



Department of Inspections,
Appeals, & Licensing

Operational Plan for Fiscal Year 2027

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Department of Inspections, Appeals, & Licensing (DIAL) Operational Plan for FY2027

The purpose of DIAL's FY2027 Operational Plan is to provide both a framework and reference guide to the department to guide its day-to-day operational activities. The plan will support DIAL's overall goals to modernize, standardize, and simplify its delivery of key services across the State.

DIAL Strategic Plan Initiatives

- Complete recertifications surveys of federally active nursing homes at an interval of no greater than 15.9 months.
- Deploy a uniform licensing technology solution.
- Increase OSHA education consultations.

DIAL Enterprise Priorities Supported

In FY2027, DIAL will support the following enterprise priorities through the execution of this plan:

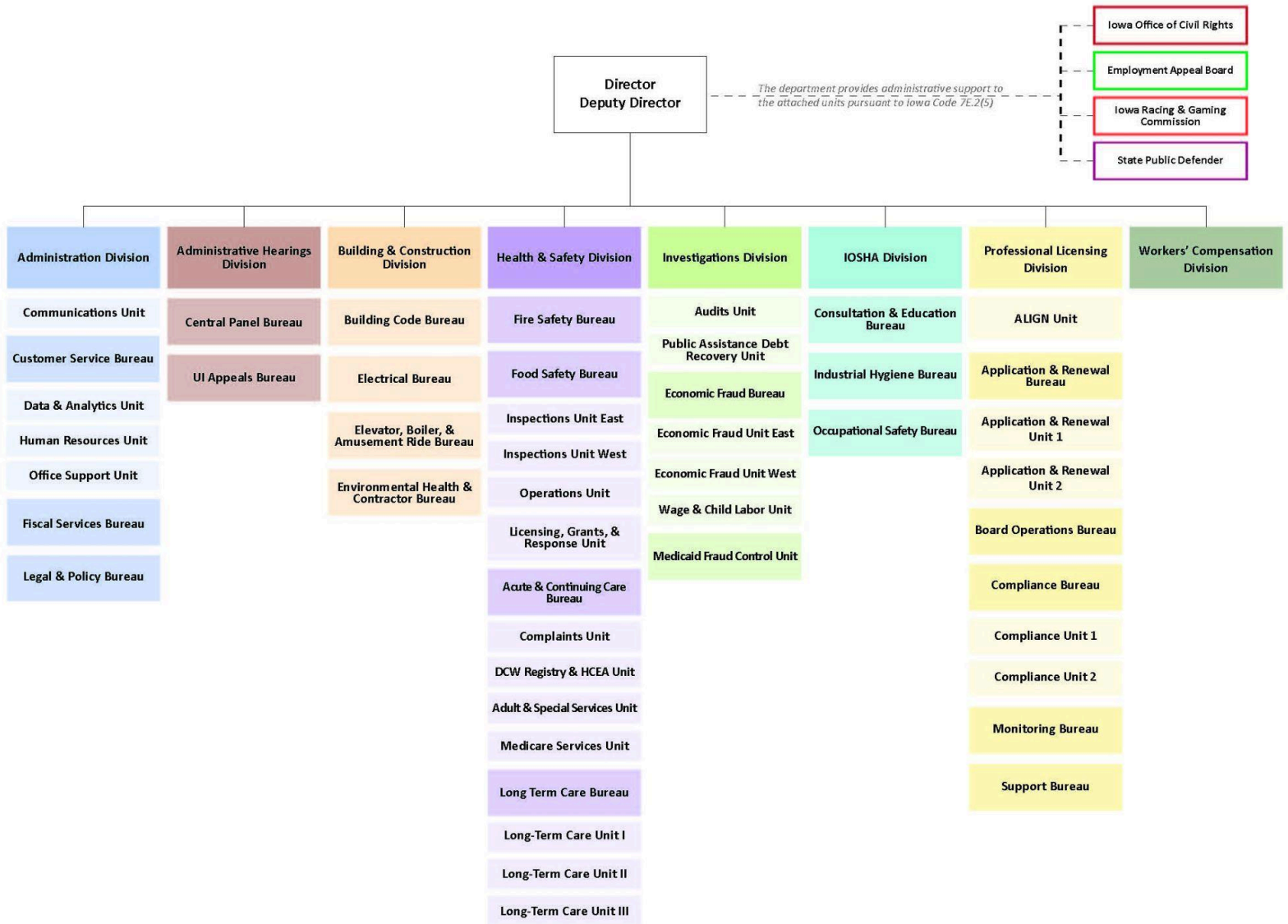
- Health Care
- Law and Order

DIAL Operational Goals to Achieve in FY2027

- Decrease the processing time to issue a license, permit, or approval by deploying a uniform technology solution.
- Increase the number of OSHA educational consultations by 10%.

This plan also serves as a backdrop to the department's routine performance metric reviews and assists in focusing efforts towards those areas that require the greatest attention. The following pages describe agency programs and performance measures for each of the department's eight divisions and four attached units.

DIAL Organizational Structure



DIAL Programs Provided – Administration Division

Tribal Gaming

Program Description: The director enters into, implements and enforces compacts between the State of Iowa and Indian tribes to operate Indian gaming establishments in accordance with federal law.

