



# 2025 BUSINESS RESOURCE GUIDE

**PROGRAMS & SERVICES FOR CONNECTICUT BUSINESSES**



**The Connecticut Department of Labor**

[ct.gov/dol](https://ct.gov/dol)



# THE CONNECTICUT DEPARTMENT OF LABOR

## Introduction

The Connecticut Department of Labor (CTDOL) created this guide to help employers navigate agency programs and services. From one-person companies to Fortune 500 headquarters and everything in between, CTDOL has resources to help you build, train, and sustain your workforce; access tax credits; promote workforce safety; identify and respond to unemployment fraud; and more. Additionally, CTDOL provides monthly economic analysis and employment data to help your business compete in both national and global markets.

Email the CTDOL Business Engagement team at [dol.beu@ct.gov](mailto:dol.beu@ct.gov) with any questions.

*The information herein is deemed accurate on the date of publication and is subject to change. The most up-to-date Information may be found on the [CTDOL website](https://ct.gov/dol): [ct.gov/dol](https://ct.gov/dol)*

*Publication last revised December 2024*

## About the CT Department of Labor

The mission of the Connecticut Department of Labor (CTDOL) is to protect Connecticut's workers from labor law violations and promote global economic competitiveness through strengthening the state's workforce. CTDOL collaborates with business and industry leaders on Registered Apprenticeship programs and other workforce pipeline initiatives, and conducts U.S. Bureau of Labor Statistics research including collecting, analyzing, and disseminating workforce data.

Danté Bartolomeo, Commissioner



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# AMERICAN JOB CENTERS

## Contact Us

\*Visit the [American Job Centers](#) online for a full list of locations.

**Bridgeport**  
2 Lafayette Square  
Bridgeport, CT 06604  
203-455-2780

**Hamden**  
37 Marne Street  
Hamden, CT 06514  
203-859-3200

**Hartford**  
60 Weston Street  
Hartford, CT 06120  
860-256-3700

**Waterbury**  
249 Thomaston Avenue  
Waterbury, CT 06702  
203-437-3380

**Montville**  
601 Norwich New London  
Turnpike, Suite 1  
Uncasville, CT 06382  
860-848-5200

The American Job Center (AJC) system is a partnership of local, state, and federal organizations that provide workforce assistance to job seekers and employers. This collaboration helps prepare and train workers; provides individualized recruitment strategy for employers; and assists hiring managers with posting jobs and screening qualified applicants. These services are available at no cost to job seekers or employers.

Visit the [American Job Center webpage](#) for more information.

## The Benefits

- Access to [CTHires](#), the state's job bank.
- Virtual recruiting & assistance posting jobs.
- Targeted recruitments.
- Job matching & outreach services.
- Informational seminars for businesses.
- Labor market information.

american**job**center

**CTHires**  
#CTHires

# BUSINESS ENGAGEMENT UNIT

The CTDOL Business Engagement Unit is dedicated to the businesses and employees that support our communities. Partner with our team of Business Services Specialists to ensure your workforce has the skills, talent, and flexibility to enable your success. Our Business Services Specialists can help address your talent needs, recruit/hire, train/retrain, downsize/close, or recommend customized services to address your workforce-related demands.

Visit the [Business Engagement Unit webpage](#) for more information.

## The Benefits

- Customized recruitment events and promotion through our network.
- Access and assistance with CTHires.
- Referrals to resources and programs.
- Layoff aversion and downsizing support.
- Attend Employer Seminars and earn Society for Human Resource Management (SHRM) Professional Development Credits (PDCs).

**Southwest Region** (Bridgeport, Derby, Stamford, Norwalk area)

**Lori-lynn Chatlos**

Bridgeport AJC  
2 Lafayette Square  
Bridgeport, CT 06604  
203-455-2601  
[lorilynn.chatlos@ct.gov](mailto:lorilynn.chatlos@ct.gov)

**North Central Region** (Hartford, New Britain, Bristol, Enfield area)

**Donna Smith**

Hartford AJC  
60 Weston Street  
Hartford, CT 06120  
860-256-3869  
[donna.smith@ct.gov](mailto:donna.smith@ct.gov)

**Northwest Region** (Waterbury, Danbury, Torrington area)

**Benjamin Clapp**

Waterbury AJC  
249 Thomaston Ave  
Waterbury, CT 06702  
203-437-3324  
[benjamin.clapp@ct.gov](mailto:benjamin.clapp@ct.gov)

**South Central Region**

(Hamden, New Haven, Meriden, Middletown area)

**Teresa Husband**

Hamden AJC  
37 Marne St  
Hamden, CT 06514  
203-859-3414  
[teresa.husband@ct.gov](mailto:teresa.husband@ct.gov)

