

2018

ANNUAL REPORT



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2018 IN REVIEW

A MESSAGE FROM THE DEPARTMENT OF LABOR AND REGULATION

Dear Friends,

In 2018, DLR was actively engaged in leading the conversations about workforce development. As the key player in facilitating partnerships, we made substantial progress in two key areas:

- Working with the Governor's Office and Department of Education, **Career Launch SD** was created. It increases work-based learning, career counseling, and career awareness activities. Nearly 200 high school students were assisted with internships and over 75 with job shadows in the nine pilot school districts.
- We provided \$510,000 in incentive funding to help businesses expand the number of **pre-apprenticeships and Registered Apprenticeships** in South Dakota. Business could apply for up to a maximum of \$30,000 to help offset the initial start-up costs when developing a new program.

Another key achievement this year was establishing **Optimize DLR**, which introduced Lean core concepts and established a steering committee. Three large-scale Kaizen events were held to improve processes and reduce errors. Our philosophy is to empower everyone to continually seek ways to improve the services we provide to our overall client community and create a culture of continuous improvement.

Lastly, on the Regulation side, the Division of Insurance **maintained financial accreditation status** with the National Association of Insurance Commissioners (NAIC). This designation indicates the Division continues to meet the financial solvency oversight standards, promoting accountability and uniformity across the nation.

DLR is a diverse department, as the above examples illustrate. It is through this diverse mix of leadership and programs we can bring fresh approaches to our work, improve our decision-making, and function at an optimal level.



Marcia Hultman
Cabinet Secretary



VISION Promote workforce enhancement, financial security, and economic opportunity.

MISSION To promote economic opportunity and financial security for individuals and businesses through quality, responsive, and expert services; fair and equitable employment solutions; and safe and sound business practices.



Tom Hart
Deputy Secretary

LABOR AND MANAGEMENT

The Division of Labor and Management is responsible for administering the state’s labor laws. Its mission is to responsively provide dispute resolution and help people through investigations, enforcement, compliance, and education of workforce and discrimination laws. The Division:

- Helps settle problems between employers and workers.
- Enforces wage and hour and youth employment laws.
- Answers questions about state employment laws.
- Administers the state’s workers’ compensation system.
- Provides oversight to the Division of Human Rights.
- Holds hearings and mediations.
- Handles labor union certifications.
- Adjudicates unemployment insurance and workers’ compensation appeals.

WORKERS’ COMPENSATION

The Division’s dispute resolution, regulatory enforcement, and investigation activities remained similar to previous years.

UNEMPLOYMENT APPEALS

For the third time in five years, our unemployment appeals unit has received

Hearing and Settlement Activities	2017	2018
Workers’ Compensation Hearings	7	7
Grievance Hearings	2	9
Unfair Labor Practice Hearings	2	4
Elections	3	0
Unit Determinations	1	0
Impasse Conciliations	4	7
Fact Findings	3	6
Mediations	17	20
Conference Calls	18	22

Table 1 - Hearing and settlement activities for calendar years 2017 and 2018 (as of Nov. 1).

Workers’ Compensation Activities		2017	2018
Pre-hearing Conferences Held		79	91
Agreements Approved	States Files	104	109
	Hearing Files	134	103
Permanent Partial Disabilities Approved		511	420
Permanent Partial Disabilities Reviewed		599	558
First Report of Injuries Received		19,126	18,438
Money Collected	Searches, copies, mailing	\$43,700	\$28,341
	Wage & Hour	\$36,800	\$114,473

Table 2 - Workers’ compensation activities for calendar years 2017 and 2018 (as of Nov. 1).

the U.S. DOL award for being the best in the U.S., based on the quality of the hearings conducted and the timeliness of its decisions.

Unemployment Insurance Appeals	2017	2018
New Filings	727	549
Cases Ruled on or Dismissed	759	578
Percentage of Cases Decided within 30 Days	91%	95%
Cases Awaiting Decision	51	30

Table 3 - Unemployment insurance appeals for calendar years 2017 and 2018 (as of Nov. 1).

Human Rights Activities	2017	2018
Potential Discrimination Charges	238	314
Requests for Information	86	110
Intakes of Discrimination Complaints	96	122
Investigations Opened	69	72
Investigations Closed	44	50
EEOC Transfers	14	20
Money Collected for Charging Parties	\$84,965	\$35,000

Table 4 - Human rights activities for calendar years 2017 and 2018 (as of Nov. 1).



Kendra Ringstmeyer
Division Director

WORKFORCE TRAINING

The Workforce Training Division provides training and education programs including Workforce Innovation and Opportunity Act (WIOA) Title I youth, adult, and dislocated worker programs; Title II Adult Basic Education; General Educational Development (GED®); and the National Career Readiness Certificate (NCRC). It also oversees Trade Adjustment Assistance (TAA), Disability Employment Initiative (DEI), Re-employment Services, and Registered Apprenticeships.

The mission of Workforce Training is to develop and implement innovative workforce solutions. This will guide individuals to self-sufficiency while building a skilled workforce and strengthening the state’s economy. This Division’s diverse set of programs is designed to aid South Dakota’s workforce and help employers, employees, and job seekers. The information in this section is a review of Program Year 2017 (PY2017): July 1, 2017, through June 30, 2018.

W O R K F O R C E I N N O V A T I O N A N D O P P O R T U N I T Y A C T

With the implementation of WIOA in July 2015, DLR has re-evaluated our policy and processes, rekindled partnerships, and focused efforts on training staff. As a result of WIOA, DLR has encouraged elimination of programmatic silos in our offices by cross-training staff and encouraging enrollment to the greatest extent possible into partner programs. We have worked to streamline partner programs

including Wagner-Peyser, Adult, Dislocated Worker, Youth, Trade Adjustment Assistance, Senior Community Service Employment Program, Re-employment Services, Temporary Assistance for Needy Families, etc. The mixture of services offered by these programs increases opportunities for our customers to achieve successful outcomes.

YOUTH

The WIOA Youth Program provides participants a systematic and coordinated approach to career services. This program serves individuals ages 14 through 24, with emphasis on disconnected youth who are out of school. Employment specialists in DLR job service offices work one-on-one with individuals to develop employment plans. The plans are developed specifically to help overcome hardships and barriers in becoming self-sufficient adults. In PY2017, employment specialists assisted 374 young adults in identifying their needs and developing employment plans.

The youth population is hard to reach, as they are not likely to walk into our job service offices for assistance. As a result, the WIOA Title I Youth program was rebranded as Career Launch SD. The outreach campaign is designed to promote career and education tools for youth 16 to 24 years old. Social media outreach efforts, print materials, and a microsite has been created. The microsite,

careerlaunchsd.com, includes a short form for interested applicants or potential businesses sponsors to complete. The performance measures of this three-year outreach plan include the number of people completing the online form and WIOA intake, number of new business partners, and social analytics.

TITLE I

The goal of Career Launch SD is to re-engage students in the workforce and invigorate our youth's excitement regarding opportunities in their own communities and, in turn, meet the ever-rising demand for a skilled workforce in the state of South Dakota. Career Launch SD works with local school districts and business communities to connect students to the workforce and provide them with firsthand knowledge and experience in their fields of interest. In Spring 2018, Career Launch was piloted in the communities of Brookings, Rapid City, Sioux Falls, and Yankton. In Fall 2018, the program expanded to include Belle Fourche, Douglas, Lead-Deadwood, Meade, New Underwood, and Spearfish.

The program employs 12 FTEs, including 11 Career Advisors and one Career Program Coordinator. Roughly 65 percent of funding comes from the Department of Education, and the other 35 percent is funded by DLR under the Workforce Training Division.

