1,490,014

Additional Funds Available**Federal Contributions**

	7,011	4,594	4,762	4,762	4,762	4,930	4,930	4,930
84128 Rehabilitation Services Service Project	120,069	105,867	105,867	105,867	105,867	105,867	105,867	105,867
84240 Pgm Protection and Advocacy of Individual Rights	165,696	193,898	198,881	198,881	198,881	204,090	204,090	204,090
93234 Traumatic Brain Injury State Demonstration Pgm	66,571	55,873	57,648	57,648	57,648	59,426	59,426	59,426
93618 Voting Access-Individ w/Disabilities	48,736	50,755	52,374	52,374	52,374	53,996	53,996	53,996
93630 Developmental Disabilities Basic Support	628,521	900,299	919,865	919,865	919,865	939,997	939,997	939,997
93667 Social Services Block Grant	121,184	118,641	122,609	122,609	122,609	126,627	126,627	126,627
96008 Soc Sec Benefits Planning, Assistance	122,518	106,402	109,640	109,640	109,640	112,883	112,883	112,883
TOTAL - All Funds	2,896,095	3,263,196	3,500,154	3,443,685	3,126,641	3,487,056	3,416,925	3,097,830

Advocacy for Persons with Disabilities

ABUSE INVESTIGATION

Statutory Reference

C.G.S. Sections 46a-11b through 46a-11g, as amended by P.A.03-146 and P.A.04-12.

Statement of Need and Program Objectives

To ensure that allegations of abuse and neglect arising within systems of service for adults with mental retardation are reported, investigated and responded to appropriately.

To ensure the adequacy of investigations of allegations of abuse and neglect of adults with mental retardation that arise within human service programs, and to conduct such investigations into allegations that arise outside the scope of formal service systems.

To ensure that protective services are implemented when necessary to assure the safety of an adult with mental retardation.

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

Program Description

The Abuse Investigation Unit receives reports of suspected abuse and neglect of persons with mental retardation between the ages of 18 and 59 and either directly investigates those allegations or ensures that an agency that is otherwise responsible for conducting an investigation does so in a timely, competent manner. Recently enacted legislation also requires the unit to investigate deaths of DDS clients when it is suspected that abuse or neglect may have contributed to that death. Most reports of suspected abuse or neglect are made by professionals or service providers who are statutorily mandated to report such cases. Service providers are required to cooperate with OPA investigations and the agency may subpoena relevant records. When an investigation concludes that protective services are warranted to ensure the safety of a person with mental retardation, investigative staff requests that the Department of Developmental Services develop a protective services plan. If protective services are immediately necessary to protect the health or safety of a victim of alleged abuse or neglect, they must be provided pending completion of the investigation.

Program Measure	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
In response to allegations of Abuse and Neglect: Percentage of direct investigations completed within 90 days	85%	85%	0	0

Personnel Summary

As of 06/30/2010	2010-2011		2010-2011	2011-2012	2011-2012	2012-2013	2012-2013	
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
Permanent Full-Time Positions								
General Fund	11	1	0	12	12	12	12	12

Financial Summary

(Net of Reimbursements)	2009-2010 Actual	2010-2011 Estimated	2011-2012 Requested	Current Services	2011-2012 Recommended	2012-2013 Requested	Current Services	2012-2013 Recommended
Personal Services	796,985	812,819	918,399	918,471	918,471	891,604	885,065	885,065
Other Expenses	71,145	127,763	131,050	101,369	78,169	135,123	104,520	78,168
TOTAL-General Fund	868,130	940,582	1,049,449	1,019,840	996,640	1,026,727	989,585	963,233

Additional Funds Available

Federal Contributions

93234 Traumatic Brain Injury State Demonstration Pgm	734	0	0	0	0	0	0	0
TOTAL - All Funds	868,864	940,582	1,049,449	1,019,840	996,640	1,026,727	989,585	963,233

Abuse Investigation

AGENCY FINANCIAL SUMMARY - GENERAL FUND

Current Expenses by Minor Object	2009-2010 Actual	2010-2011 Estimated	2011-2012 Requested	2011-2012 Recommended	2012-2013 Requested	2012-2013 Recommended
<u>Personal Services</u>						
Permanent Fulltime Positions	2,249,377	2,260,812	2,536,987	2,277,261	2,456,043	2,196,317
Other	36,550	51,834	56,388	56,563	57,599	39,177
Overtime	1,649	1,628	1,743	1,772	1,738	1,714
TOTAL-Personal Services Gross	2,287,576	2,314,274	2,595,118	2,335,596	2,515,380	2,237,208
Less Reimbursements						
Less Turnover						
TOTAL-Personal Services Net	2,287,576	2,314,274	2,595,118	2,335,596	2,515,380	2,237,208
<u>Other Expenses-Contractual Services</u>						
Dues and Subscriptions	3,796	6,817	6,987	6,817	7,204	6,817
Rentals, Storage and Leasing	5,720	10,272	10,529	10,272	10,855	10,272