**Eastern Region** (Danielson, Montville, Willimantic area)

**Mark Fillmore**

Montville AJC  
601 Norwich New London  
Turnpike, Suite 1  
Uncasville, CT 06382  
860-848-5251  
[mark.fillmore@ct.gov](mailto:mark.fillmore@ct.gov)

**Kathleen Cosgrove**

Montville AJC  
601 Norwich New London  
Turnpike, Suite 1  
Uncasville, CT 06382  
860-848-5252  
[kathleen.cosgrove@ct.gov](mailto:kathleen.cosgrove@ct.gov)

# LOCAL VETERANS' EMPLOYMENT REPRESENTATIVES

The Connecticut Department of Labor strives to provide all eligible veterans with the resources and services needed to succeed in the workforce by maximizing their employment opportunities, protecting their employment rights, and meeting the demands of today's labor market. Employer workforce resources include Local Veterans' Employment Representatives (LVERs) who are qualified veterans themselves and serve as statewide advocates for the hiring of veterans.

Visit the [Veterans Services webpage](#) for information.

## The Benefits

- Facilitate hiring, training, and retention of veterans.
- Conduct workshops and presentations to employers, unions, and business organizations.
- Educate federal contractors of the process of recruiting qualified veterans.
- Promote credentialing and licensing opportunities for veterans.
- Perform job development and job matching.
- Partner with CTDOL Business Engagement Team to provide recruitment assistance to employers.
- Share job openings and make candidate referrals.

## Contact Us

For assistance with hiring veterans, employers can contact a LVER or another member of CTDOL's Business Services team. Additional information about veterans services and hiring initiatives may be accessed by visiting [www.ctvetjobs.org](http://www.ctvetjobs.org).

**John Pereira**

Hartford American Job Center  
60 Weston Street  
Hartford, CT 06120  
860-256-3522  
[john.pereira@ct.gov](mailto:john.pereira@ct.gov)

Employers that hire and retain veterans can apply for the U.S. Department of Labor's HIRE Vets Medallion Program at [www.hirevets.gov](http://www.hirevets.gov).



# WORKFORCE DEVELOPMENT BOARDS

Connecticut's five regional Workforce Development Boards are committed to increasing overall employment, retention, and earnings. The Boards work with CTDOLE and other partners to fulfill regional employment and training priorities.

## North Central Region: Capital Workforce Partners

Alex Johnson; President/CEO  
1 Union Place, Hartford, CT 06103  
860-522-1111  
[www.capitalworkforce.org](http://www.capitalworkforce.org)



## Southwest Region: The Workplace, Inc.

Joseph Carbone; President/CEO  
1000 Lafayette Blvd Suite 501, Bridgeport, CT 06604  
203-610-8500  
[www.workplace.org](http://www.workplace.org)



## Eastern CT Workforce Investment Board

Michael Nogelo; President/CEO  
108 New Park Ave, Franklin, CT 06254  
860-859-4100  
[www.ewib.org](http://www.ewib.org)



## Northwest Regional Workforce Investment Board, Inc.

Catherine Awwad; Executive Director  
249 Thomaston Ave, Waterbury, CT 06702  
203-574-6971  
[www.nrwib.org](http://www.nrwib.org)



## South Central Region: Workforce Alliance

William P. Villano; President/CEO  
370 James St, Suite 404, New Haven, CT 06513  
203-624-1493  
[www.workforcealliance.biz](http://www.workforcealliance.biz)