Since its inception in January 2018, the Career Launch team has achieved the following:

- Placed/monitored over 100 student interns
- Found job shadow opportunities for 30 students
- Provided over 100 classroom presentations on soft skills, resume building, mock interviewing, etc.



Figure 1: careerlaunchsd.com

- Provided one-on-one career advising services to over 350 students
- Provided exposure to 10 industries through classroom presentations from the business community
- Made 27 referrals to WIOA Title I program
- Assisted several 8th grade students in developing four-year plans
- Hosted career fairs, attended parent nights, connected with workforce development councils
- Made connections with several businesses within each community
- Completed a 165-hour career development course through the National Career Development Association

Initial challenges included the lack of a solid framework with which to build the program. The team was tasked with building the program from the ground up, while also immediately jumping in and working with schools, students, businesses, and community organizations. Different school districts also had diverse ideas for the program and the roles of the Career Advisors.

The Career Launch team has met and shared information several times to form a solid program. Feedback from students, schools, and the business community is positive. The team is currently building a website allowing other school

ADULT EDUCATION + LITERACY

DLR has long been committed to serving adults who are most in need of literacy service, including those who are low-income or have minimal literacy skills, learners with disabilities, single parents, displaced or dislocated workers, and those with limited English proficiency. Other populations served by Title II Adult Education and Literacy (AEL) include unemployed and underemployed persons, young adults, offenders in correctional institutions, and ex-offenders. These individuals may perform below

districts and local job service offices outside of the pilot communities to build or grow similar programs within their schools and communities.

ADULT + DISLOCATED WORKER

The WIOA Adult Program provides career and training services through the job service offices to help job seekers who are at least 18 years old succeed in the workforce. In the provision of individualized career services and training services, WIOA establishes a priority for serving low-income individuals, recipients of public assistance, as well as individuals who are basic skills deficient. The program delivery of career and training services are tailored to individual job seeker needs. Through comprehensive assessments, an individual's needs are identified and an employment plan is established.

The Dislocated Worker Program provides career and training services to help job seekers who meet the definition of a dislocated worker. Additionally, separating service members are eligible for dislocated worker services as they transition from military to civilian careers if they meet certain requirements.

The goal of the Adult and Dislocated Worker programs is to improve individuals' skills to assist them in obtaining quality employment in in-demand industries. In PY2017, 1,406 adults and dislocated workers were provided career and or training services throughout South Dakota.

TITLE II

the 9.0 grade level equivalency and generally demonstrate a need for improving reading, writing, and math skills in order to obtain or retain employment.

Improving the literacy, numeracy, and oracy skills of our workforce leads to a stronger economy. The instruction, activities, and services provided by the AEL programs promote family literacy, obtainment of a high school diploma equivalency, employment, and self-sufficiency. Language instruction methodologies, such as workplace literacy, and action-research projects were again priorities for the Integrated English Literacy and Civics Education program. These efforts support our non-native speakers, immigrants, and former refugees in achieving linguistic, economic, and civic integration.

Entered Employment Rate	Goal	Actual
Adult	72.9%	78.7%
Dislocated Worker	72.9%	88.9%

Table 5 - Title I Entered Employment Rate

In PY2017-18, WIOA Title I supported three AEL Special Projects as allowable statewide activities: Career Navigation, Distance Education, and Weekend ESL.

PROGRAMS + SERVICES

RE-EMPLOYMENT SERVICES

The Re-employment Services and Eligibility Assessment (RESEA) program is funded by U.S. DOL to help Unemployment Insurance (UI) claimants return to work more quickly. UI claimants are identified through profiling methods as likely to exhaust benefits and who need re-employment services to transition to new employment. In PY2017, over 3,000 UI recipients received services from job service offices in South Dakota.

TRADE ADJUSTMENT ASSISTANCE

TAA is a federal program established to reduce the damaging impact of imports felt by certain sectors of the U.S. economy. TAA provides a variety of benefits to those who qualify for the program such as: Re-employment Services, Job Search allowance, Relocation allowance, Training Services, Trade Adjustment Allowance, and Re-employment Trade Adjustment Assistance.

The state of South Dakota co-enrolls every TAA participant into the Dislocated Worker

Program. The partnership with the Dislocated Worker program allows for support services that individuals may need in order to complete training and become reemployed.

Fifty-one individuals benefited from the South Dakota TAA Program in PY2017. While two new petitions were submitted, one was denied and the other is awaiting a determination of approval.

RAPID RESPONSE

In PY2017, 17 businesses received Rapid Response events attended by nearly 140 employees. During these events several DLR staff presented services available to individuals through local job service offices. If an individual seeks assistance, orientation, eligibility determination, and assessments are completed. An individual is typically enrolled in the WIOA Title III Wagner-Peyser and Title I Adult and Dislocated Worker programs. If the business is certified for TAA, individuals are also enrolled in TAA. If the individual is referred from the Unemployment Insurance Division for Re-employment Services,

they are also enrolled to receive these services. The SDWORKS data management system is used for these programs, making a job seeker's transition easy.

With a low unemployment rate and small population in South Dakota, word travels fast when a company closes its doors or downsizes. Other businesses typically contact job service offices to reach these newly unemployed individuals. Job service offices assist in hosting job fairs for a company with a sizable layoff. Based on an individual's situation, training opportunities are discussed and made available based on local job market needs.

Businesses reach out to DLR once a decision about downsizing has been made, making it difficult for DLR programming to avert layoffs. However, in PY2017, DLR implemented incumbent worker training with WIOA statewide funding, starting small and adjusting our policy as we learn more. The training has allowed us to assist employers with upskilling employees to help businesses remain competitive and individuals employed.

DISABILITY EMPLOYMENT INITIATIVE

South Dakota was a Round 5 grantee of the Disability Employment Initiative (DEI). Grant services began in April 2015 and ended in March 2018. The purpose of the DEI grant was to improve DLR's system and services to individuals with disabilities. The grant focused on services to job seekers disclosing a disability ages 18 and older.

Surpassing the initial grant goal of serving 75 adults, DEI impacted 136 individuals. Training to increase workplace skills was provided to 87 individuals.

Staff training has been instrumental in identifying individuals with disabilities within programs providing the tools to make discussing disabilities with participants a normal part of the process. Training also equipped staff with resources and knowledge of how to best assist those with disabilities.

To inform employees with disabilities of their rights under the ADA and to educate employers, DLR developed three Americans with Disabilities Act (ADA) videos and two fact sheets.

Despite the funding for this initiative ending, the impact is sustaining. The efforts to engage and assist individuals with disabilities in the workforce remains. DLR will continue to educate employers about this untapped workforce. Many items initiated by the DEI are now a normal practice in the workforce system in South Dakota. This includes participant-led Integrated Resource Teams (IRTs), agency partner meetings, blending and braiding of program resources, and the offering of financial literacy courses.

DAKOTA ROOTS

Funding has also assisted in recruiting out-of-state job seekers by personalizing their job searches through Dakota Roots. This worker recruitment initiative continued its 11th year of connecting out-of-state job seekers with in-state career opportunities. In addition to grassroots efforts encouraging current South Dakotans to refer family and friends, a digital media outreach campaign drove traffic to the website. Job advisors assist individuals one-on-one with their job searches and provide moving and housing resources.

REGISTERED APPRENTICESHIPS

Registered Apprenticeships help mobilize the workforce by combining on-the-job training with related classroom instruction to prepare highly skilled workers with industry competencies, and the skill sets employers need.

DLR was awarded \$900,000 from U.S. DOL in 2016 for the acceleration and expansion of Registered Apprenticeship opportunities in the state. In June 2018, DLR was awarded an additional \$847,700 to continue advancing Registered Apprenticeships as a workforce strategy and post-secondary education career pathway.