Budget-in-Detail

Telecommunication Services	21,522	38,649	39,614	30,069	40,842	30,069
Motor Vehicle Expenses	10,057	18,060	18,511	13,545	19,085	13,545
Fees for Outside Professional Services	46,833	84,101	86,203	45,698	88,876	45,698
Fees for Non-Professional Services	71,612	129,186	132,414	47,157	136,520	47,157
DP Services, Rentals and Maintenance	11,551	20,742	21,261	20,742	21,920	20,742
Postage	5,862	10,525	10,791	10,525	11,126	10,525
Travel	5,773	10,367	10,627	8,005	10,956	8,005
Other Contractual Services	2,156	3,872	3,970	3,872	4,093	3,872
Printing & Binding	993	1,783	1,828	1,783	1,885	1,783
<i><u>Other Expenses-Commodities</u></i>						
Books	242	435	446	435	460	435
Maintenance and Motor Vehicle Supplies	3,062	5,499	5,820	4,252	6,017	4,252
Office Supplies	7,164	12,866	13,188	12,866	13,598	12,866
TOTAL-Other Expenses Gross	196,343	353,174	362,189	216,038	373,437	216,038
Less Reimbursements						
TOTAL-Other Expenses Net	196,343	353,174	362,189	216,038	373,437	216,038

Character & Major Object Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	2,287,576	2,314,274	2,595,118	2,595,321	2,335,596	2,515,380	2,496,933	2,237,208
Other Expenses Net	196,343	353,174	362,189	280,158	216,038	373,437	288,861	216,038
Capital Outlay	0	1	20,650	16,400	1	17,150	12,900	1
TOTAL-General Fund Net	2,483,919	2,667,449	2,977,957	2,891,879	2,551,635	2,905,967	2,798,694	2,453,247
<i><u>Additional Funds Available</u></i>								
Federal and Other Activities	1,281,040	1,536,329	1,571,646	1,571,646	1,571,646	1,607,816	1,607,816	1,607,816
TOTAL-All Funds Net	3,764,959	4,203,778	4,549,603	4,463,525	4,123,281	4,513,783	4,406,510	4,061,063

OFFICE OF THE CHILD ADVOCATE

AGENCY DESCRIPTION

The Office of the Child Advocate oversees the protection and care of Connecticut's children and advocates for their well-being.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services	2011-2012	2012-2013
• Remove or Limit Inflation	-2,758	-6,261
• Streamline Activities of the Office of the Child Advocate	-550,557	-536,830

In an effort to reduce state government to provide only essential services, resources of the Child Advocate are reduced, leaving two positions to provide advocacy services for children.

AGENCY PROGRAMS

Personnel Summary	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
<i>Permanent Full-Time Positions</i>	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	7	2	0	9	9	2	9	2

Agency Programs by Total Funds	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Advocacy for Children	772,364	841,500	932,325	889,164	257,649	909,541	867,679	249,288
TOTAL Agency Programs - All Funds Gross	772,364	841,500	932,325	889,164	257,649	909,541	867,679	249,288
Less Turnover	0	0	-78,262	-78,200	0	-75,364	-75,300	0
TOTAL Agency Programs - All Funds Net	772,364	841,500	854,063	810,964	257,649	834,177	792,379	249,288

Summary of Funding	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
General Fund Net	771,329	841,500	854,063	810,964	257,649	834,177	792,379	249,288
Private Funds	1,035	0	0	0	0	0	0	0
TOTAL Agency Programs - All Funds Net	772,364	841,500	854,063	810,964	257,649	834,177	792,379	249,288

ADVOCACY FOR CHILDREN

Statutory Reference

C.G.S. Sections 46a-13k through 46a-13q

Statement of Need and Program Objectives

The mission of the Office of the Child Advocate is to oversee the protection and care of children and to advocate for their well-being and legal rights.

Program Description

The Office of the Child Advocate has authority to:

- Evaluate the delivery of services to children by state agencies and state funded entities.
- Review the procedures of any state department providing services to children with a view toward their rights.
- Review complaints and investigate those where it appears that a child or family may be in need of assistance.
- Review facilities and procedures of any institution or residence where a juvenile has been placed by either the Family Division of Superior Court or the Department of Children and Families.
- Recommend changes in policies and procedures for dealing with juvenile problems and in the systems providing childcare, foster care and treatment to children.
- Review the number of special needs children in any foster care or permanent care facility, and recommends changes in policies and procedures for the placement of such children.
- Serve as a member of the child fatality review panel.

Personnel Summary	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
<i>Permanent Full-Time Positions</i>	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
General Fund	7	2	0	9	9	2	9	2

Financial Summary	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
(Net of Reimbursements)	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	648,880	636,169	722,004	734,300	148,100	699,042	712,637	143,064

Budget-in-Detail

Other Expenses	32,827	110,320	113,078	56,528	11,213	116,581	60,031	11,213
<u>Capital Outlay</u>								
Equipment	0	1	1,908	1	1	1,908	1	1
<u>Other Current Expenses</u>								
Child Fatality Review Panel	89,622	95,010	95,335	98,335	98,335	92,010	95,010	95,010
TOTAL-General Fund	771,329	841,500	932,325	889,164	257,649	909,541	867,679	249,288
<u>Additional Funds Available</u>								
Private Funds	1,035	0	0	0	0	0	0	0
TOTAL - All Funds	772,364	841,500	932,325	889,164	257,649	909,541	867,679	249,288