# WORKFORCE DEVELOPMENT AREAS

Southwest	North Central	Northwest	Eastern	South Central
Ansonia	Andover	Barkhamsted	Ashford	Bethany
Beacon Falls	Avon	Bethel	Bozrah	Branford
Bridgeport	Berlin	Bethlehem	Brooklyn	Chester
Darien	Bloomfield	Bridgewater	Canterbury	Clinton
Derby	Bolton	Brookfield	Chaplin	Cromwell
Easton	Bristol	Canaan	Colchester	Deep River
Fairfield	Burlington	Cheshire	Columbia	Durham
Greenwich	Canton	Colebrook	Coventry	East Haddam
Monroe	East Granby	Cornwall	Eastford	East Hampton
New Canaan	East Hartford	Danbury	East Lyme	East Haven
Norwalk	East Windsor	Goshen	Franklin	Essex
Oxford	Ellington	Hartland	Griswold	Guilford
Seymour	Enfield	Harwinton	Groton	Haddam
Shelton	Farmington	Kent	Hampton	Hamden
Stamford	Glastonbury	Litchfield	Killingly	Killingworth
Stratford	Granby	Middlebury	Lebanon	Madison
Trumbull	Hartford	Morris	Ledyard	Meriden
Weston	Hebron	Naugatuck	Lisbon	Middlefield
Westport	Manchester	New Fairfield	Lyme	Middletown
Wilton	Marlborough	New Hartford	Mansfield	Milford
	New Britain	New Milford	Montville	New Haven
	Newington	Newtown	New London	North
	Plainville	Norfolk	North Stonington	Branford
	Plymouth	North Canaan	Norwich	North Haven
	Rocky Hill	Prospect	Old Lyme	Old Saybrook
	Simsbury	Redding	Plainfield	Orange
	Somers	Ridgefield	Pomfret	Portland
	Southington	Roxbury	Preston	Wallingford
	South	Salisbury	Putnam	Westbrook
	Windsor	Sharon	Salem	West Haven
	Stafford	Sherman	Scotland	Woodbridge
	Suffield	Southbury	Sprague	
	Tolland	Thomaston	Sterling	
	Vernon	Torrington	Stonington	
	West Hartford	Warren	Thompson	
	Wethersfield	Washington	Union	
	Windsor	Waterbury	Voluntown	
	Windsor Locks	Watertown	Waterford	
		Winchester	Willington	
		Wolcott	Windham	
		Woodbury	Woodstock	



# THE OFFICE OF APPRENTICESHIP TRAINING

Registered Apprentices (RA) earn while they learn: they master a trade through a combination of on-the-job training and classroom instruction. Thousands of companies across Connecticut have benefited from a customized Registered Apprenticeship Program (RAP). These programs increase workforce recruitment and proficiency, help employers transfer occupational skills to a new generation of workers, and ensure succession planning.

Registered Apprenticeship Programs provide a portable credential that is industry-recognized and certifies the completion of the program. It distinguishes the Registered Apprentice as a master of their craft and makes them eligible to take occupational licensing exams.

Visit the [Registered Apprenticeship webpage](#) for information.

## The Benefits

- On-the-job training and classroom instruction ensures a well-qualified, job-ready employee.
- A Registered Apprenticeship Program helps employers develop a world-class workforce, enhance productivity, and profitability.
- Pre-apprenticeships help individuals and employers cultivate talent and accelerate entry requirements for Registered Apprenticeship Programs and ensure pre-apprentices are prepared to be successful in their RAP.

## Contact Us

CT Department of Labor  
Office of Registered  
Apprenticeship Training  
200 Folly Brook Boulevard  
Wethersfield, CT 06109  
860-263-6085  
[dol.apprenticeship@ct.gov](mailto:dol.apprenticeship@ct.gov)

CTDOL staff provide technical assistance, monitoring, and consulting services to employer program sponsors.

# TRADE ADJUSTMENT ASSISTANCE ON-THE-JOB TRAINING

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

Visit the [Trade Adjustment Assistance webpage](#) for more information.

## The Benefits

- Provides up to 50% of the starting wage rate for a new employee.
- TAA funds can pay for the necessary schooling not provided in the OJT.
- Reimbursement between two and nine months (104 weeks maximum), depending on complexity and skill level of the job.
- CTDOL staff will help design a customized OJT plan to meet the employer's needs.
- Funding can also be used to support a Registered Apprenticeship program.

## Contact Us

CT Department of Labor  
Trade Adjustment  
Assistance Unit  
200 Folly Brook Boulevard  
Wethersfield, CT 06109  
860-263-6070  
[dol.taaunit@ct.gov](mailto:dol.taaunit@ct.gov)

The TAA program is currently in termination mode awaiting reauthorization from Congress. Eligible participants may be limited at this time.

# FOREIGN LABOR CERTIFICATION (FLC)

The Connecticut Department of Labor's Foreign Labor Certification Unit collaborates with the U.S. Department of Labor (USDOL) during the certification process for the H-2A temporary agricultural worker program and the H-2B temporary non-agricultural jobs visa applications. Certifications may be obtained to bring foreign workers into the U.S. when it is demonstrated that there are insufficient qualified U.S. workers available and willing to perform the work.

## Contact Us

CT Department of Labor  
FLC Unit  
200 Folly Brook Boulevard  
Wethersfield, CT 06109  
[H-2A.regulation@dol.gov](mailto:H-2A.regulation@dol.gov)  
[H-2B.regulation@dol.gov](mailto:H-2B.regulation@dol.gov)

Visit the [Foreign Labor Certification webpage](#) for information.

## H-2A Program Temporary Foreign Agricultural Workers

- Temporary or seasonal agricultural work for non-immigrant workers when there is a shortage of domestic workers.
- Forms must be electronically submitted 75 to 60 calendar days before the employer's first date of need through the [USDOL's Flag system](#), available at <https://flag.dol.gov>.