Action Items for FY2027: Review and respond to tribal compact requests. This target represents an appropriate level of customer service as related to requests.

Outcome measure: Number of days to respond to Tribal requests for assistance/information.

Numeric FY27 target: 5 days

Athletic Commission

Program Description: This program ensures the licensing, tax, and registration requirements are met for professional and amateur athletic events held in Iowa.

Action Items for FY2027: Review applications and issue licenses.

Outcome measure: Number of days to issue an athletic promoter license.

Numeric FY27 target: 5 days

Resource Management

Program Description: Provide consistent and accurate administrative and fiscal services to all areas of the department and attached units to ensure services to department constituencies.

Action Items for FY2027: Foster a positive and inclusive work environment by implementing targeted career development initiatives, delivering timely and constructive feedback, and providing adaptable support to meet evolving employee and departmental needs. Retention rate is calculated based on full-time and part-time employees only. Interns, temporary employees, board members, and employee deaths are excluded from this calculation. Additionally, retention is measured from a voluntary resignation perspective and excludes retirements or involuntary terminations.

Outcome measure: Percentage of voluntary retention among permanent staff.

Numeric FY27 target: 97%

Department Operations

Program Description: This program provides essential support operations, such as fiscal services, communications, data and analytics, office staff support, and legal and policy services.

Action Items for FY2027: Review and respond to media inquiries. This metric remains the same as an accurate and stable measure of workload and performance.

Outcome measure: Percentage of media inquiries responded to within 2 business days.

Numeric FY27 target: 80%

DIAL Programs Provided – Administrative Hearings Division

Central Panel Bureau Contested Case Hearings

Program Description: Administrative Law Judges afford citizens due process for adverse actions taken by state agencies and local governments.

Action Items for FY2027: Hold hearings and issue decisions within 30 days of the hearing. However, this action item may be adversely affected by temporary reassignment of administrative law judges.

Outcome measure: Percentage of judge's decisions issued within 30 days of hearing.

Numeric FY27 target: 90%

Unemployment Insurance (UI) Appeals Bureau Contested Case Hearings

Program Description: Administrative Law Judges afford claimants and employers the opportunity to contest state agency decisions regarding unemployment benefits.

Action Items for FY2027: Process cases, hold hearings, and write decisions within 45 days from date of appeal. However, this action item may be adversely affected by implementation of a new computer system and personnel changes.

Outcome measure: Percentage of UI cases completed within 45 days.

Numeric FY27 target: 80%

DIAL Programs Provided – Building & Construction Division

Building Codes

Program Description: The State Building Code program does building, sprinkler/fire alarm plan review and inspections for all State-owned, State-funded, all licensed healthcare and all schools/daycares not reviewed or inspected by a local jurisdiction. The State Building Code Advisory Council provides recommendations to support the State building code program.

Action Items for FY2027: Review and complete plan reviews. Targets for FY27 remain unchanged to allow the new Division Administrator, who joined the state in March 2026, time to conduct a comprehensive assessment of current operations. Holding these benchmarks steady ensures organizational stability while the new leadership evaluates existing workflows for future efficiency gains.

Outcome measure: Percentage of building plan reviews completed within 60 days.
Numeric FY27 target: 95%

Plumbing and Mechanical Systems

Program Description: The Plumbing and Mechanical Systems Board licensing all professionals and businesses in the industry. Licensing ensures that individual professionals in this industry are properly qualified and receive ongoing education. Licensing for businesses includes proof of current bonding and insurance, as well as having a Master of Record on staff. All of this protects the public by having a training and qualified workforce to carry out these important functions.

Action Items for FY2027: Encourage licensees to apply online, review applications, and issue licenses. With the appointment of a new Division Administrator in March 2026, the Building & Construction Division will maintain its current performance measures for the FY27 cycle. This period of consistency is necessary to align bureau activities under new leadership before proposing data-driven adjustments to our performance targets.

Outcome measure: Percentage of Plumbing, Mechanical Safety Board apps completed online.
Numeric FY27 target: 80%

Electrical Licensing and Electrical Inspections

Program Description: The Electrical Examining Board plays a crucial role in ensuring electrical safety and compliance with electrical licensing and electrical inspections to protect persons and property from the hazards that arise from the use of electricity. By performing these functions, this helps overall public safety making sure lowans are safe at work, home and at play.

Action Items for FY2027: Schedule and conduct electrical inspections. The Building & Construction Division is holding FY27 benchmarks at current levels to provide continuity following the hiring of a new Division Administrator in late March 2026. This approach allows leadership to stabilize program alignment and verify current data trends before implementing changes to the division's operational expectations.

Outcome measure: Percentage of electrical installations inspected within 3 business days per IC 103.31.
Numeric FY27 target: 95%

Lead Professional Certification

Program Description: Lead Professional Certification ensures that lead inspectors and/or risk assessors and visual risk assessors are properly trained and certified to identify lead hazards and to assure that lead hazards have been remediated. Certification also ensures that lead abatement contractors, lead abatement workers, and lead-safe renovators are properly trained and certified to conduct abatement that will properly eliminate lead hazards and to conduct renovation, remodeling, and painting in a safe manner.