By naming the Registered Apprenticeship program in South Dakota StartTodaySD, the boots-on-the-ground education and outreach during the last year changed the conversation, resulting in momentum and gains in program development. Starttoday.com provides a landing page for all Registered Apprenticeship information in South Dakota.



Figure 2: starttoday.com

Continuing with its commitment to build capacity, the job service office staff met with partners, facilitated the process for new Registered Apprenticeship programs, attended trainings, conducted public outreach and assisted individuals in Registered Apprenticeship placement. DLR also has partnerships with the Associated General Contractors, Lake Area Technical Institute, Mitchell Technical Institute, Southeast Technical Institute, the South Dakota Association of Plumbing Heating Cooling Contractors, Independent Electrical Contractors of the Dakotas, and Midwestern Mechanical. During National Apprenticeship Week in 2017, DLR staff traveled to South Dakota's four technical institutes for presentations and panel discussions.

DLR intends to increase the number of apprentices by 300 before Fall 2020.

HIGH SCHOOL EQUIVALENCY

During the 2018 program year, 611 South Dakotans earned a GED® credential. The largest group was multi-race males ages 20-24 who had finished their junior year of high school.

While the national pass rate during the program year was 79 percent, South Dakota had a pass rate of 88 percent. Test scores were equal to or above the national pass rate in each subject

For a South Dakotan who does not have a high school diploma, possessing a GED credential remains a viable path to advancing education, expanding job opportunities, and increasing earning potential.

NATIONAL CAREER READINESS CERTIFICATE

The use of NCRC skill development and certification provides participants, case managers, and employers a framework to capitalize on skill strengths and to define potential skill training

needs during any part of the employment process. DLR also offers KeyTrain®, a skill development curriculum, at no cost to all program participants and job seekers interested in earning an NCRC. The use of this curriculum provides a framework to capitalize on skill strengths and to define potential skill training needs during the employment process.

A recent partnership with the Department of Corrections has allowed over 400 incarcerated individuals to earn an NCRC in the past year.

A six-year partnership with the Department of Education has allowed over 18,000 students the same opportunity. Two of the state’s technical institutions also have utilized the program in various capacities.

To foster a skilled workforce, increasing emphasis has been placed on business education and outreach. Currently, over 700 employers in South Dakota recognize the NCRC in their hiring practices. The focus on business outreach is as an ongoing effort to meet the state’s workforce needs. Most of South Dakota state agencies’ job listings include a reference to the NCRC. These listings provide a model for other hiring personnel to follow when integrating the NCRC tool into their application consideration process.

SOFT SKILLS

DLR brought a hands-on soft skills training, *Bring Your ‘A’ Game to Work*, to South Dakota as a result of an expressed need for soft skills from employers. The training is designed to teach foundational behaviors and values in today’s

	Bronze	Silver	Gold	Platinum	Total
Corrections	86	155	90	71	402
DOE	847	1415	1014	693	3969
Job seeker	8	28	29	32	97
Other	0	6	19	18	43
RES	2	7	17	22	48
SNAP	0	1	1	2	4
TANF	1	5	9	3	18
Tech Institute	33	36	18	6	93
Veteran	0	1	4	0	5
VR	0	0	0	1	1
Total	977	1,654	1,201	848	4,680
South Dakota	20.88%	35.34%	25.66%	18.12%	100.00%

Table 6 - NCRC certificates achieved in South Dakota

workforce. After completing the program, individuals will understand the long-term benefits of work ethic and set a foundation for personal and professional success. Following completion of the workshop, individuals earn a certificate of completion.

DLR partners with seven providers across the state to deliver the curriculum to program participants and employer referrals. In the Summer 2018, DLR staff were trained to offer *Bring Your ‘A’ Game* to school districts across South Dakota during the 2018-2019 school year. The goal of these efforts is to provide tomorrow’s workforce invaluable skills to meet employers’ needs.



Figure 3: Bring Your ‘A’ Game certificate



Andrew Szilvasi
Division Director

EMPLOYMENT SERVICES

The role of the Division of Employment Services is to provide the support mechanisms for the Department’s workforce services mission. Employment Services oversees WIOA Title III Wagner-Peyser, Jobs for Veterans State Grant (JVSG), Work Opportunity Tax Credit (WOTC), Foreign Labor Certification (FLC), Temporary Assistance for Needy Families (TANF), Senior Community Service Employment Program (SCSEP), and SDWORKS and the Management Information System.

The Division also provides support to other programs, including the Workforce Innovation and Opportunity Act (WIOA), Unemployment Insurance, and Labor and Management by providing technical assistance and support to special Information Technology (IT) projects requests.

WAGNER-PEYSER

TITLE III

The primary function of the Wagner-Peyser Act is to provide universal access of labor exchange services to job seekers. Labor exchange services are considered a type of career service under WIOA and are available to all individuals legally entitled to work in the United States. There are no eligibility criteria. U.S. DOL has implemented a pilot program through WIOA to measure effectiveness in serving employers. Through these measures, DLR is focusing efforts specifically on employee retention and repeat services to businesses.

DLR provides services designed to assist employers in recruitment. Training opportunities are also available for businesses to help develop the soft skills necessary to increase retention. DLR is part of a cohesive network of state agencies, nonprofit organizations, post-secondary, and other education and training providers working together to provide quality services to businesses by coordinating resources to increase program effectiveness.

EMPLOYMENT + ASSISTANCE PROGRAMS

VETERANS’ SERVICES

South Dakota values its veterans. They have served our country and we are proud to serve them, their families, and those who hire them. DLR job service offices are staffed with trained representatives who can provide job-seeking veterans with an array of job services, career planning, and training referrals.

The Individualized Career Services (ICS) for total participants served was 226, with total current period

services of 248. The performance rate for ICS at the end of PY2017 is 91 percent. This is higher than the performance goal of 90 percent, which has remained in place as a standard performance goal by VETS.

WORK OPPORTUNITY TAX CREDIT

WOTC is a federal income tax credit savings program encouraging employers to hire job seekers who experience high unemployment rates due to employment barriers. The WOTC program produced 4,596 certifications with a 47.1 percent certification rate during the fiscal year. The WOTC program saved South Dakota employers an estimated \$12 million in federal income tax savings.

South Dakota processed fewer applications in the 2018 federal fiscal year, but maintained a high certification rate compared to other states. This is attributed to the attention paid to each application received through a manual process instead of an automated process.

Workforce Opportunity Tax Credit	2017	2018
Certifications	5,016	4,596
Denied Applications	4,895	4,386
Pending Applications	201	265
Conditional Applications	687	512
Total Applications	10,799	9,759
Acceptance	50.6%	47.1%
Tax Dollar Savings	\$13,349,800	\$12,070,200

Table 7 - Work Opportunity Tax Credit activities for Federal Fiscal Years 2017 and 2018 (Oct. 1, through Sept. 30).

FOREIGN LABOR CERTIFICATION

The FLC programs permit U.S. employers to hire foreign workers on a temporary or permanent basis to fill jobs essential to the U.S. economy.

Certification may be obtained when there are insufficient qualified U.S. workers available and willing to perform the work. Wages must meet or exceed the prevailing wage paid for the occupation in the area of intended employment. FLC programs are designed to ensure the admission of foreign workers into the U.S. does not adversely affect the job opportunities, wages, and working conditions of U.S. workers.

DLR assists with the administration of H-2A, or temporary agricultural program, and the H-2B, or temporary non-agricultural program. During the PY2017, DLR saw the following activity:

H-2A Temporary Agricultural

- South Dakota agricultural employers filed 196 H-2A temporary agricultural applications with 170 certified.
- Central South Dakota had the highest request for H-2A workers.
- The top occupation for H-2A positions was Ag Equipment Operator.