## H-2B Program Temporary Non Agricultural Workers

- Non-immigrant program permits employers to hire foreign non-agricultural labor on a full-time temporary basis when insufficient qualified U.S. workers are available.
- For additional information visit: [USDOL's H2B Certification Page](#).

## Prevailing Wage Requests

- To request a prevailing wage determination for a non-agricultural immigration program (PERM, H-1B, H-1B1, H-2B, and E-3), employer forms are available at: [Prevailing Wages | Flag.dol.gov](#).
- If you have questions regarding a Prevailing Wage Request, email the National Prevailing Wage Center at: [FLC.PWD@dol.gov](mailto:FLC.PWD@dol.gov).

# OFFICE OF RESEARCH

The Connecticut Department of Labor's Office of Research gathers, analyzes, and disseminates information on the economy, workforce, and careers that is used to evaluate the economic health of Connecticut, to support and promote state workforce development activities, and to inform businesses about employment trends in Connecticut industries.

This information about our state's labor markets influences business investment decisions as well as government spending, course offerings at academic institutions, and the evaluation of the quality of life in our state.

Visit the [Office of Research webpage](#) for information.

## The Benefits

- New Hire Reporting options.
- Career planning, education, and training information to assist with career decision making.
- Information available by workforce regions in CT.
- Comprehensive publications, tools, and information for businesses.
- Skilled economists available to respond to requests for customized information.

Need to report newly-hired employees?  
Use the CTDOL [online system](#).

## Contact Us

CT Department of Labor  
Office of Research  
200 Folly Brook Boulevard  
Wethersfield, CT 06109  
860-263-6275  
[dol.lmi@ct.gov](mailto:dol.lmi@ct.gov)

## Helpful Links

[Labor Market  
Information for  
Businesses](#)

[Publications](#)

[Researcher Resources](#)

[Data Tools](#)

# WORK OPPORTUNITY TAX CREDIT (WOTC)

The Work Opportunity Tax Credit (WOTC) is a federal tax credit available to employers who hire individuals identified as having significant barriers to employment. After receiving WOTC certification from CTDOL, employers may claim the tax credit as a general business credit on their income taxes. Tax-exempt employers may claim it against payroll taxes.

Visit the [WOTC webpage](#) for more information.

## The Benefits

- Maximum tax credit ranges from \$1200-\$9600.
- No limit to the number of people hired.
- Qualified tax-exempt organizations described in IRC Section 501(c), and exempt from taxation under IRC Section 501(a), may claim the credit for qualified veterans.

## Eligible Groups

- Qualified veteran
- Person formerly incarcerated (felony)
- Temporary Assistance for Needy Families recipient
- Designated community resident
- Vocational Rehabilitation referral
- Qualified summer youth employee
- Qualified Supplemental Nutritional Assistance Program recipient
- Qualified Supplemental Security Income recipient
- Qualified long-term unemployment recipient
- Long Term Family Assistance recipient

## Contact Us

CT Department of Labor  
WOTC Unit  
200 Folly Brook  
Boulevard  
Wethersfield, CT 06109  
[dol.wotc@ct.gov](mailto:dol.wotc@ct.gov)

## Helpful Links

[Work Opportunity Tax Credit | Internal Revenue Service \(irs.gov\)](#)

[Work Opportunity Tax Credit | U.S. Department of Labor \(dol.gov\)](#)

[Tax Credit Programs \(state.ct.us\)](#)

# RAPID RESPONSE SERVICES

The Rapid Response Unit assists during layoffs and plant closings by helping affected workers find a new job as quickly as possible. The team also helps struggling businesses by referring them to programs, such as Shared Work, that can help them weather a downturn. CTDOL encourages employers who are considering layoffs to engage Rapid Response early. They will provide unemployment and re-employment training sessions to impacted workers.

Visit the [Rapid Response Unit webpage](#) for information.

## The Benefits

- Assistance for companies facing layoffs. Provides support for employers and employees during a very difficult time.
- Resources to help laid off workers file for unemployment benefits and find new jobs quickly.
- Reduces employer unemployment insurance costs through faster re-employment.

## Contact Us

CT Department of Labor  
Rapid Response  
200 Folly Brook Boulevard  
Wethersfield, CT 06109  
860-263-6580  
[dol.rapidresponse@ct.gov](mailto:dol.rapidresponse@ct.gov)

## Helpful Links

[Worker Adjustment and Retraining Notification \(WARN\) Act](#)

[Early Intervention Team Packet](#)

[Rapid Response Team Webinar on job transition support](#)



# SHARED WORK

The Shared Work Program helps employers avoid layoffs during a business downturn. Shared Work allows employers to cut work hours between 10-60% and keep trained staff instead of pursuing lack-of-work layoffs. It provides partial unemployment payments to impacted workers to help offset lost wages. Additionally, when business recovers, employers do not have to recruit or re-train workers, their workforce remained in place.