Action Items for FY2027: Review applications and issue licenses. To ensure a smooth leadership transition, FY27 performance goals will remain consistent with the prior year. This allows the new Division Administrator, hired in March 2026, the opportunity to study bureau processes and identify long-term efficiencies that will inform more aggressive growth targets in future fiscal cycles.

Outcome measure: Percentage of lead professionals processed in 21 days or fewer.
Numeric FY27 target: 95%

Swimming Pool and Spas

Program Description: The Environmental Health and Contractor Bureau does Swimming Pool and Spas reviews for all public and business locations.

Action Items for FY2027: Review and complete plan reviews. FY27 targets remain unchanged to support the successful integration of the new Division Administrator as of March 2026. Maintaining steady expectations during this transition phase prevents operational disruption and allows leadership to ensure all bureaus are properly aligned before evolving our performance metrics.

Outcome measure: Percentage of swimming pool and spas plan reviews completed within 90 days or fewer after all information and fees have been obtained.
Numeric FY27 target: 90%

DIAL Programs Provided – Health & Safety Division

Social & Charitable Gambling

Program Description: This program regulates social and charitable gambling activities to protect the public from incidence of fraudulent or illegal activities.

Action Items for FY2027: Issue licenses. Notify organizations that are required to file an annual report and issue licenses once reports are filed. As federal and state mandates continue to grow in volume and complexity, the Division is holding FY27 targets constant to preserve regulatory quality. These goals represent the maximum output currently possible while ensuring we remain in full compliance with all federal and state oversight expectations.

Outcome measure: Percentage of social/charitable gambling organizations that file annual reports.

Numeric FY27 target: 90%

Food Inspections

Program Description: Licensing and inspection of over 23,000 food and lodging establishments, such as grocery stores, restaurants, temporary food stands, convenience stores, hotels/motels, in 68 counties and contract compliance in the remaining 31 counties. This program conducts (either through state inspectors or contracts with local boards of health) food safety inspections of restaurants, grocery stores, food processing plants, and vending machines to ensure consumers receive safe and wholesome food.

Action Items for FY2027: Inspections are prioritized as “high priority” and are included in annual performance plans, assessed during evaluations, and tracked quarterly for each inspector and program. FY27 targets remain unchanged as rising federal and state mandates have significantly increased the volume and complexity of required inspections. Current goals represent the maximum operational capacity possible without compromising the quality and defensibility of our regulatory oversight.

Outcome measure: Percentage of risk level 5 food establishments inspected every 6 months.

Numeric FY27 target: 92%

Outcome measure: Percentage of risk level 4 food establishments inspected annually.

Numeric FY27 target: 90%

Outcome measure: Percentage of complaint responses completed on time.

Numeric FY27 target: 90%

Outcome measure: Percentage of significant violation follow-up completed on time.

Numeric FY27 target: 90%

Fire Safety Inspections

Program Description: This program conducts life safety code fire inspections for all State-owned, State-funded, all licensed healthcare and all schools/daycares not reviewed or inspected by a local jurisdiction. Conducts Fire Code complaint inspections and investigations for the State. Responsibilities include certificate of occupancy approvals, fire inspections, follow-up, complaint investigations, and enforcement of state and federal standards.

Action Items for FY2027: Schedule and conduct fire safety and complaint inspections. Due to expanding workload requirements and increased CMS expectations, the Division is maintaining current performance benchmarks for FY27. Further increases are not operationally feasible at this time while still ensuring full compliance with mandated statutory timelines and follow-up activities.

Outcome measure: Percentage of facility inspection reports returned within 10 business days.

Numeric FY27 target: 100%

Outcome measure: Percentage of daycares receiving a fire inspection every 36 months.

Numeric FY27 target: 100%

Regulating State Licensed Only Programs & Facilities

Program Description: Enhance the safety, security and general welfare of persons served in state-licensed only residential care facilities, assisted living programs, adult day services programs and elder group homes. Responsibilities include application processing, bi-annual monitoring evaluations, certification, complaint investigations, and enforcement of state standards.

Action Items for FY2027: Complaint investigations will be completed according to required triage timeframes.

Performance targets are held steady for FY27 to accommodate a surge in the frequency of complaint investigations and reporting requirements. These mandated increases utilize all available resources, making additional growth targets unachievable without risking the integrity of our regulatory findings.

Outcome measure: Complaint allegations triaged as the potential for immediate harm will be initiated within 2 days.

Numeric FY27 target: 100%

Regulating Long-Term Care (LTC) Facilities & Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID)

Program Description: Enhance the safety, security and general welfare of persons served in state-licensed and/or federally-certified health care facilities and entities. Responsibilities include application processing, annual inspections, follow-up, licensing and certification decisions, complaint investigations, and enforcement of state and federal standards.

Action Items for FY2027: Recertification surveys will be completed according to the State Performance Standards System as required by the Centers for Medicare and Medicaid Services (CMS). Current targets reflect the ceiling of what is achievable under existing state rules and federal survey intervals. Because expanding mandates continue to absorb the Division's operational capacity, targets will remain unchanged for FY27 to ensure continued alignment with CMS and state standards.