H-2B Temporary Non—Agricultural

- The H-2B program in South Dakota had 133 applications filed with 94 certified.
- The region with the most requested H-2B workers was Eastern South Dakota, due to large, longer-term commercial construction projects.
- The top occupation for H-2B positions was construction laborers.

OLDER WORKERS

SCSEP is a community service and work-based job training program for workers 55 years old and older. Authorized by the Older Americans Act, the program provides training for low-income

unemployed seniors. DLR develops partnerships with non-profits and government agencies to provide the opportunity for a valuable part-time work experience and other training activities to become competitive in today’s workforce. DLR is currently in its fourth full year administering the state portion of the SCSEP grant.

In PY2017, the SCSEP state grant provided services to 43 workers age 55 and older. Participants worked a total of 32,064 hours in South Dakota communities.

ECONOMIC ASSISTANCE

DLR is a long-term partner with the Department of Social Services (DSS) in co-administering welfare-to-work programs in South Dakota for the purpose of promoting personal responsibility and self-sufficiency. DLR delivers the TANF work activities in 54 counties, which contain approximately 48 percent of the eligible mandatory parent-case population.

DLR strives to improve the TANF participation rate because it is the principle performance outcome mandated by the U.S. Department of Health and Human Services. The federal government requires states to achieve a 50 percent participation rate (unless a waiver has been approved) to receive full TANF block

grant funding. This Federal Fiscal Year, which ended Sept. 30, 2018, DLR achieved the required 47.6 percent participation rate for the TANF clients living in DLR counties (non-reservation counties) in South Dakota.

TANF Performance Measures		2017	2018
TANF Applicants (mandatory, from DLR counties)		3,331	3,176
Caseload	Monthly Average	278	265
	DLR Statewide Share	47%	54%
Employment	Job Entries	640	595
	Share of Statewide Job Entries	84%	83%
	Job Entries with medical benefits	21%	17%
	Share of Statewide Job Entries with medical benefits	95.5%	99.9%
Average Starting Wage (per hour)		\$10.39	\$10.54

Table 8 - Temporary Assistance for Needy Families activities for Federal Fiscal Years 2017 and 2018.

DLR continues to provide individualized, intensive case management to all TANF households with a high priority on strengthening partnerships with local community organizations. This includes United Way Service programs, local school districts, county welfare agencies, and sheltered workshops across the state. In cooperation with WIOA programs, TANF has leveraged program dollars to help as many eligible South Dakota families as possible. We aggressively promote education and job training.

Current innovative TANF projects include:

- A comprehensively managed work site/skill development center in Rapid City and Sioux Falls.

- A TANF disability advocate.
- Enrollment of TANF clients into WIOA Title I and Title III programs.

DLR attempts to assist potential TANF participants with financial diversion opportunities. The diversion program assists potential TANF participants with a one-time cash payment to purchase, for example, work and interview-appropriate clothing. The diversion helps individuals start off in good position in their employment applying for ongoing TANF benefits.

TECHNICAL SERVICES

SDWORKS

SDWORKS is not only the state’s largest jobs database but also the staff’s case management system for DLR program participants. DLR launched the new SDWORKS system with numerous improvements for job seekers, employers, and DLR staff in the previous program year. The SDWORKS project overhauled and modernized the management information system used by DLR.

PY2017 was the first full-year utilization of the new system. The build-up and customization of the system over the past program year, and on-going, have proven to be an exemplary model for delivering services under Title III Wagner-Peyser. Through this funding, a special Re-employment and Service Integration grant from U.S. DOL, and other funds within WIOA titles, the SDWORKS system continues to improve, expand, and integrate the programs and services DLR and its partners provide. This was a necessary step to end the past separations of program services provided in the legacy system DLR had utilized for more than 15 years and propel DLR and its WIOA partners into the age of WIOA.

Other features the systems offer have provided job seekers, employers, and staff a world of easy-to-use technology and data management. From the Virtual Labor Market Information, self-service job search, employer resume and candidate search, and staff-assistance tools, the possibilities will only continue to grow. Real-time data and report functions are exceptional assistance resources.

As SDWORKS continues its build up, its features and outreach to internal and external customers will become more robust.



southdakotaworks.org





Bill McEntaffer
Division Director

FIELD OPERATIONS

The Division of Field Operations is responsible for the DLR job service offices in communities across the state. Its mission is to achieve a skilled workforce contributing to economic development by efficiently and respectfully serving businesses, job seekers, and community partners through innovative workforce development solutions and serving as an information resource. Job service office managers are directly involved with businesses, community leaders, educators, and economic development authorities. Staff are readily available to assist businesses with job fairs, applicant screening, interview space, and other resources.

In June 2017, DLR job service offices were certified as One-Stop Career Centers at the time the DLR WIOA Policy Manual was approved by the South Dakota Workforce Development Council. A One-Stop Operator was selected as the Director of Field Operations and an agreement was established. Each program year, offices are selected for review of WIOA, Americans with Disabilities Act (ADA), and Equal Opportunity compliance. In PY2017, Huron, Mitchell, and Sioux Falls Job Service were re-certified, citing 12 promising practices and 26 findings. Of the 26, all but one of the findings were related to ADA compliance. Almost all of the non-compliance issues have been resolved with low effort and the remaining are slated to be mitigated by Spring 2019.