Advocacy for Children

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<u>Personal Services</u>						
Permanent Fulltime Positions	552,628	518,725	615,597	137,005	594,638	131,931
Other Positions	66,060	70,190	74,605	0	71,907	0
Other	20,544	37,606	22,154	11,095	22,849	11,133
Overtime	9,648	9,648	9,648	0	9,648	0
TOTAL-Personal Services Gross	648,880	636,169	722,004	148,100	699,042	143,064
Less Reimbursements						
Less Turnover	0	0	-78,262	0	-75,364	0
TOTAL-Personal Services Net	648,880	636,169	643,742	148,100	623,678	143,064
<u>Other Expenses-Contractual Services</u>						
Rentals, Storage and Leasing	5,940	10,963	11,237	2,000	11,585	2,000
Telecommunication Services	11,253	37,818	38,764	2,798	39,966	2,798
Motor Vehicle Expenses	111	373	382	100	394	100
Fees for Outside Professional Services	290	9,290	9,522	2,000	9,817	2,000
Fees for Non-Professional Services	8,001	26,889	27,561	2,840	28,414	2,840
Postage	424	1,425	1,460	75	1,505	75
Travel	5,359	18,011	18,462	1,150	19,034	1,150
Other Contractual Services	20	752	771	0	795	0
<u>Other Expenses-Commodities</u>						
Office Supplies	1,429	4,799	4,919	250	5,071	250
TOTAL-Other Expenses Gross	32,827	110,320	113,078	11,213	116,581	11,213
Less Reimbursements						
TOTAL-Other Expenses Net	32,827	110,320	113,078	11,213	116,581	11,213
<u>Other Current Expenses</u>						
Child Fatality Review Panel	89,622	95,010	95,335	98,335	92,010	95,010
TOTAL-Other Current Expenses	89,622	95,010	95,335	98,335	92,010	95,010

Character & Major Object Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	648,880	636,169	643,742	656,100	148,100	623,678	637,337	143,064
Other Expenses Net	32,827	110,320	113,078	56,528	11,213	116,581	60,031	11,213
Capital Outlay	0	1	1,908	1	1	1,908	1	1
Other Current Expenses	89,622	95,010	95,335	98,335	98,335	92,010	95,010	95,010
TOTAL-General Fund Net	771,329	841,500	854,063	810,964	257,649	834,177	792,379	249,288
<u>Additional Funds Available</u>								
Private Funds	1,035	0	0	0	0	0	0	0
TOTAL-All Funds Net	772,364	841,500	854,063	810,964	257,649	834,177	792,379	249,288

WORKERS' COMPENSATION COMMISSION

AGENCY DESCRIPTION

Established in 1913, the core function of the Workers' Compensation Commission is to adjudicate contested workers' compensation claims, control hearing dockets, render decisions, and provide injured workers and employers with the tools necessary to ensure all parties are treated fairly.

The commission has 122 employees throughout the agency's Chairman's Administrative Office, Compensation Review Board, and eight District Offices. The chairman and fifteen trial commissioners are nominated by the Governor and approved by the General Assembly. Disputed workers' compensation claims are resolved through the informal, preformal, and formal hearings processes. At

each level, the trial commissioner strives to resolve disputes consistent with the Workers' Compensation Act and the broad humanitarian purpose the act serves. Decisions from formal hearings (trials) may be appealed by any party to the Compensation Review Board, a panel comprised of the chairman and two trial commissioners.

The commission is funded solely through assessments on employers. Under the provisions of Section 31-345 of the Connecticut General Statutes, employers are assessed annually by the State Treasurer for the amount necessary to cover the commission's administrative expenses.

RECOMMENDED SIGNIFICANT CHANGES

Reductions to Current Services

	2011-2012	2012-2013
• Remove or Limit Inflation	-92,222	-215,082
• Close the Middletown District Office	-1,371,479	-1,324,495
• Eliminate Funding for the Rehabilitation Services Program	-2,126,489	-2,110,420
• Reduce Information Technology Consultant Services	-134,711	-137,545

One position is added so that the agency may eliminate the contract for Information Technology consultants.

AGENCY PROGRAMS

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
Workers' Compensation Fund	123	7	-8	122	122	107	122	107

Agency Programs by Total Funds

(Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Workers' Compensation Administration	18,630,048	21,067,736	21,026,735	21,328,988	17,604,087	21,096,190	21,229,401	17,441,859
TOTAL Agency Programs - All Funds Gross	18,630,048	21,067,736	21,026,735	21,328,988	17,604,087	21,096,190	21,229,401	17,441,859
Less Turnover	0	0	-75,000	-147,445	-147,445	-75,000	-144,077	-144,077
TOTAL Agency Programs - All Funds Net	18,630,048	21,067,736	20,951,735	21,181,543	17,456,642	21,021,190	21,085,324	17,297,782

Summary of Funding

Workers' Compensation Fund Net	18,532,516	20,970,204	20,854,203	21,084,011	17,359,110	20,923,658	20,987,792	17,200,250
Private Funds	97,532	97,532	97,532	97,532	97,532	97,532	97,532	97,532
TOTAL Agency Programs - All Funds Net	18,630,048	21,067,736	20,951,735	21,181,543	17,456,642	21,021,190	21,085,324	17,297,782

WORKERS' COMPENSATION

Statutory Reference

C.G.S. Chapter 568, Sections 31-275 through 31-355.