Outcome measure: Average number of months between LTC (skilled nursing/nursing facilities) recertification surveys completed within federal timeframes.

Numeric FY27 target: 12.9 months

Outcome measure: Average number of months between ICF-IID surveys completed within federal timeframes.

Numeric FY27 target: 12.0 months

Health Facility Inspections

Program Description: This program inspects/ monitors, licenses and/or certifies under the Medicare and Medicaid Programs health care providers and suppliers, which includes long-term care facilities, hospitals, hospices, end-stage renal disease units, rural health clinics.

Action Items for FY2027: Complete requirements as outlined in the Centers for Medicare and Medicaid Services (CMS) Mission and Priority (MPD) document. FY27 targets remain at current levels to prioritize the thoroughness of inspections amid a significant increase in mandated workload. Maintaining these benchmarks ensures the Division can meet all statutory deadlines and complex reporting requirements within our existing resource limits.

Outcome measure: Percentage of federal workload requirements met for Tier 1 & Tier 2.

Numeric FY27 target: 95%

DIAL Programs Provided – Investigations Division

Economic Fraud

Program Description: This program works to ensure misspent public assistance monies obtained through fraud, inadvertent error or agency error are identified and collected so that only eligible applicants receive them in the appropriate amounts.

Action Items for FY2027: Conduct investigations into public assistance programs.

Outcome measure: Percentage of pre-eligibility investigations completed within 10 business days.
Numeric FY27 target: 92%

Medicaid Fraud Control Unit (MFCU)

Program Description: This program investigates fraud committed against the Medicaid program by providers and abuse/neglect committed against patients and residents in health care facilities by facility staff.

Action Items for FY2027: If a MFCU investigation results in a criminal conviction, MFCU will update HHS OIG in accordance with federal regulations. This measure serves as a critical indicator of our inter-agency transparency and federal compliance. Consistent reporting is vital to the effort to combat fraud, and this metric verifies that our state continues to uphold its full reporting obligations.

Outcome measure: Percentage of convictions submitted for exclusion to HHS OIG within 30 days.
Numeric FY27 target: 100%

Investigation Services

Program Description: Provide investigation services to the Iowa Department of Health and Human Services (Iowa HHS) (economic fraud, pre and post eligibility investigation, and Medicaid Fraud) that are required by federal and state law. These services help assure that any overpayments made in public assistance programs administered by Iowa HHS are identified and earmarked repayment.

Action Items for FY2027: Complete timely investigations to insure cost avoidance are calculated accurately and timely.

Outcome measure: Cost savings dollars identified from Iowa HHS investigations.
Numeric FY27 target: \$3,200,000

Public Assistance Debt Recovery

Program Description: This program collects public assistance money on behalf of Iowa HHS that was improperly paid out to applicants or recipients.

Action Items for FY2027: Proactively enter into agreements with debtors and ensure collection activities are done in a timely manner.

Outcome measure: Dollars recovered - improper public assistance due to error/fraud.

Numeric FY27 target: \$3,200,000

Audits Unit

Program Description: This program ensures compliance with applicable federal and state financial requirements by health care facilities.

Action Items for FY2027: Ensure unit policies are followed to maintain accuracy and timeliness with assigned audits.

Outcome measure: Percentage of quarterly facility audit reports completed within 90 days.

Numeric FY27 target: 96%

Wage and Hour/Child Labor

Program Description: This program enforces Iowa wage law, including the Iowa minimum wage. If you have not been paid what you are owed you may file a wage claim. This program also protects Iowa's children from certain hazards and from being overworked.

Action Items for FY2027: Follow unit policies and procedures to meet timeliness for completion of investigations.

Outcome measure: Percentage of wage claims completed within 60 days of assignment.

Numeric FY27 target: 80%

DIAL Programs Provided – IOSHA Division

OSHA Consultation

Program Description: OSHA Consultation Program offers no-cost and confidential services to small- and medium-sized businesses in Iowa, with priority given to high-hazard worksites.

Action Items for FY2027: We will continue to expand the access of our services through Partnerships and Alliances. Hazards verified as corrected will be tracked through the OSHA information system and our Salesforce Suite, once operational. We will focus on optimizing efforts to consistently achieve this result.

Outcome measure: Percentage of serious OSHA hazards verified corrected timely.

Numeric FY27 target: 100%

Outcome measure: Number of individuals trained: OSHA.

Numeric FY27 target: 10,500

OSHA Health & Safety

Program Description: Iowa OSHA protects employees at work by enforcing safety and health standards to prevent injuries and illnesses.

Action Items for FY2027: IOSHA is working on getting fully staffed, training up new inspectors and identifying efficiency opportunities, to achieve our goal.

Outcome measure: Number of OSHA inspections each year.

Numeric FY27 target: 610

OSHA Whistleblower Protection

Program Description: Iowa OSHA enforces whistleblower and discrimination rules of the Occupational Safety and Health Act.

Action Items for FY2027: We have built added capacity in the Whistleblower Program. Using the additional capacity will help us achieve the goal of average days per investigation to be under 90 days. This target is maintained at less than 90 days in alignment with federal and state requirements.