Visit the [Shared Work webpage](#) for more information.

## The Benefits

- Shared Work prevents layoffs.
- Employers are able to reduce employees' work week from 10%-60%, giving the employer the flexibility to change the reduction based on their workflow.
- Preserve skilled employees and maintain product/service quality.
- Alleviate costs associated with hiring, rehiring, and training new employees.
- Employees retain their fringe benefits.
- Employees collect partial unemployment benefits to replace a portion of their lost wages.

## Contact Us

CT Department of Labor  
Shared Work Program  
200 Folly Brook Boulevard  
Wethersfield, CT 06109  
860-263-6660  
[dol.sharedwork@ct.gov](mailto:dol.sharedwork@ct.gov)

## Criteria

Company must be registered with the Department of Labor and up to date with UI taxes.

Employee's hours and wages cannot be reduced by less than 10% or more than 60%.

Employers must have at least two permanent employees participating and cannot eliminate or reduce fringe benefits.

Cannot be used to subsidize seasonal workers during the off-season.

# WAGE & WORKPLACE STANDARDS DIVISION

The Wage and Workplace Standards Division helps more than 100,000 employers stay compliant with workplace laws and regulations. The enforcement of workplace laws ensures fair competition in the business environment for employers and protects 1.6 million workers in Connecticut from unscrupulous business practices including child labor, failure to carry workers compensation coverage, misclassification of workers, and wage theft. The Division conducts thousands of investigations each year, most prompted by employee complaints.

[The Division website](#) contains information that's vital for employers including minimum wage rates and changes; downloadable workplace law and regulation posters; employer forms; information on paid sick leave and other laws; and resources that clarify employer and employee rights and responsibilities under the law.

## The Benefits

- Website resources and staff help employers comply with a variety of workplace laws and regulations.
- Provides details on minimum wage, prevailing wage, standard wage rates, and other common situations facing employers.
- Free, downloadable state regulation posters.

## Contact Us

CT Department of Labor  
Wage & Workplace  
Standards Division  
200 Folly Brook Boulevard  
Wethersfield, CT 06109  
860-263-6790

## Topics

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

# DIVISION OF OCCUPATIONAL SAFETY AND HEALTH (CONN-OSHA)

CONN-OSHA protects federal, state, and municipal employees by enforcing workplace health and safety laws. Enforcement of private sector industry health and safety falls outside of the CONN-OSHA authority, however, the unit offers **all** Connecticut employers free, confidential onsite consultation services designed to identify and correct health and safety issues.

Visit the [CONN-OSHA webpage](#) for more information.

## The Benefits

- Free training and workshops help employers improve occupational health and safety, reduce injuries, and potentially lower worker compensation rates.
- CONN-OSHA health consultants can monitor air contaminants with laboratory analysis and can perform noise monitoring surveys.
- Assistance with the development and implementation of required written health and safety programs.
- Private businesses can gain recognition through CONN-OSHA's Safety and Health Achievement Recognition Program (SHARP).

## Contact Us

CT Department of Labor  
CONN-OSHA  
38 Wolcott Hill Road  
Wethersfield, CT 06109  
860-263-6900

### Public Sector Consultations and Enforcement

Lisa Casale, Program Manager  
860-263-6905

### Private Sector Consultations

Anne Bracker, Program Manager  
860-263-6920

### Training Events and Workshops

Robert Hunt 860-263-6914  
Catherine Zinsser 860-263-6942

[CONN-OSHA  
Events Calendar](#)

[CONN-OSHA  
Quarterly Newsletter](#)

# TAX DIVISION

The Unemployment Insurance Tax Division is one of the entities responsible for stewardship of the state's Unemployment Insurance Trust Fund, the funding mechanism for Unemployment Insurance (UI) benefits. The Division makes recommendations on borrowing, debt payment, and stability as well as handling employer tax payments that make up the Trust Fund.

Visit the [Unemployment Insurance Tax Division webpage](#) for more information.

## Employer Status

Employer Status registers and processes employer registration requests, and updates and maintains Unemployment Insurance accounts. The unit determines employers' liability, changes payment options, and notifies employers of liability and rates.

Contact Us: Email [dol.status@ct.gov](mailto:dol.status@ct.gov) or call 860-263-6567

## Employer Tax Accounting

Employer Tax Accounting processes employer refunds, correction returns, Third-party agent questions, bulk filing, and filing tax and wage reports online. The unit also handles billing agencies participating in the reimbursement method of payment.