16 DLR Job Service Office Locations

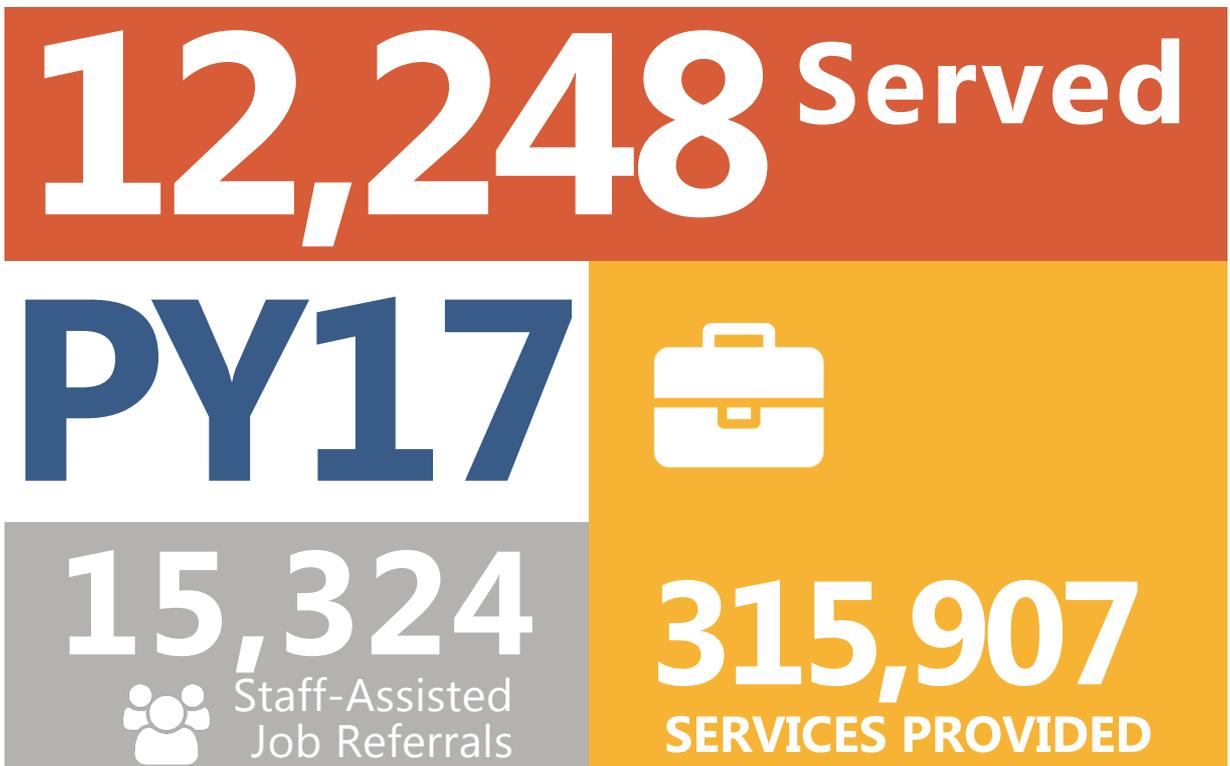
SERVICES

In PY2017, over 30,000 job orders were posted in SDWORKS. Job service office staff served 12,248 individuals with a total of 315,907 services provided to program participants. Staff also accomplished 15,324 job referrals during the program year. The new SDWORKS system data is collected differently than previous years, but DLR looks forward to improving on these numbers in the next program year.

PROCESS IMPROVEMENTS

The execution of the WIOA manual along with continuous changes to process and policy have directly affected job service office staff. As DLR continues to implement more streamlined processes through lean Kaizen events, several key staff members from around the state are directly involved in reviewing the current processes and working with central office staff to make improvements, bridging a gap in communication between central office staff and field staff. Each change improves DLR administration of federal funds and serves our customers more quickly and thoroughly. PY2017 brought the completion of the WIOA Voucher Process Kaizen. The team created 49 solutions to improve the efficiency of paying vouchers by reducing rework and eliminating non-value-added tasks. The average monthly error rate for vouchers submitted to fiscal staff was 42 percent. After implementing improvements, the average monthly error rate was reduced to 6 percent.

The second Kaizen event focused on the One-Stop enrollment process. The goal was to reduce the time it takes to enroll an individual by 33 percent and increase the number of participants enrolled in Title I services. Almost 40 solutions have been generated, and the team is currently working through these changes before new procedures and trainings can begin.





Pauline Heier
Division Director

UNEMPLOYMENT INSURANCE

The Unemployment Insurance Division administers the Unemployment Insurance (UI) program, whereby covered employers pay taxes into the UI Trust Fund and individuals who have lost their jobs, through no fault of their own, make claims upon the funds. It is our duty to run this complex program efficiently, effectively, and fairly, while minimizing occurrences of overpayments and fraud.

PERFORMANCE

The Division’s performance measures (Table 9) reflects the improvement in economic conditions. This year, DLR saw an approximate decrease of 2,364 applications for benefits received for processing. Individuals receiving benefits decreased from 2017 to 2018. Total dollars paid out decreased to just under \$28 million.

Benefits		2017	2018
Applications for Benefits		14,618	12,254
Total Number of Weekly Payments		89,698	81,583
Number of Individuals Who Received Benefits		6,519	5,559
Dollars Paid Out	State Benefits	\$28,245,468	\$25,963,739
	Federal Claims	\$1,709,616	\$1,752,815
	Total	\$29,955,084	\$27,716,554
Average Weekly Payments per Claimant		13.7	14.7
Maximum Weekly Payment		\$390	\$402
Average Weekly Payment		\$324	\$332

Table 9 – Unemployment Insurance benefits for Fiscal Years 2017 and 2018 (July 1 through June 30).

INTEGRITY SYSTEMS

Our fraud and collection section is responsible for reducing instances of overpayment, fraudulent or otherwise, and collecting these monies from claimants. Our efforts to minimize overpayments and fraud continue to be successful, as evident in Table 10.

Integrity Systems	2017	2018
Amount of Benefit Overpayment Debt	\$810,169	\$929,334
New Overpayment Cases	1,700	1,638
Percent of Cases Involving Fraud	34.4%	30.6%
Dollar Amount of Overpayment Fraud	\$279,064	\$284,354
Dollar Amount Collected Back	\$696,421	\$665,775
Number of Collection-Related Correspondence Items	4,907	4,685
Number of Civil Actions	1,118	1,142
Convictions Obtained	5	1
Cases Pending	34	34

Table 10 – Unemployment Insurance integrity systems performance measures for Fiscal Years 2017 and 2018 (July 1 through June 30).

CHALLENGES OF 2018

Our primary challenge of 2018 was to maintain successful operations in an environment of budgetary constraints and changing technology. The Division staff continues to be challenged to simultaneously make high-quality decisions, issue timely payments, respond to telephone inquiries, and provide good customer service. In addition, ensuring program integrity remains a top priority by addressing the root causes of UI improper payments. The Trust Fund balance (see Table 12) continued to increase from \$113.6 million on June 30, 2017, to \$120.2 million on June 30, 2018. The income from the fund's investment portfolio increased from the previous year and the number of employers paying into the system has increased slightly. The ending balance for the year was \$120.2 million.

Tax Administration/ New-Hire Reporting	2017	2018
Delinquent Notices	6,396	6,036
Subpoenas to Non-Compliant Employers	435	430
% Status Determinations Made within 90 Days	87.5%	87.9%
New-Hire Reports	222,766	219,560

Table 11 – Unemployment Insurance tax administration and new hire reporting for Fiscal Years 2017 and 2018 (July 1 through June 30).

Unemployment Insurance Trust Fund	2017	2018
Taxes Received for Regular State Benefits	\$38,153,514	\$31,449,919
Interest on Trust Fund	\$2,463,014	\$2,668,017
Trust Fund Balance (end of year)	\$113,566,320	\$120,228,233
Number of Employers (end of year)	27,517	27,944

Table 12 – Unemployment Insurance trust fund for Fiscal Years 2017 and 2018 (July 1 through June 30).



Bret Afdahl
Division Director

BANKING

The mission of the Division of Banking is to charter, license, regulate, and provide guidance to South Dakota financial entities to instill consumer confidence, protect consumer interests, and provide a stable regulatory environment through a balanced and efficient approach.

For the sixth year in a row, South Dakota banks participated in a research effort that culminated in findings presented at the 6th Annual Community Banking in the 21st Century Research and Policy Conference at the Federal Reserve Bank of St. Louis. This research conference is co-sponsored by the Conference of State Bank Supervisors, the Federal Reserve System, and with this year's conference, the Federal Deposit Insurance Corporation. South Dakota community banks again participated in

the national survey and one-on-one conversations with the Director of Banking to provide insights into banking conditions in South Dakota. The research coming out of this conference is vital to ensuring our country has good regulatory policy for the banking system and the states play a leading role in engaging our banks in this effort because almost 80 percent of the community banks in our country are chartered by the states. The research coming out of this conference was used to support the passage of S.2155; More information about this research conference and legislation can be found at: communitybanking.org/conferences/2018.

After considerable discussion and years of effort and testimony by the banking industry and state banking regulators, Congress enacted regulatory right-sizing legislation for community banks. On May 24, 2018, the President signed into law S.2155, the Economic Growth, Regulatory Relief, and Consumer Protection Act. While there is much work to be done by the banking agencies to implement this legislation, there are notable items included for community banks, such as: simplified capital requirements and regulatory reporting for community banks; appraisal relief for rural areas experiencing a shortage of qualified appraisers; extended examination cycles for well managed and capitalized banks; and stress testing relief for banks between \$10-99 Billion in assets.

As has been the case for over 10 years, interest in forming new trust companies in South Dakota remains high. The Division has chartered five to 10 new trust companies each year since 2006. The formation of state-chartered trust companies in South Dakota dates back to 1997. There are currently over 95 trust companies chartered in South Dakota and regulated by DLR.