Statement of Need and Program Objectives

To administer the workers' compensation laws of the State of Connecticut.

To ensure that workers injured on the job receive prompt payment of lost work time benefits and medical expenses.

Program Description

The commission is statutorily mandated to adjudicate and resolve disputes arising from injuries occurring in the workplace. Issues are resolved through hearings, mediation, and negotiation.

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

Rehabilitation Services offers employment retraining to permanently injured workers who are unable to return to their former employment.

Education Services provides information to employers, employees, and the general public.

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

Budget-in-Detail

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

Statistical Division compiles data on trends and levels of activity associated with the workers' compensation process and serves as the repository for documentation of workers' compensation insurance coverage.

Self-Insurance applications from employers are reviewed for eligibility based on fiscal solvency, loss history, and exposure.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Injuries Reported	64,961	65,000	65,000	65,000
Fatal Injuries	40	35	35	35
Informal Hearings	50,225	51,000	51,000	51,000
Pre-Formal Hearings	10,211	10,500	10,500	10,500
Formal Hearings	1,203	1,500	1,500	1,500
Stipulations Approved	6,929	7,000	7,000	7,000
Voluntary Agreements	21,532	22,000	22,000	22,000
Awards	1,395	1,400	1,400	1,400
Appeals to Compensation Review Board	95	100	100	100
Compensation Review Board Dispositions	106	110	110	110
Information Requests	64,157	70,000	70,000	70,000
FRI Packets Mailed to Claimants	42,856	45,000	45,000	45,000
Website Visits	825,228	1,000,000	1,000,000	1,000,000
Website Downloads (forms/pubs/news feeds)	226,526	250,000	250,000	250,000
Website Page Views	2,895,005	3,000,000	3,000,000	3,000,000
Fraud Investigations	140	140	140	140

Personnel Summary

<i>Permanent Full-Time Positions</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
Workers' Compensation Fund	123	7	-8	122	122	107	122	107

Financial Summary

<i>(Net of Reimbursements)</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	8,412,335	10,040,000	9,913,680	9,807,153	8,652,384	9,664,099	9,585,564	8,453,851
Other Expenses	2,377,684	2,558,530	2,767,050	2,684,186	2,193,456	2,800,991	2,709,708	2,164,102
<i>Capital Outlay</i>								
Equipment	4,785	87,150	45,500	34,000	17,000	47,400	15,900	15,900
<i>Other Current Expenses</i>								
Rehabilitative Services	1,427,378	1,275,913	1,700,000	1,288,707	0	1,800,000	1,329,541	0
Fringe Benefits	5,414,755	5,805,640	5,557,567	6,472,004	5,698,309	5,711,454	6,516,442	5,735,760
Indirect Overhead	895,579	1,202,971	945,406	945,406	945,406	974,714	974,714	974,714
TOTAL-Workers' Compensation Fund	18,532,516	20,970,204	20,929,203	21,231,456	17,506,555	20,998,658	21,131,869	17,344,327
<i>Additional Funds Available</i>								
Private Funds	97,532	97,532	97,532	97,532	97,532	97,532	97,532	97,532
TOTAL - All Funds	18,630,048	21,067,736	21,026,735	21,328,988	17,604,087	21,096,190	21,229,401	17,441,859