Contact Us: Email [dol.etau@ct.gov](mailto:dol.etau@ct.gov) or call 860-263-6470

## Delinquent Accounts Collections

Delinquent Accounts (DA) collects delinquent taxes and pursues tax returns not filed. DA also assists with [Letters of of Good Standing](#), bankruptcies, liens, missing quarterly tax returns, and tax warrants.

Contact Us: Email [dol.delinquentAccounts@ct.gov](mailto:dol.delinquentAccounts@ct.gov) or call 860-263-6185

## Field Audit Enforcement

Field Audit conducts audits in conjunction with and supplemental to employer liability investigations, Unemployment Insurance benefit investigations, delinquency collections and other field investigations to insure an equitable tax program.

Contact Us: Call 860-263-6360

# UNEMPLOYMENT ELIGIBILITY PROCESS & CLAIM APPEALS

## First Level Adjudication

The Adjudications process is the method for determining eligibility for Unemployment Insurance benefits when a claimant's job separation is for a reason other than lack of work. The CT Department of Labor is required to adjudicate the separation issue through a fact-finding process wherein information is sought from all parties.

### Contact Us

Adjudications  
Division  
860-754-5100

## Employment Security Appeals

The Employment Security Appeals Division is an autonomous, quasi-judicial agency housed in the Department of Labor. We hear and decide appeals to decisions made by Connecticut's Unemployment Insurance Department.

All claimants and employers can check ReEmployCT for hearing dates, case correspondence and status. [Check Case Status Here](#)

Visit the [UI Appeals webpage](#) for more information.

### Middletown Appeals Division

860-566-5262

### Waterbury Appeals Division

203-596-4138

### Board of Review

860-566-3045

# UNEMPLOYMENT INSURANCE: EMPLOYER CHARGES

## Merit Rating

The Merit Rating Unit is responsible for the benefit charging of employer accounts, for both Rated (also known as Contributory) and Reimbursable employers.

They respond to inquiries related to:

- Quarterly Statement of Experience Charges (Form QTR-CHRG)
- Employer protests (Form UI-21A)
- Employer appeals (Form UI-SEP\_EMPLR)

Visit the [UI Benefits webpage](#) for more information.

**Rated employers:** the quarterly charge process culminates in the production of the Annual Rate Letter (Employer's Contribution Rate) which is sent out by the Employer Status Unit.

**Reimbursable employers** do not pay into the Unemployment Insurance tax system. Their quarterly charges are subsequently billed by the Delinquent Accounts Unit and the reimbursable employer pays the charges dollar for dollar.

## Contact Us

Questions regarding employer charges and potential charges can be directed to:

860-263-6705

[dol.meritrating@ct.gov](mailto:dol.meritrating@ct.gov)



# UNEMPLOYMENT INSURANCE: FRAUD & OVERPAYMENTS

## Benefit Payment Control (BPC)

Benefit Payment Control (BPC) is responsible for the prevention, detection, and recovery of overpaid Unemployment Insurance benefits.

A **fraud overpayment** is the result of willful misrepresentation or willful nondisclosure of information by an individual in order to obtain unemployment benefits.

A **non-fraud overpayment** occurs when an individual receives a greater amount of UI benefits than was due them due to an error or reversal of an eligibility decision.

Visit the [Benefit Payment Control webpage](#) for more information.

**To report fraud:**  
[Fill out this form](#)

[Contact Us](#)

### Fraud Prevention

- Online fraud reporting and a variety of tools to combat identity theft.
- Cross-matching with state and federal databases.

### Repayment Collection

CTDOL accepts credit or debit cards, checks, and money orders.

In cases of non-repayment, CTDOL employs multiple collection methods including:

- Repayment schedules
- Wage garnishment
- Income tax intercepts
- Offset of unemployment benefits

# ELECTRONIC REPORTING – UNEMPLOYMENT STATE INFORMATION DATA EXCHANGE SYSTEM (SIDES)

SIDES E-Response allows employers to quickly and easily manage Unemployment Insurance claims. No special software is required. SIDES is secure, confidential, and includes security measures to protect sensitive employer data.

Visit the [SIDES webpage](#) for more information

## The Benefits

- Reduce paperwork and administrative time.
- Improve accuracy - Prevent overpayments and minimize potential penalties or adjustments.
- Speed up response times - Respond quickly to claim notices and provide all information electronically.
- Save money - Reduce manual data entry and printing and mailing expenses by using a secure online tool.