Revenues	2017	2018
Bank Examination Fees	\$1,644,971	\$1,696,129
Trust Company Examination Fees	306,742	443,603
Trust Company Supervision Fees	840,381	976,632
Trust Company Charter Fees*	35,000	25,000
License Fees	968,715	1,028,605
Licensing Examination Fees	15,686	3,705
Investment Council Interest	79,785	60,143
Miscellaneous	8,645	20,004
Mortgage Servicer Settlements	n/a	168,967
Totals	\$3,899,925	\$4,422,788

Table 13 - Comparison of revenues by category for Fiscal Years 2017 through 2018. *Deposited in general funds.

Performance Indicators	2017	2018
License Exams (on-site)	3	9
Banks Examined	17	19
Trust Companies Examined	27	40
Licenses Issued or Renewed	3,780	4,456
State-chartered Banks	51	49
State-chartered Trust Companies	92	97
Bank Assets	\$25.489 billion	\$26.798 billion
Trust Assets	\$234.372 billion	\$293.512 billion

Table 14 - Performance Indicators for Fiscal Years 2017 through 2018.



Larry Deiter
Division Director

INSURANCE

The Division of Insurance regulates the insurance and securities industries in South Dakota. Its mission is to protect the public by providing quality assistance, providing fair industry regulation, and promoting healthy and competitive insurance and investment markets. Duties of the Division include:

- Provide regulatory oversight to protect South Dakota insurance policyholders and investors against financial loss due to inappropriate business practices.
- License and/or register insurance companies, resident and non-resident agents, other insurance entities, securities agents, financial advisors, brokers, franchises and investment products.
- Monitor licensees and registrants for compliance with existing statutes and regulations.
- Review required filings for compliance.
- Review and assist with resolution of consumer complaints.
- Investigate and take appropriate action with respect to licensees, registrants, and companies.
- Review and approve continuing education programs for insurance agents and companies.
- Provide investor education.
- Monitor federal law changes which could impact state laws and rules.

Insurance and investment products continuously evolve and develop. As new products and services are introduced to the market and existing offerings are updated, an effective and responsive approach to regulatory policies must be maintained by the Division to ensure compliance with state laws and rules while providing protection and opportunity for consumers.

The Division's participation at the National Association of Insurance Commissioners (NAIC) and the North American Securities Administrators Association (NASAA) ensures South Dakota maintains a uniform national overview of the insurance and investment market landscape along with a strong voice in maintaining state-based regulatory authority. Director Larry Deiter serves on the Executive Committee of the NAIC and as Secretary/Treasurer for the National Insurance Producer Registry (NIPR). The Division serves on 25 committees through the NAIC and NASAA.

ACCOMPLISHMENTS

The Division introduced four bills during the 2018 Legislative Session. The enacted legislation created a biennial business entity license renewal requirement, established a process for conducting internal audits, placed affirmative requirements for locating contract beneficiaries on life policies and annuity contracts, and completed cross reference clean-up.

CHALLENGES

Federal health care reform remains an ongoing challenge for the Division of Insurance and the

insurance industry. The Division continues to monitor the efforts at the federal level to help stabilize insurance markets across the country.

The use of complex predictive analytics and big data for modeling in the property and casualty area provide challenges in rate determination.

Performance Indicators	2017	2018
INSURANCE:		
Total Licensed/Domestic Companies	1390/71	1375/61
New Companies Licensed/Approved Mergers	29/12	18/5
Total Licensed Agents	68,755	76,551
Agent Licenses Issued	17,688	21,886
Agent Licenses Renewed	28,100	30,944
Property/Casualty Filings Reviewed	6,293	5,882
Life/Health Filings Reviewed	2,964	3,099
Consumer Complaints Closed	545	583
Enforcement Files Closed	1,318	1,459
SECURITIES REGULATION		
Broker-Dealer Agents Registered	94,217	99,042
Broker-Dealer Firms Registered	1,234	1,241
Investment Advisor Agents Registered	1,939	1,914
Investment Advisor Firms Registered	52	53
Investment Company Notice Filings – New/Total	3,801/26,640	3,083/25,167
Investment Advisors Notice Filings	844	858
New Franchise Applications/Renewals	236/604	242/653
Investigations	84	68
Compliance Exams	19	51

Table 15 - Insurance Division Performance Indicators for Fiscal Year 2017 to 2018

Revenues		2017	2018
Premium tax		\$83,020,726	\$90,507,636
Fees (Insurance Operating Fund)	Insurance Agent Licensing/Renewal	9,217,424	10,189,167
	Insurance Miscellaneous and Legal	14,299	11,350
	Insurance Retaliatory and Filing Fees	1,192,953	1,445,306
	Insurance Administrative Penalties	581,257	253,784
	Insurance Investment Council Interest	17,578	15,930
	Insurance Company Admission, Renewal, & Supervision Fees	273,316	243,639
	Insurance Producer Exam & Course Fees	33,799	59,205
	Investment Companies Notification Fees	30,596,150	31,166,100
	Securities Registration Fees	23,775	19,777
	Broker-Dealer Registration Fees	196,200	194,100
	Securities Agent Registration Fees	13,996,150	14,715,500
	Name Change Filing Fees	145,900	110,800
	Initial Public Offering Extension Fees	5,450	4,700
	Investment Adviser Agent Fees	112,900	117,300
	Investment Adviser Fees	182,900	186,800
	Securities Fines	13,250	41,250
	Securities Investment Council Interest	44,960	45,941
	Franchise Fees	152,150	162,300
	Other Filing Exemptions	122,100	135,225
Miscellaneous	106,306	8,615	
Continuing Education Fund	Agent Renewal Fees (Biennial renewal)	69,820	38,350
Workers' Compensation	Policy Fee (Transferred to U.S. DOL)	270,214	289,142
Total		\$140,389,577	\$149,961,917

Table 16 – Insurance Division Revenues for Fiscal Year 2017 to 2018.



Dawn Dovre
Division Director

POLICY + PUBLIC AFFAIRS

This Division supports the entire department through a variety of functions, including:

- Leading workforce development efforts with DLR program directors, other state agencies, the Governor’s Office, and community leaders.
- Managing communication matters such as advertising, public relations, media relations, constituent services, and legislative task force.
- Leading organizational development and strategic planning efforts.
- Providing labor market information and economics data to make policy recommendations.

HIGHLIGHTS

WORKFORCE DEVELOPMENT

- A presentation to educate the public about today’s workforce landscape and to promote the virtual labor market information system was created. It was presented statewide to numerous groups by Secretary Marcia Hultman.
- Quarterly meetings were led for the South Dakota Workforce Initiatives (SDWINS) Subcabinet to ensure effective communication and partnership on workforce development-related projects.

COMMUNICATIONS

- The Career Launch SD outreach campaign was created to generate interest in the youth workforce training program. A new logo, microsite, and URL were developed, along with print collateral. Digital efforts included social media and search engine marketing.



What if there was a resource to help provide opportunities for young adults with the motivation they need to find their future career? That resource exists, and it's called Career Launch SD!

Know someone who could benefit? Refer them here: www.careerlaunchsd.com



Figure 4: Career Launch digital outreach efforts Facebook post example.

- The Start Today SD Registered Apprenticeship campaign was enhanced through video testimonials from businesses and apprentices. National Apprenticeship week was celebrated Nov. 12-16 with the highlight being a statewide Summit held at Mitchell Technical Institute.
- Dakota Roots job advisors were the primary focus of this worker recruitment campaign. Social media and search engine marketing focused on the one-on-one assistance available and encouraged family and friends to make a referral.