Workers' Compensation Administration

AGENCY FINANCIAL SUMMARY - WORKERS' COMPENSATION FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013		
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>		
<i>Personal Services</i>								
Permanent Fulltime Positions	8,271,535	9,843,330	9,503,081	8,300,131	9,301,560	8,142,118		
Other Positions	38,637	46,113	47,693	40,916	46,163	39,694		
Other	101,941	150,292	361,906	310,479	315,376	271,179		
Overtime	222	265	1,000	858	1,000	860		
TOTAL-Personal Services Gross	8,412,335	10,040,000	9,913,680	8,652,384	9,664,099	8,453,851		
Less Reimbursements								
Less Turnover	0	0	-75,000	-147,445	-75,000	-144,077		
TOTAL-Personal Services Net	8,412,335	10,040,000	9,838,680	8,504,939	9,589,099	8,309,774		
<i>Other Expenses-Contractual Services</i>								
Dues and Subscriptions	2,295	2,469	2,531	2,469	2,609	2,469		
Utility Services	49,246	52,981	55,577	52,981	57,967	52,981		
Rentals, Storage and Leasing	1,357,692	1,461,131	1,497,659	1,263,713	1,544,087	1,296,606		
Telecommunication Services	111,210	119,650	143,831	140,839	126,443	119,650		
General Repairs	29,202	31,419	32,205	31,419	33,204	31,419		
Motor Vehicle Expenses	12,411	13,353	13,687	13,353	14,111	13,353		
Fees for Outside Professional Services	48,284	51,948	53,247	40,548	54,898	40,787		
Fees for Non-Professional Services	17,787	19,137	48,345	58,176	37,662	26,265		
DP Services, Rentals and Maintenance	330,103	355,154	430,389	136,852	433,092	129,988		
Postage	204,956	220,510	226,022	215,510	233,028	220,508		
Travel	85,155	91,618	93,908	91,617	96,819	91,617		
Other Contractual Services	50,874	54,735	56,103	54,735	57,842	54,735		
Printing & Binding	40,803	43,900	44,998	43,900	46,393	43,900		
<i>Other Expenses-Commodities</i>								
Books	7,824	8,418	8,628	8,418	8,895	8,417		
Maintenance and Motor Vehicle Supplies	4,883	5,253	5,576	5,253	5,766	5,255		
Office Supplies	24,919	26,811	39,301	33,630	32,632	26,109		
<i>Other Expenses-Sundry</i>								
Sundry - Other Items	40	43	15,043	43	15,543	43		
TOTAL-Other Expenses Gross	2,377,684	2,558,530	2,767,050	2,193,456	2,800,991	2,164,102		
Less Reimbursements								
TOTAL-Other Expenses Net	2,377,684	2,558,530	2,767,050	2,193,456	2,800,991	2,164,102		
<i>Other Current Expenses</i>								
Rehabilitative Services	1,427,378	1,275,913	1,700,000	0	1,800,000	0		
Fringe Benefits	5,414,755	5,805,640	5,557,567	5,698,309	5,711,454	5,735,760		
Indirect Overhead	895,579	1,202,971	945,406	945,406	974,714	974,714		
TOTAL-Other Current Expenses	7,737,712	8,284,524	8,202,973	6,643,715	8,486,168	6,710,474		
<i>Character & Major Object Summary</i>								
	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	8,412,335	10,040,000	9,838,680	9,659,708	8,504,939	9,589,099	9,441,487	8,309,774
Other Expenses Net	2,377,684	2,558,530	2,767,050	2,684,186	2,193,456	2,800,991	2,709,708	2,164,102
Capital Outlay	4,785	87,150	45,500	34,000	17,000	47,400	15,900	15,900
Other Current Expenses	7,737,712	8,284,524	8,202,973	8,706,117	6,643,715	8,486,168	8,820,697	6,710,474
TOTAL-Workers' Compensation Fund Net	18,532,516	20,970,204	20,854,203	21,084,011	17,359,110	20,923,658	20,987,792	17,200,250
<i>Additional Funds Available</i>								
Private Funds	97,532	97,532	97,532	97,532	97,532	97,532	97,532	97,532
TOTAL-All Funds Net	18,630,048	21,067,736	20,951,735	21,181,543	17,456,642	21,021,190	21,085,324	17,297,782

EMERGENCY MANAGEMENT AND HOMELAND SECURITY

AGENCY DESCRIPTION

The Department of Emergency Management and Homeland Security (DEMHS) directs and coordinates all available resources to protect the life and property of the citizens of Connecticut in the event of a disaster or crisis, through a collaborative program - working with municipal, state and federal agencies, the private sector, and the general public - of prevention, planning, preparedness, response, recovery, and public education.

Energy Conservation Statement

Energy conservation efforts have been followed as directed by the commissioner. This direction included steps to be taken during the summer months to reduce the state's energy consumption including turning off overhead lights if not in use; turning off computers, printers and photocopiers during long periods of non-use; and closing shades and draperies on warm summer days.

The Department of Emergency Management and Homeland Security is recommended for consolidation with the Department of Public Safety in the Governor's budget as part of his proposal to restructure state government.

AGENCY PROGRAM INDEX

Office of the Commissioner	221
Emergency Mgmt/Homeland Security	221

RECOMMENDED SIGNIFICANT CHANGES

	2011-2012	2012-2013
Reductions to Current Services		
• Fund Equipment Through CEPP	-78,744	-71,400
• Remove or Limit Inflation	-17,607	-38,083
• Reduce the Number of Vehicles	-10,498	-10,498
• Use Federal Funds for Various Other Expense Needs	-246,266	-260,197
Reallocations or Transfers		
• Restructure State Government	-3,631,493	-3,540,783
<i>The Department of Emergency Management and Homeland Security is consolidated into the Department of Public Safety.</i>		

AGENCY PROGRAMS

Personnel Summary	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	28	8	-1	35	35	0	35	0
Federal Contributions	12	3	10	24	24	0	24	0
Private Funds	7	0	-1	7	7	0	7	0
Agency Programs by Total Funds (Net of Reimbursements)	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Office of the Commissioner	2,249,705	2,585,332	2,764,672	2,723,615	0	2,633,672	2,591,112	0
Emergency Management/Homeland Security	24,647,030	75,797,570	47,645,573	47,396,237	0	24,927,670	24,725,024	0
TOTAL Agency Programs - All Funds Gross	26,896,735	78,382,902	50,410,245	50,119,852	0	27,561,342	27,316,136	0
Less Turnover	0	0	0	-104,498	0	0	-100,628	0
TOTAL Agency Programs - All Funds Net	26,896,735	78,382,902	50,410,245	50,015,354	0	27,561,342	27,215,508	0
Summary of Funding								
General Fund Net	3,357,141	3,795,022	4,379,499	3,984,608	0	4,266,795	3,920,961	0
Federal and Other Activities	20,942,438	68,421,921	42,472,190	42,472,190	0	19,735,991	19,735,991	0
Private Funds	2,597,156	6,165,959	3,558,556	3,558,556	0	3,558,556	3,558,556	0
TOTAL Agency Programs - All Funds Net	26,896,735	78,382,902	50,410,245	50,015,354	0	27,561,342	27,215,508	0

OFFICE OF THE COMMISSIONER

Statutory Reference

Title 28- C.G.S.