Outcome measure: Average number of days pending for whistleblower investigations.

Numeric FY27 target: Less than 90 days

DIAL Programs Provided – Professional Licensing Division

Licensing

Program Description: Licensing for over 200 people, places, things or programs under the Building & Construction, Health & Safety, and Professional Licensing Divisions. This includes the investigation of complaints and the regulation of professions; some with oversight from boards, and committees.

Action Items for FY2027: Conduct timely investigations.

Outcome measure: Days to complete initial investigation after complaint.

Numeric FY27 target: 120 days

DIAL Programs Provided – Workers’ Compensation Division (WCD)

Workers’ Compensation

Program Description: The Iowa Division of Workers' Compensation has three core functions: 1) Adjudication of disputed workers' compensation claims, 2) Enforcement of compliance standards, and 3) Education of Iowans about workers' compensation laws and procedures.

Action Items for FY2027: (1) Process contested cases through WCD in an efficient and timely manner. (2) Review evidence, briefs, and file the arbitration/review-reopening decision in a timely manner. (3) Process appeals in an efficient and timely manner and maintain appellate docket.

Outcome measure: Average number of days from filing of petition until filing of arbitration/review-reopening decision.
Numeric FY27 target: 600 days

Outcome measure: Average number of days from case being fully submitted to filing of arbitration/review-reopening decision.

Numeric FY27 target: 135 days

Outcome measure: Average number of pending cases on intra-agency appellate docket.

Numeric FY27 target: 60 or fewer pending intra-agency appeals

Attached Unit – Iowa Racing & Gaming Commission (IRGC) Operational Plan for FY2027

IRGC Strategic Plan Initiatives

- Achieve the highest possible voluntary compliance of statutes, rules, and regulations.
- Ensure the integrity of licensed facilities and entities.

IRGC Enterprise Priorities Supported

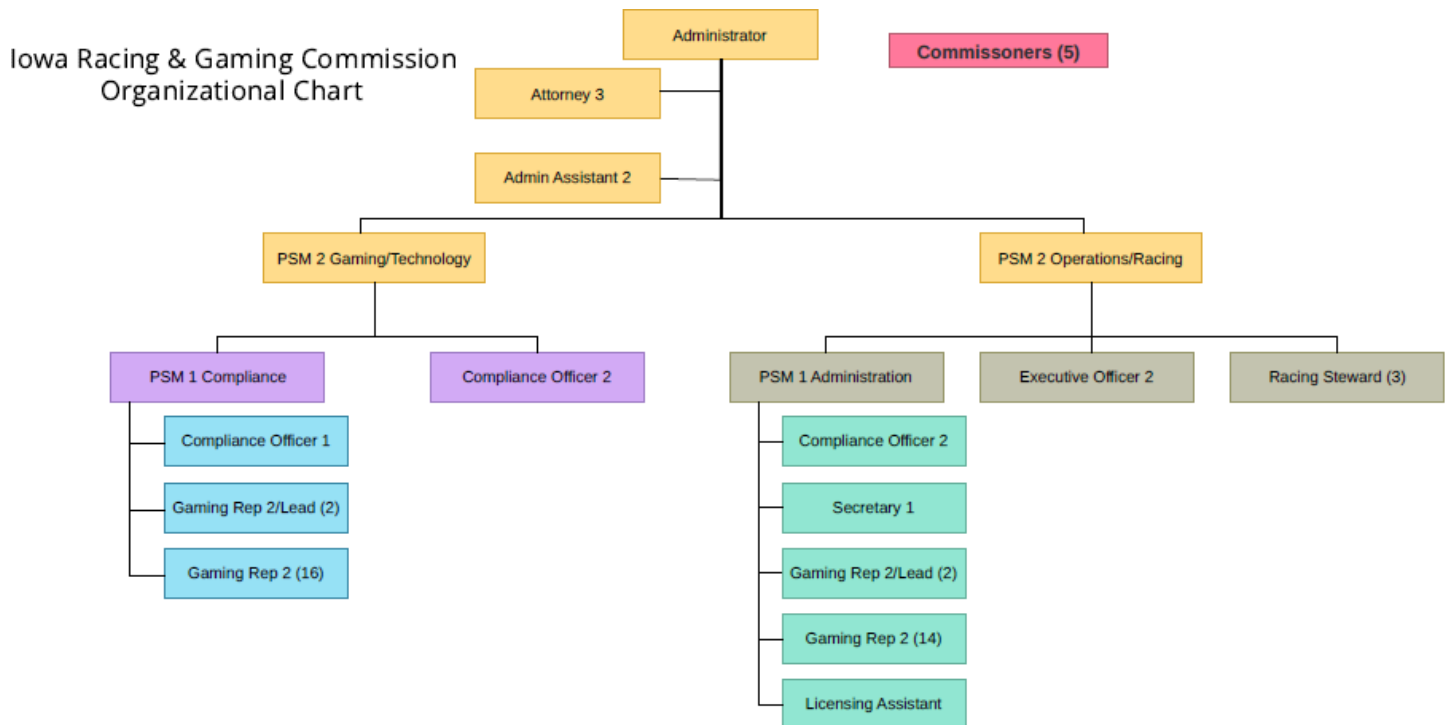
In FY2027, IRGC will support the following enterprise priorities through the execution of this strategic plan:

- Preserving Public Safety

IRGC Operational Goals to Achieve in FY2027

- Percent of un-licensable issues that are discovered and acted upon during initial review of occupational licenses.
- Percent of licensees with significant deficiencies found as a result of an audit.