Figure 5: Dakota Roots digital outreach efforts Facebook post example.

- Webinars were hosted in partnership with the South Dakota Retailers Association. Topics included unemployment insurance, Registered Apprenticeships, youth in the workforce, and youth employment laws.

ORGANIZATIONAL DEVELOPMENT

- All staff training was provided via webinars and covered Critical Thinking, Everything in its Place: Getting Organized, and Making a Life While Making a Living: Work-life Balance.

LABOR MARKET INFORMATION CENTER

- LMIC handled nearly 14,000 requests for information, including the distribution of more than 15,000 publications to our users. This also includes various types of labor market information provided to our job service staff and economic developers for prospective business hostings.
- A series of video instructional tutorials were published on how to use the virtual labor market data system to find specific types of data.
- LMIC completed employment projections by industry and occupation for 2016-2026, as well as occupational demand projections. These projections provide vital information for career decision makers, businesses, and economic developers, among other planners.
- New Hot Careers, occupations projected to be high-demand and high-wage, were identified. Resources were developed for career planners and training program planners.
- Occupational demand and wage data are provided for consideration of programs eligible for the Build Dakota scholarships and the Eligible Training Provider List.

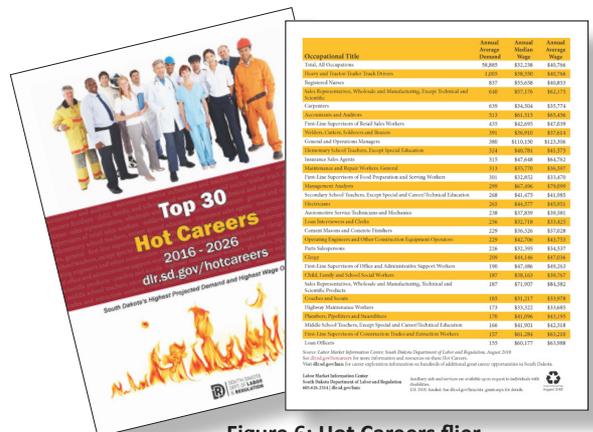


Figure 6: Hot Careers flier



Emily Ward
Division Director

ADMINISTRATIVE SERVICES

Administrative Services is responsible for the internal fiscal and administrative functions of the Department. Its mission is to provide timely and expert fiscal support, information, accounting, purchasing, and property management to DLR staff and partner agencies to fulfill department, state, and federal missions.

INCOME, EXPENSES

Total department revenue increased approximately 3.86 percent in Fiscal Year 2018 (Table 17) with the Regulation programs and divisions (Appraisers, Banking, and Insurance) increasing approximately 4 percent and federal funds increasing approximately 5.72 percent.

Transfers to the state’s General Fund from the Division of Insurance increased by \$9,668,267 from Fiscal Year 2017.

The UI Trust Fund employer contributions increased significantly in Fiscal Year 2018. This was due to growth in the South Dakota economy and labor force from the previous year.

Department expenditures, illustrated in Table 18 (page 25), were more than the previous year with an increase in personal service expenditures related to an 11 percent increase of the health insurance

Department of Labor and Regulation Fund Sources		2017	2018
General Funds (state general fund appropriation)		\$2,039,124	\$1,954,498
Federal Funds		\$25,085,896	\$26,521,088
Other Funds (licensing board & workers’ compensation fees)		\$4,318,579	\$4,091,383
Other Funds (Appraisers, Banking, Insurance)		\$62,523,938	\$65,023,567
Total		\$93,967,537	\$97,590,536
Transfers to General Fund (Insurance)		\$137,243,120	\$146,911,387
Unemployment Insurance Trust Fund	Employer Contributions	\$38,153,514	\$31,449,919
	Federal Reimbursements	\$1,709,616	\$1,752,814
DOL Retirement Plan Fund Ending Balance (employee/employer contributions & investment earnings)		\$57,686,227	\$57,767,732

Table 17 - Department of Labor and Regulation funding sources for fiscal years 2017 and 2018 (July 1 through June 30).

Department Annual Expenditures	2017	2018
Personnel	\$23,854,572	\$24,080,108
Operating Expenses	\$12,135,585	\$12,710,319
Job Training and Subrecipient Grants	\$4,037,899	\$4,052,369
Total	\$40,208,056	\$40,842,796
Unemployment Insurance Benefits (state only)	\$28,245,468	\$25,963,739
DOL Retirement Plan, Retiree Benefits	\$4,374,931	\$4,326,697

Table 18 - Data for Fiscal Years 2017 and 2018 (July 1 through June 30).

rate and an increase in operating expenditures which is attributed to one-time federal grants and Division of Insurance examinations.

UI Trust Fund payments decreased approximately 8 percent in 2018.

RETIREMENT FUND

Formed before the creation of the South Dakota Retirement System, the Department of Labor Employee Retirement Plan has not accepted new members since July 1, 1980. As of July 1, 2018, there were 204 retired participants and beneficiaries on the plan. There are no longer any employees contributing to the plan. Only a small number of plan participants remain active employees, so the total benefits paid out annually remains relatively flat unless the cost-of-living adjustments (COLA) increase is significant (Table 18). Normal projections for the retirement fund are based on predicted retirements, cost-of-living adjustments to benefit levels, and the value of the investment portfolio. This year the fund balance increased .14 percent (Table 17), primarily due to a positive return (8.3 percent) and an increase in retirees.

APPRAISER CERTIFICATION PROGRAM

The mission of the South Dakota Appraiser Certification Program is to certify, license, and register real estate appraisers to perform real estate appraisals in South Dakota pursuant

to Title XI of the Financial Institutions Reform, Recovery and Enforcement Act (FIRREA); and to register and supervise appraisal management companies doing business in South Dakota pursuant to the Dodd-Frank Wall Street Reform and Consumer Protection Act.

The purpose of the Appraiser Certification Program is to examine candidates; issue certificates; investigate and administer disciplinary actions to persons in violation of the rules, statutes, and uniform standards; approve qualifying and continuing education courses; and register and supervise appraisal management companies

Data outlined in Table 19 shows the active appraisers by classification. Currently, there are 10 inactive appraisers and approximately 102 appraisal management companies registered.

Appraisers by Classification	2018
State-Certified General	222
State-Certified Residential	97
State-Licensed	39
State-Registered	58
Total	416

Table 19 - Active Appraisers by Classification as of November 2018.

LICENSING BOARDS + COMMISSIONS

There are nine occupational and professional licensing boards and commissions within the DLR. These boards and commissions are charged with licensing and regulating the individuals practicing in each specific occupation or profession in the state of South Dakota. The Department provides general administrative and legal support to each of the boards and commissions.

ABSTRACTERS' BOARD OF EXAMINERS

The Abstracters' Board of Examiners is charged with administering and enforcing the South Dakota Codified Laws and Administrative Rules of South Dakota pertaining to Abstracters of Title. The board's mission is to issue abstracters licenses to qualified applicants, to examine and license new title plants and those changing ownership to maintain quality and compliance, to monitor and ensure the quality of service provided by licensees, and to promote continuing education for licensees.

BOARD OF ACCOUNTANCY

The South Dakota Board of Accountancy's mission is to protect the citizens of South Dakota from receiving inadequate accounting services by licensing qualified accountant applicants, monitoring annual reporting requirements, continuing professional education, and enforcing updated statutes and rules promulgated by the board to regulate the practice of public accountancy.

ATHLETIC COMMISSION

The South Dakota Athletic Commission's mission is to regulate boxing, kick-boxing, and mixed martial arts competitions through the enforcement of statutes and rules.