Statement of Need and Program Objectives

The commissioner is responsible for providing a coordinated, integrated program for statewide emergency management and homeland security.

Program Description

In addition to the commissioner, deputy commissioner and two support staff, this office also includes a unit responsible for legislative, public information, and legal affairs.

<i>Program Measure</i>	2009-2010 Actual	2010-2011 Estimated	2011-2012 Projected	2012-2013 Projected
Operations	16	18	18	18
Days EOC Activated	16	18	18	18
Exercises	62	60	65	68
Support of Municipalities	171	171	171	171
No. of Towns Receiving Grants	171	171	171	171
Training Classes	113	100	100	100
Students Trained	3,100	3,200	3,200	3,200
Terrorism Training - No. of students trained	1,055	1,300	1,350	1,400
Assessment of State Facilities	18	18	18	18
Assessment of Municipal Facilities	1	1	1	1
Assessment of Federal Facilities	0	0	0	0
Assessment of Private Facilities	0	0	0	0
Assessment of Maritime Vessels	0	0	0	0
Assessment of Buffer Zone Sites	2	2	2	2
Assessment of Strategic National Stockpile RSS Sites	1	1	1	1
Urban Search and Rescue Training Days	20	24	30	30

Personnel Summary

	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	Filled	Vacant	Change	Total	Requested	Recommended	Requested	Recommended
<i>Permanent Full-Time Positions</i>								
General Fund	19	6	-5	20	20	0	20	0
Federal Contributions	6	0	0	6	6	0	6	0
Private Funds	2	0	0	2	2	0	2	0

Financial Summary

	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	Actual	Estimated	Requested	Services	Recommended	Requested	Services	Recommended
<i>(Net of Reimbursements)</i>								
Personal Services	1,541,811	1,568,913	1,830,378	1,820,834	0	1,778,409	1,767,310	0
Other Expenses	40,934	180,996	185,575	154,062	0	191,125	159,664	0
TOTAL-General Fund	1,582,745	1,749,909	2,015,953	1,974,896	0	1,969,534	1,926,974	0
<i>Additional Funds Available</i>								
Private Funds	186,325	188,160	189,946	189,946	0	191,821	191,821	0
Federal Contributions								
97042 Emergency Management Performance Grant	173,368	178,569	183,920	183,920	0	189,438	189,438	0
97067 Homeland Security Grant Program	258,875	266,641	274,640	274,640	0	282,879	282,879	0
97074 Law Enforcement Terrorism Prevention	42,724	44,006	0	0	0	0	0	0
97110 Severe Loss Repetitive Program	5,668	158,047	100,213	100,213	0	0	0	0
TOTAL - All Funds	2,249,705	2,585,332	2,764,672	2,723,615	0	2,633,672	2,591,112	0
Office of the Commissioner								

EMERGENCY MANAGEMENT AND HOMELAND SECURITY

Statutory Reference

Title 28- C.G.S.

Program Description

EMERGENCY MANAGEMENT DIVISION

The division works to coordinate a comprehensive state disaster response to all hazards, integrated across all disciplines and all levels of government. The division includes the following units: Operations, Radiological Emergency Preparedness, Communications, and Urban Search and Rescue. The division is headed by the State Director of Emergency Management.

OPERATIONS

The Operations Unit works under the Incident Command System of the National Incident Management System (NIMS) and includes the five DEMHS regional offices.

A critical function of the DEMHS Operations Unit, located in Hartford, is the activation and management of the State Emergency Operations Center. The Operations Unit coordinates and oversees:

- Monitoring of emergency situations as they develop and/or threaten communities.
- Disseminating watches, warnings and emergency information to state agencies and municipalities.
- The collection and consolidation of emergency related data and situation reports.
- Assignment of tasks to state agencies and the deployment of state resources in a coordinated state response to support local emergency response operations.
- Requesting and coordinating outside assistance from other states through the Emergency Management Assistance Compact.
- Providing situation analysis and reporting to Federal Emergency Management Agency (FEMA) Region 1, and requesting and coordinating federal assistance through FEMA Region 1.
- Providing situation analysis and reporting to the Governor's Office.

The five regional offices serve as direct points of contact to local jurisdictions to provide:

- Distribution of warning and emergency information to local jurisdictions.
- On-site monitoring of localized emergencies.
- Collection, verification and consolidation of local emergency situation reports and requests for assistance.
- Assistance to local jurisdictions in regional budget development and funding requests.
- Assistance to local governments in requesting training and exercise development assistance.
- Guidance and assistance to local governments in emergency operations plan development, review, and revision.
- Oversight of the development of regional emergency operations plans.
- Coordinate a regional response to ongoing emergency situations.

RADIOLOGICAL EMERGENCY PREPAREDNESS

The Radiological Emergency Preparedness (REP) Unit is responsible for developing and maintaining plans, exercises and training for the State's Radiological Emergency Response Plan (RERP) for Millstone's Nuclear Power Station.