IRGC Organizational Structure



IRGC Programs Provided

Racing & Gaming Commission

Program Description: The Iowa Racing and Gaming Commission (IRGC) administers the laws and rules for gambling and wagering in Iowa in order to ensure the integrity of licensees and their operations, maintain public confidence in regulated gambling and wagering activities in Iowa, and promote economic development for the citizens of Iowa. The Commission also protects the health and welfare of the racing animals.

Action Items for FY2027: Review evidence and information received from the public. Veterinarians review all aspects of horse health to ensure soundness. While 100% compliance is always the goal, the total number of licensees, increased duties and compliance responsibilities required by the new federal Horseracing Integrity and Safety Authority (HISA), and staffing restraints require a status quo target.

Outcome measure: Percentage of regulation violation complaints received that are investigated.

Numeric FY27 target: 95%

Outcome measure: Percentage of horses inspected for fitness prior to race.

Numeric FY27 target: 97%

Race Horse Aftercare Assistance

Program Description: Monies in the fund shall be distributed, under the sole control of the commission, to organizations exempt from federal income taxation under section 501(c)(3) of the Internal Revenue Code, dedicated for race horse aftercare subject to the requirements of this section. Organizations applying for the funds must submit evidence of their existence for a minimum of three years. Priority will be given to organizations involved in the rehabilitation, retraining, and rehoming of former race horses that raced in the state of Iowa that have governing boards composed of pari-mutuel industry occupational license holders.

Action Items for FY2027: Solicit applications prior to the deadline and review for accuracy.

Outcome measure: Percentage of reviewed applications in anticipation of awarding funds.