## Contact Us

860-263-6779

[dol.ctsidesadmin@ct.gov](mailto:dol.ctsidesadmin@ct.gov)

## To Learn More and Register for SIDES E-Response:

[Enroll in  
SIDES E-Response](#)



# CONNECTICUT LEAVE LAWS

## CT Family & Medical Leave

The Connecticut Family and Medical Leave Act (CTFMLA) provides 12 weeks of unpaid, job-protected leave in a 12-month period to eligible employees for qualifying reasons.

For more information, call 860-263-6400, email [dol.ctfmla@ct.gov](mailto:dol.ctfmla@ct.gov), or visit [FMLA Guidance](#).

## Federal Family & Medical Leave

The federal Family and Medical Leave Act (FMLA) entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave.

For more information visit [Federal FMLA Guidance](#).

## CT Paid Leave

CT Paid Leave (CTPL) provides 12 weeks of partial income replacement benefits in a 12-month period to eligible workers in Connecticut who are out of work due to qualifying health or family reasons. Public benefits are administered by the CT Paid Leave Authority, not CTDOL, and employees apply for benefits through the Authority.

For more information visit [www.ctpaidleave.org](http://www.ctpaidleave.org).

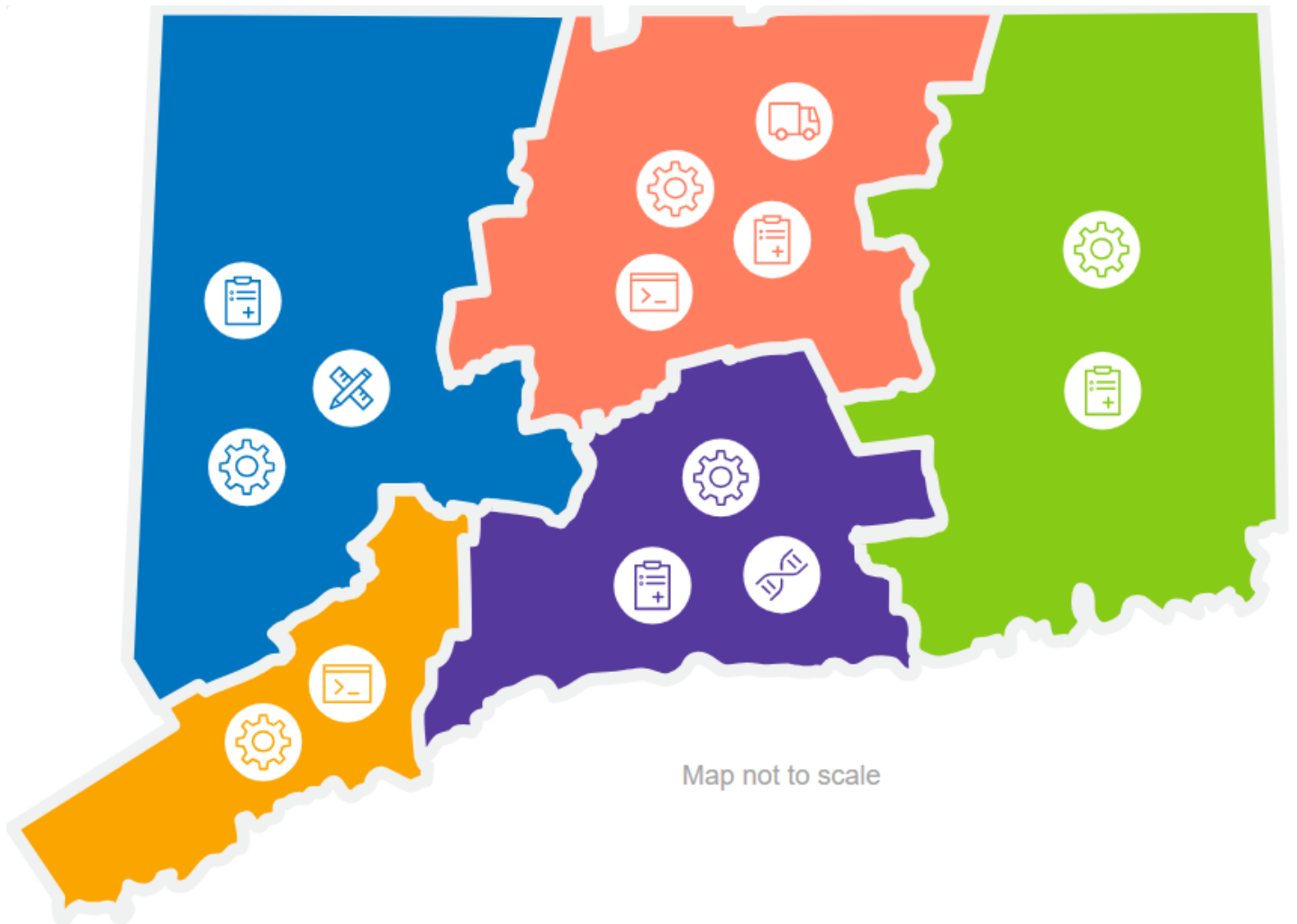
## CT Paid Sick Leave

Connecticut's existing Paid Sick Leave law requires employers with more than 50 employees that are mostly in specific retail and service occupations (such as food service workers, health care workers, and others) to provide their employees with up to 40 hours of paid sick leave annually. (This law will expand January 1, 2025.)