The RERP details the steps that would be taken to protect the public in response to an emergency situation at both Indian Point Nuclear Power Station in New York State and Millstone Nuclear Power Station in Waterford. It also includes information on how state field monitoring teams monitor and take samples of water, vegetation and milk throughout Connecticut in response to a radiological emergency at any nuclear power station. Connecticut's state agencies staffing the field teams are the Departments of Agriculture, Consumer Protection, Environmental Protection and Public Health. This plan is regularly reviewed and exercised with local, state and federal agencies as well as New York and Rhode Island. The REP Unit's preparedness plans and exercises are evaluated by the United

States Department of Homeland Security's Federal Emergency Management Agency and the U.S. Nuclear Regulatory Commission.

COMMUNICATIONS

The Communications unit performs a number of functions designed to enhance and support interoperable communications planning and implementation statewide. The unit also provides direct communications from the State Emergency Operations Center to the five DEMHS regional offices and to every municipality in Connecticut as needed during a significant incident. The unit also was instrumental in the establishment and implementation of the statewide and local Emergency Notification System, to alert some or all Connecticut residents and/or first responders in the event of an emergency.

URBAN SEARCH AND RESCUE

The Connecticut Urban Search and Rescue Team Unit is a civil preparedness force trained to locate, extricate and preserve life in the event of any large-scale structural collapse, regardless of the cause. This year, over forty new members were sworn in as volunteer members of the team, bringing the membership to over 120.

FINANCE AND ADMINISTRATION

The Finance and Administration Division coordinates fiscal management for the department and is responsible for budgeting, grants, accounts payable, accounts receivable, purchasing, inventory and other support functions. In addition to administering the agency's general funds budget, the division also assists in the management of federal grants and nuclear safety emergency program funds, which total approximately \$120 million in FY 2010 (30 times the size of the DEMHS general funds budget), and which support and protect local communities.

TRAINING AND EXERCISE DIVISION

The Training and Exercise Division is responsible for the establishment of training programs and the development, delivery and evaluation of exercises, in accordance with the Homeland Security Exercise and Evaluation Program guidance. This division works collaboratively with local, state, tribal and federal partners to coordinate and conduct training and exercises in accordance with the agency's strategic plan. Training and exercise activities often focus on the needs of local first responders.

DIVISION OF STRATEGIC PLANNING AND GRANT ADMINISTRATION

The division provides strategic and all-hazards planning, program design and development, administration, coordination and financial management for programs to enhance Connecticut's prevention, preparedness, response and recovery capabilities.

The division has been instrumental in increasing state, local and regional capabilities through the administration of grant funds, which for FY 2010 totaled \$120 million. Grant responsibilities have grown since the agency's inception in 2005 from four major programs to twelve as of July 2010.

OFFICE OF COUNTER TERRORISM

The Office of Counter Terrorism works to utilize all resources within state government to develop unified safety and security measures to deter, prevent, mitigate and manage criminal and/or terrorist incidents threatening the quality of life of the citizens of Connecticut.

JOINT TERRORISM TASK FORCE

The Joint Terrorism Task Force (JTTF) is an FBI task force, composed of local, state and federal investigators who are dedicated to combating terrorist activities within the state. The JTTF is divided into two sections, the International Terrorism Section (IT) and the Domestic Terrorism Section (DT). The Office of Counter Terrorism has assigned four troopers to JTTF.

assets, and develops a mitigation strategy designed to improve security at those sites.

CRITICAL INFRASTRUCTURE PROTECTION UNIT

Critical infrastructure sites in Connecticut include those public and private entities (both physical and cyber-based systems) that are essential to maintaining minimal operational capabilities of government, and are necessary to the well being of the economy. The Critical Infrastructure Protection Unit identifies these key assets; assesses their vulnerability; participates in multi-agency deterrence and protection activities in and around high use/highly visible public

CONNECTICUT INTELLIGENCE CENTER UNIT

The Connecticut Intelligence Center (CTIC) is the designated state fusion center, which is comprised of state, local and federal partners (Department of Emergency Management and Homeland Security, Department of Public Safety, Department of Correction, Connecticut National Guard, municipal police, the FBI, Transportation Security Administration, US Coast Guard, the Office of the United States Attorney, and the federal Department of Homeland Security). The CTIC serves to collect, analyze and disseminate sensitive criminal and terrorism related intelligence to all law enforcement agencies in the State of Connecticut, and to disseminate pertinent, vetted information to authorized and appropriate agencies within the first responder and private sectors.