Numeric FY27 target: 100%

Attached Unit - Iowa Employment Appeal Board (IEAB) Operational Plan for FY2027

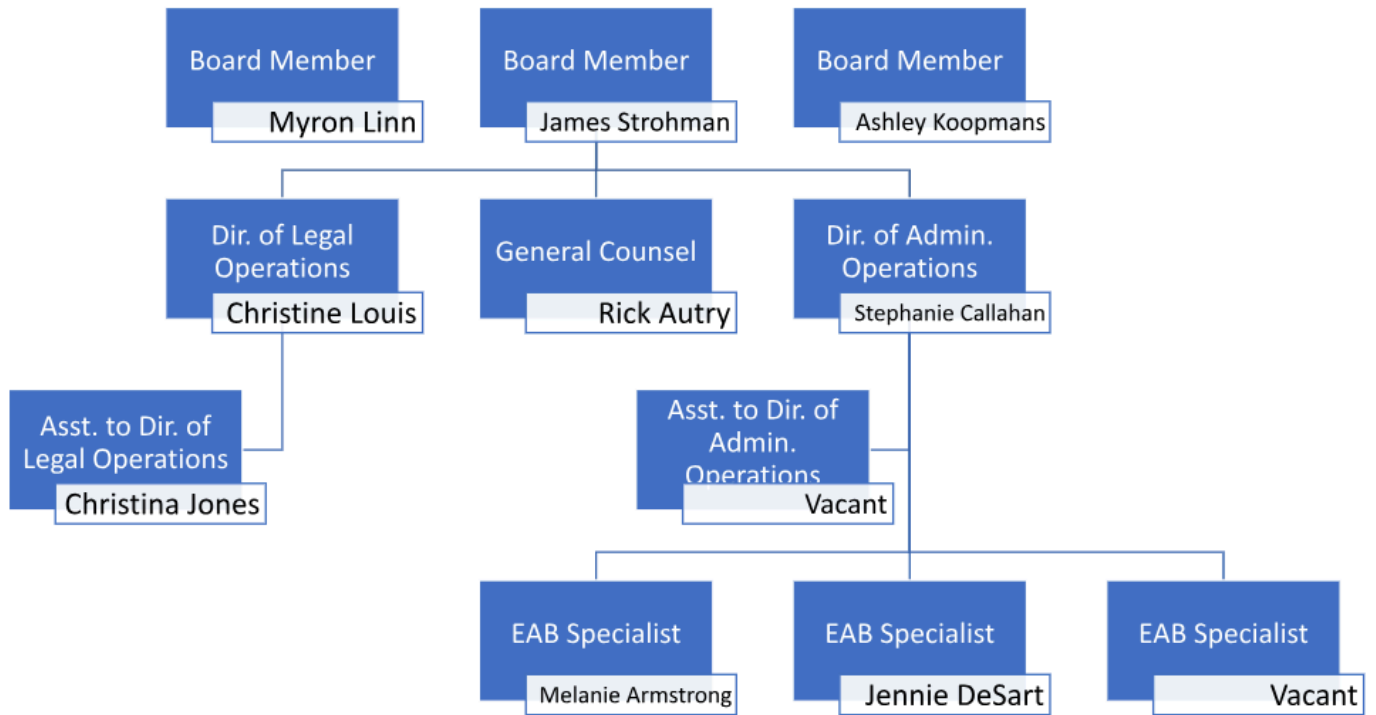
IEAB Strategic Plan Initiatives

- To increase election participation, the Iowa Employment Appeal Board (IEAB) is streamlining the election process for public employers, employees and Certified Employee Organizations. This initiative includes continually upgrading the election computer system; maintaining an up-to-date website; and, providing comprehensive training opportunities through in-person sessions, virtual meetings, and on-demand resources. Furthermore, the IEAB remains a critical resource by closely monitoring unemployment trends, particularly as fluctuations in Iowa's unemployment rate occur. By resolving disputes through our agency's administrative proceedings, rather than costly litigation, the IEAB ensures significant cost savings for Iowa taxpayers and all involved state agencies.

IEAB Operational Goals to Achieve in FY2027

- Timely and accurately adjudicate administrative appeals to save the State of Iowa and its constituents the significant cost and delays of litigating employment and labor-related cases in the district courts.
- Promoting harmony in the public sector workforce by overseeing public sector collective bargaining, including giving public sector employees a voice by promoting participation in annual recertification elections.

IEAB Organizational Structure



IEAB Programs Provided

Employment Appeal Board

Program Description: The IEAB serves as the final administrative authority for contested case appeals across several key areas of Iowa law. Its primary role includes adjudicating disputes involving unemployment insurance (Chapter 96), state merit system grievances (Chapter 8A), public employment relations (Chapter 20), and OSHA safety violations (Section 88). Additionally, the Board handles matters related to public safety, construction contractor registration, and IPERS benefits.

Beyond its judicial functions, the IEAB manages public sector collective bargaining by overseeing two annual recertification elections for unions representing tens of thousands of Iowa's public employees.

Action Items for FY2027:

Case Review Consistency: The IEAB will maintain its schedule of daily or weekly meetings to adjudicate appeal cases across all jurisdictional categories.

System Modernization: The Board remains an active partner in developing and refining the "higher authority appeal" module for the state's upgraded unemployment insurance system. Additionally, the Board continues to make improvements to the election system inherited from the former Public Employment Relations Board.

Operational Efficiency: By leveraging our new and upgraded systems, the IEAB will ensure the continued delivery of timely and efficient appeal decisions and public sector elections.

Due to one administrative position that isn't going to be funded for FY2027, an increase in unemployment insurance appeals, and the large fall election in FY2027, all of our targets remain unchanged.

Outcome measure: Average age of pending Unemployment Insurance appeal cases compared to the federal Department of Labor guidelines of 40 days.

Numeric FY27 target: 30 days

Outcome measure: Issuing decisions within 14 days of Board review for contested OSHA and other non-unemployment appeals.

Numeric FY27 target: 90%

Outcome measure: Issuing decisions within 14 days of Board review for contested Merit employee appeals.

Numeric FY27 target: 90%

Outcome measure: Issuing decisions within 14 days of Board review for contested cases brought pursuant to Iowa Code chapter 20.

Numeric FY27 target: 90%

Outcome measure: Percentage of decisions issued within 14 days of Board hearing for contested construction contractor registration violations.

Numeric FY27 target: 90%

Outcome measure: Percentage of bargaining units participating in the recertification elections as identified based on the end date of the CBA.

Numeric FY27 target: 75%

Attached Unit – State Public Defender (SPD)