For more information visit [CT Paid Sick Leave Guidance](#).

# REGIONAL SECTOR PARTNERSHIPS

Regional Sector Partnerships (RSPs) are industry-led and community-supported initiatives aimed at enhancing regional economies and connecting people to jobs. Business leaders, educational institutions, and community organizations work to address industry-specific challenges through collaboration. RSPs focus on issues like workforce training, policy, and job quality, promoting strong partnerships and breaking down barriers.



**1 Bioscience**  
(New Haven)



**4 Healthcare**  
(Northwest, Capital, New Haven, Northeast)



**2 Technology**  
(Capital and Southwest)



**5 Manufacturing**  
(All Regions)



**1 Transportation, Distribution, and Logistics**  
(Capital)



**1 Architecture, Engineering, and Construction**  
(Northwest)

# REGIONAL SECTOR PARTNERSHIPS (RSP)

The CT Office of Workforce Strategy provides support and promotes the success of CT's Regional Sector Partnerships. To get involved, contact:

**Tracy Ariel**, Director of Workforce and Business Engagement  
CT Office of Workforce Strategy  
[tracy.ariel@ct.gov](mailto:tracy.ariel@ct.gov)



## Healthcare

Northwest HealthConnect RSP	Jennifer Murphy-Pitcher	<a href="mailto:jennifer@danburychamber.org">jennifer@danburychamber.org</a>
Eastern CT Healthcare Partnership	Carol LaBelle	<a href="mailto:labellec@ewib.org">labellec@ewib.org</a>
Capital Area Healthcare Partnership	Maureen Jenks	<a href="mailto:mjenks@capitalworkforce.org">mjenks@capitalworkforce.org</a>
South Central Healthcare RSP	Garrett Sheehan	<a href="mailto:gsheehan@gnhcc.com">gsheehan@gnhcc.com</a>

## Manufacturing

Northwest CT Manufacturing RSP	Helen Brickfield	<a href="mailto:helen.brickfield@nrwib.org">helen.brickfield@nrwib.org</a>
Eastern Advance Manufacturing Alliance	Carol LaBelle	<a href="mailto:labellec@ewib.org">labellec@ewib.org</a>
Southwest CT Manufacturing RSP	Denise Weaver	<a href="mailto:denise@brbc.org">denise@brbc.org</a>
South Central Manufacturing RSP	Jill Watson	<a href="mailto:jwatson@workforcealliance.biz">jwatson@workforcealliance.biz</a>
Advanced Manufacturing Employer Partnership	Leah Fuhs	<a href="mailto:lfuhs@unitedwayinc.org">lfuhs@unitedwayinc.org</a>

## Technology

Southwest CT Tech Hub	Patricia Meyer	<a href="mailto:patricia@stamfordpartnership.org">patricia@stamfordpartnership.org</a>
Capital Area Tech Partnership	Martha LaCrosse	<a href="mailto:mlacrosse@capitalworkforce.org">mlacrosse@capitalworkforce.org</a>

## Bioscience

Greater New Haven Bioscience Collaborative	Garrett Sheehan	<a href="mailto:gsheehan@gnhcc.com">gsheehan@gnhcc.com</a>
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## Transportation

Capital Area Transportation, Distribution and Logistics Partnership RSP	Mohamed Chaouki	<a href="mailto:mchaouki@capitalworkfore.org">mchaouki@capitalworkfore.org</a>
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## Architecture, Engineering and Construction

Architecture, Engineering and Construction RSP	Patrick Donnelly	<a href="mailto:patrick.donnelly@nrwib.org">patrick.donnelly@nrwib.org</a>
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# ADDITIONAL RESOURCES

## Economic Development Catalogue

The Connecticut Economic Development Catalogue contains valuable resources for organizations looking to grow and thrive in our state.



## Connecticut Workforce Guide

The Workforce Resource Guide is designed to provide information on the wide range of hiring resources available to help new and existing Connecticut employers.



## Market Entry in Connecticut

The Soft Landing Guide provides resources for companies looking to set up, relocate, or expand their business.





# CONTACT US

For questions or updates  
to this publication,  
contact:

[dol.beu@ct.gov](mailto:dol.beu@ct.gov)



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