<i>Personnel Summary</i>	As of 06/30/2010		2010-2011	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013
	<u>Filled</u>	<u>Vacant</u>	<u>Change</u>	<u>Total</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>
<i>Permanent Full-Time Positions</i>								
General Fund	9	2	4	15	15	0	15	0
Federal Contributions	6	3	10	18	18	0	18	0
Private Funds	5	0	-1	5	5	0	5	0
 <i>Financial Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
<i>(Net of Reimbursements)</i>	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services	1,565,759	1,595,940	1,761,502	1,651,752	0	1,733,535	1,624,627	0
Other Expenses	208,637	449,172	462,200	383,713	0	477,126	398,587	0
<u><i>Capital Outlay</i></u>								
Equipment	0	1	139,844	78,745	0	86,600	71,401	0
TOTAL-General Fund	1,774,396	2,045,113	2,363,546	2,114,210	0	2,297,261	2,094,615	0
<u><i>Additional Funds Available</i></u>								
Private Funds	2,410,831	5,977,799	3,368,610	3,368,610	0	3,366,735	3,366,735	0
Federal Contributions								
11555 Public Safety Interoperable Communications Grant	6,913,873	4,868,059	1,217,015	1,217,015	0	0	0	0
97001 One-Time Projects	102,792	920,149	0	0	0	0	0	0
97008 Urban Areas Security Initiative	198,750	304,412	498,273	498,273	0	398,281	398,281	0
97036 Public Assistance Grants	186,261	8,119,880	7,617,461	7,617,461	0	0	0	0
97039 Hazard Mitigation Grant	424,837	882,977	547,239	547,239	0	0	0	0
97042 Emergency Management Performance Grant	2,972,508	8,769,961	4,887,935	4,887,935	0	4,529,311	4,529,311	0
97052 Emergency Operations Centers	0	649,049	644,680	644,680	0	546,897	546,897	0
97055 Interoperable Communications Equipment	0	194,769	369,935	369,935	0	530,088	530,088	0
97056 Port Security Grant Program	262,987	7,228,492	4,908,470	4,908,470	0	2,257,341	2,257,341	0
97067 Homeland Security Grant Program	7,407,133	30,040,889	18,744,098	18,744,098	0	10,418,049	10,418,049	0
97074 Law Enforcement Terrorism Prevention	1,708,629	2,629,948	0	0	0	0	0	0
97075 Rail and Transit Security Grant Program	192,315	31,593	0	0	0	0	0	0
97078 Buffer Zone Protection Plan (BZPP)	91,718	857,947	743,388	743,388	0	525,714	525,714	0
97110 Severe Loss Repetitive Program	0	2,276,533	1,734,923	1,734,923	0	57,993	57,993	0
TOTAL - All Funds	24,647,030	75,797,570	47,645,573	47,396,237	0	24,927,670	24,725,024	0
Emergency Mgmt/Homeland Security								

AGENCY FINANCIAL SUMMARY - GENERAL FUND

<i>Current Expenses by Minor Object</i>	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013	2012-2013		
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Recommended</u>	<u>Requested</u>	<u>Recommended</u>		
<i>Personal Services</i>								
Permanent Fulltime Positions	2,959,907	2,457,658	2,884,058	0	2,809,412	0		
Other	84,236	567,991	564,647	0	555,287	0		
Overtime	63,427	139,204	143,175	0	147,245	0		
TOTAL-Personal Services Gross	3,107,570	3,164,853	3,591,880	0	3,511,944	0		
Less Reimbursements								
Less Turnover								
TOTAL-Personal Services Net	3,107,570	3,164,853	3,591,880	0	3,511,944	0		
<i>Other Expenses-Contractual Services</i>								
Dues and Subscriptions	1,600	1,600	1,640	0	1,691	0		
Rentals, Storage and Leasing	16,535	25,628	26,269	0	27,083	0		
Telecommunication Services	58,888	82,608	84,675	0	87,300	0		
General Repairs	62,561	69,350	71,085	0	73,288	0		
Motor Vehicle Expenses	39,400	74,908	76,781	0	79,161	0		
Fees for Outside Professional Services	1,450	46,691	48,713	0	50,740	0		
Fees for Non-Professional Services	48	50	51	0	53	0		
DP Services, Rentals and Maintenance	9,392	12,606	12,923	0	13,324	0		
Postage	3,981	5,490	5,627	0	5,802	0		
Travel	2,397	4,750	4,871	0	5,022	0		
Other Contractual Services	0	750	769	0	793	0		
<i>Other Expenses-Commodities</i>								
Clothing and Personal Supplies	594	13,500	13,838	0	14,267	0		
Maintenance and Motor Vehicle Supplies	24,388	52,607	55,044	0	56,848	0		
Medical Supplies	4,340	4,400	4,594	0	4,787	0		
Office Supplies	0	27,509	28,198	0	29,071	0		
<i>Other Expenses-Sundry</i>								
Sundry - Other Items	23,997	207,721	212,697	0	219,021	0		
TOTAL-Other Expenses Gross	249,571	630,168	647,775	0	668,251	0		
Less Reimbursements								
TOTAL-Other Expenses Net	249,571	630,168	647,775	0	668,251	0		
<i>Character & Major Object Summary</i>	2009-2010	2010-2011	2011-2012	Current	2011-2012	2012-2013	Current	2012-2013
	<u>Actual</u>	<u>Estimated</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>	<u>Requested</u>	<u>Services</u>	<u>Recommended</u>
Personal Services Net	3,107,570	3,164,853	3,591,880	3,368,088	0	3,511,944	3,291,309	0
Other Expenses Net	249,571	630,168	647,775	537,775	0	668,251	558,251	0
Capital Outlay	0	1	139,844	78,745	0	86,600	71,401	0
TOTAL-General Fund Net	3,357,141	3,795,022	4,379,499	3,984,608	0	4,266,795	3,920,961	0
<i>Additional Funds Available</i>								
Federal and Other Activities	20,942,438	68,421,921	42,472,190	42,472,190	0	19,735,991	19,735,991	0
Private Funds	2,597,156	6,165,959	3,558,556	3,558,556	0	3,558,556	3,558,556	0
TOTAL-All Funds Net	26,896,735	78,382,902	50,410,245	50,015,354	0	27,561,342	27,215,508	0