BOARD OF BARBER EXAMINERS

The Board of Barber Examiners protects the health and safety of the consumer public by licensing qualified people; licensing and inspecting of barbershop facilities; and enforcing statutes, rules, and regulations governing the practice of barbering including the appropriate resolution of complaints.

COSMETOLOGY COMMISSION

The South Dakota Cosmetology Commission's mission is to ensure the health and safety of our citizens as they use cosmetology, esthetics, and nail technology services. The commission does this by examining and licensing qualified practitioners; conducting inspections of cosmetology, esthetics, and nail salons, booths, and schools; enforcing statutes, rules, and regulations governing the practice of cosmetology, esthetics, and nail technology, including consumer complaints; resolving complaints; and overseeing the educational process of cosmetology schools and licensees.

ELECTRICAL COMMISSION

The South Dakota Electrical Commission works to keep the citizens of our state and their property safe from the hazards associated with using electricity.

The commission administers and enforces the state laws and regulations concerning electrical wiring, inspects wiring installations, investigates complaints related to electrical wiring, and licenses all electricians within the state.

PLUMBING COMMISSION

The South Dakota Plumbing Commission works

to keep the citizens of our state and their property safe from the hazards associated with unsafe drinking water and unsafe waste disposal facilities.

The commission administers and enforces the state laws and regulations concerning plumbing; inspects plumbing installations; investigates complaints related to plumbing; licenses all qualified plumbers within the state; ensures updating and distribution of the state plumbing code; informs plumbers, inspection departments, and the public about code requirements, new products, and methods of installation; and provides information of the commission’s activities, recommendations, and requirements.

REAL ESTATE COMMISSION

The Real Estate Commission is a regulatory body charged with administering the Real Estate Licensing Act, the Timeshare Act, the Condominium Act and the Subdivision Act.

The mission of the Real Estate Commission is to protect the interest of the public when engaged in a real estate transaction. It is the commission’s responsibility to enforce standards for education, licensing and practice of real estate brokers, sales persons, auctioneers, property managers, residential rental agents, timeshare agents and home inspectors, and for the registration of condominium, timeshare, and subdivisions projects.

BOARD OF TECHNICAL PROFESSIONS

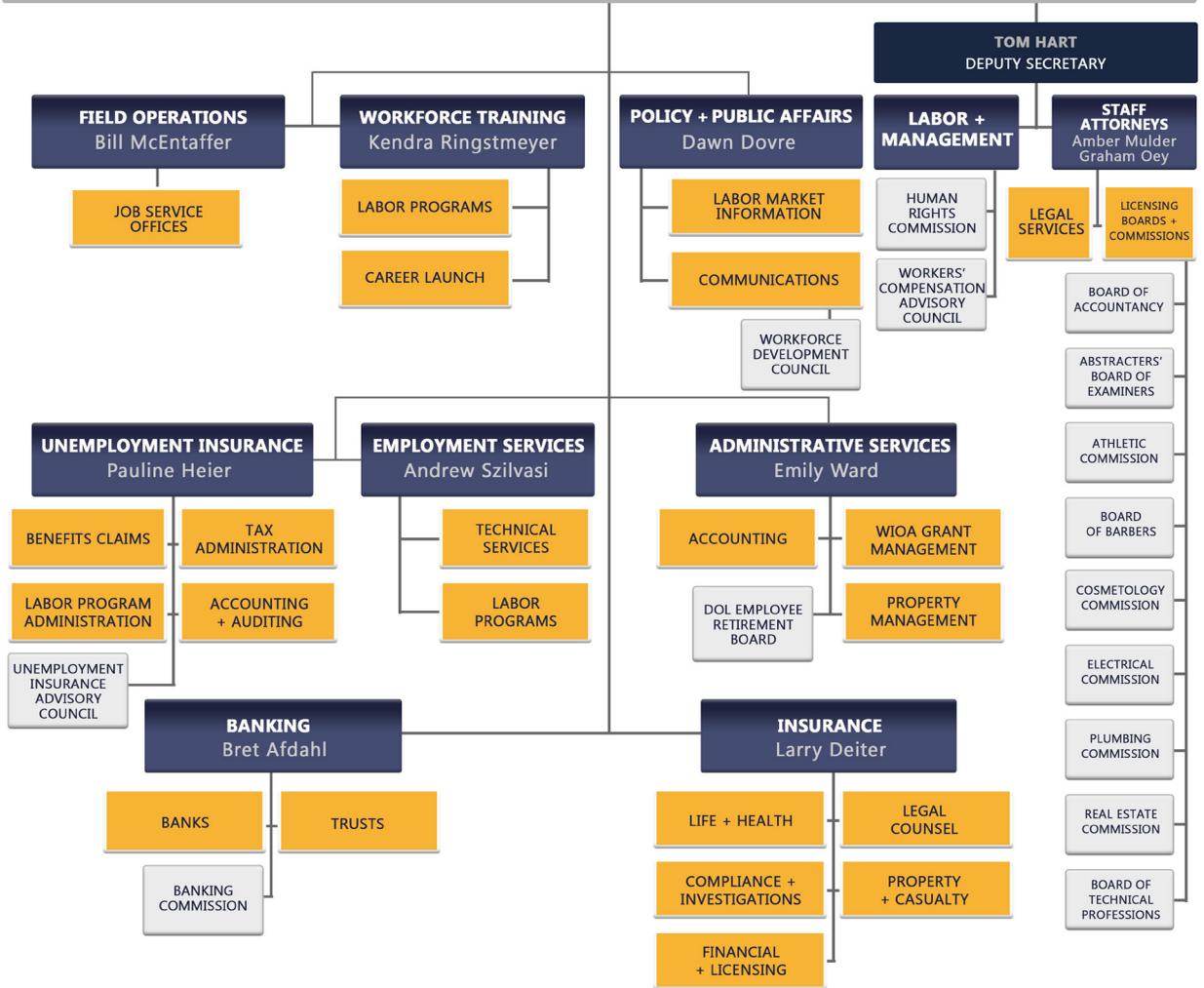
The South Dakota Board of Technical Professions is a regulatory board charged with licensing and regulating the professional practice of architecture, engineering, land surveying, landscape architecture, and petroleum release services for the purpose of safeguarding public health, safety and welfare in South Dakota. A person must be licensed by the board before being permitted to offer and provide these professional services on projects located within the state.

Board/ Commission Performance Indicators	Licenses Renewed		New Licenses		Total Practitioners		Examinations		Complaints		Inquiries	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Abstracters’ Examiners	81	85	2	1	83	248	3	3	0	1	60	125
Accountancy	1,925	2,043	70	76	1,818	1,923	102	92	11	15	7,440	7,440
Athletic	N/A	N/A	344	307	N/A	N/A	N/A	N/A	0	0	300	300
Barber Examiners	254	301	9	1	172	157	0	1	0	0	515	510
Cosmetology	8,843	8,146	886	983	6,890	6,072	334	325	22	50	17,000	17,500
Electrical	3,480	3,127	976	772	6,424	4,803	272	295	N/A	N/A	N/A	N/A
Plumbing	2,394	2,391	418	414	2,792	2,733	151	147	18	18	3,577	3,549
Real Estate	1,546	1,897	400	398	4,116	4,089	575	491	90	91	51,263	54,982
Technical Professions	481	4,828	579	560	8,289	8,426	325	382	2	2	2,752	3,500

Table 20 - Boards and Commissions indicators.

SOUTH DAKOTA DEPARTMENT OF LABOR AND REGULATION

MARCIA HULTMAN
Department Secretary



Seventy-five copies of this publication were produced by the South Dakota Department of Labor and Regulation at a cost of \$0.60 per copy. U.S. DOL funded.

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