Operational Plan for FY2027

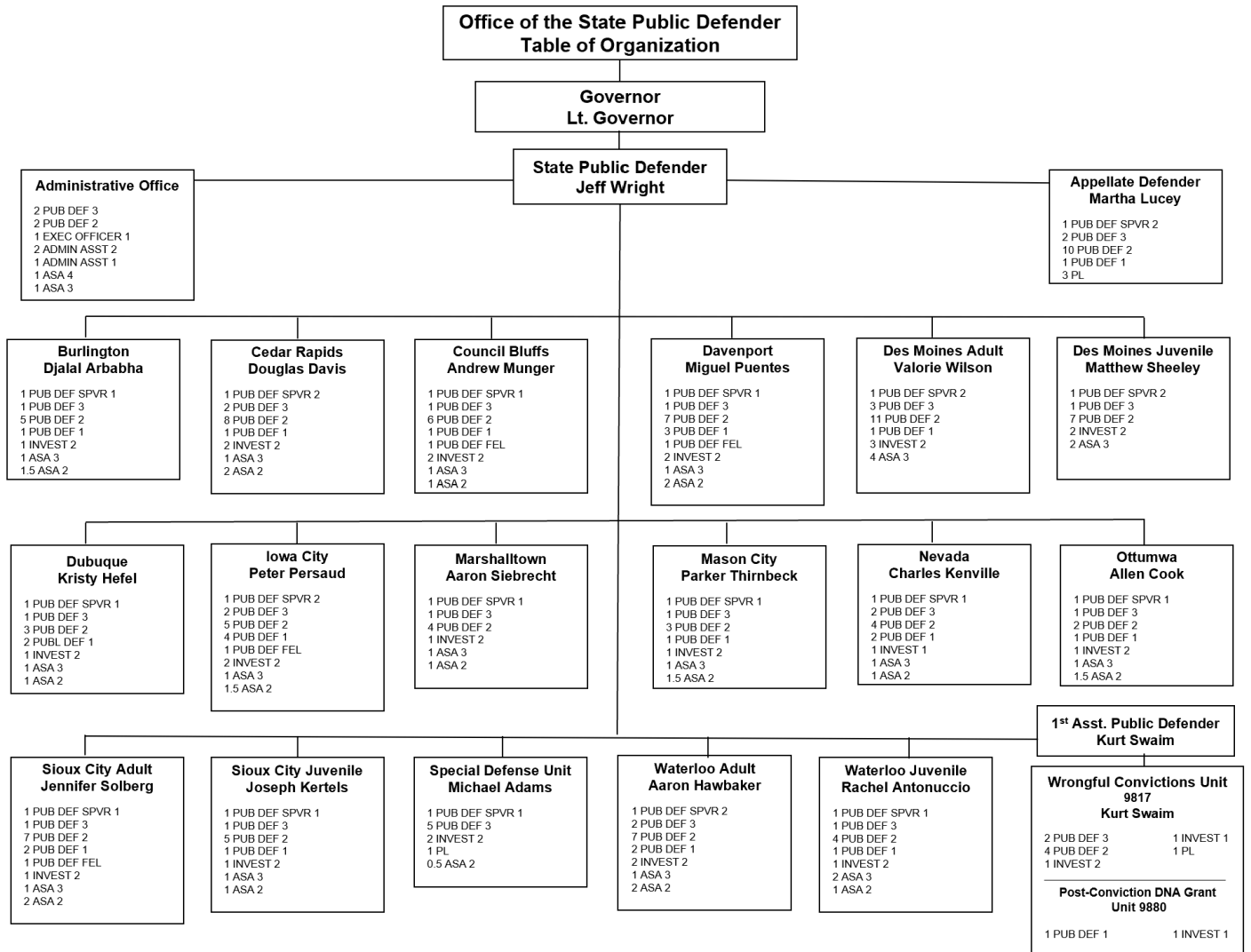
SPD Strategic Plan Initiatives

- Provide high-quality representation to clients of Public Defender offices.
- Ensure that clients of private court-appointed attorneys are provided high-quality representation.
- Achieve government efficiency by improving the cost-effectiveness and efficiency of Iowa’s indigent defense services.
- Compensate attorneys and other indigent defense providers in a timely and accurate manner.

SPD Operational Goals to Achieve in FY2027

- Recruit, train, and retain criminal defense attorneys, investigators, and other support staff in Iowa.
- Enhance the abilities of public defender personnel by providing or coordinating resources, information, training, and professional development.
- Ensure that public defender offices are carrying appropriate caseloads.

SPD Organizational Structure



SPD Programs Provided

Assigned Counsel Legal Services

Program Description: Provide legal representation by private attorneys to eligible clients in criminal, juvenile and appellate court, and in certain civil commitment cases. Audit and approve/deny/modify payment of claims for private attorney services and related costs of providing defense services.

Action Items for FY2027: SPD will continue to provide trainings for private attorneys throughout the state who are eligible to provide legal representation to indigent clients. SPD will also continue to recruit new lawyers from regional and national law schools to come to Iowa and provide legal services.

Outcome measure: Percentage of public defender cases where there have been no final findings of ineffective assistance of counsel on appeal.

Numeric FY27 target: 99%

Outcome measure: Percentage of Notices of Action on indigent defense claims that are upheld upon final judicial review.

Numeric FY27 target: 99%

Outcome measure: Average processing time for an indigent defense claim within an established standard.

Numeric FY27 target: 35 days

Title IV-E Juvenile Justice Improvement

Program Description: The Office uses the Title IV-E funds it receives for the following purposes:

- As a funding source for the Project to Preserve Families. This is currently the primary use of the Title IV-E reimbursement.
- For training juvenile attorneys.

The Project to Preserve Families is a pilot project created in Iowa Code section 13B.13. It is operating in sixteen counties, including Appanoose, Emmett, Fayette, Linn, Pottawattamie, and Woodbury counties. According to Iowa Code section 13B.13, the Office of the State Public Defender may establish a pilot project to implement innovative models of legal representation in order to assist families involved in the child welfare system. The purpose of the project is to implement and study innovative ways to achieve positive outcomes for families, reduce trauma to young children, and deliver financial benefits to families and their communities. As part of the project, the Office may appoint an attorney to represent an indigent person prior to the initiation of formal proceedings, without court order, if such representation is deemed appropriate by the Office and relates to the purposes of the pilot project. Through the authorization of this Iowa Code section, the Office started the Project to Preserve Families, which is designed to provide legal and community support to indigent clients to prevent Juvenile Court involvement and the removal of a child from the family home.

Action Items for FY2027: SPD will continue to work with HHS representatives, educators, and community members to seek out and assist families. In addition, SPD will work with HHS representatives to coordinate services to these families.

Outcome measure: Become fully operational in sixteen additional Iowa counties.

Numeric FY27 target: 100%

Wrongful Conviction Unit

Program description: The Wrongful Conviction Unit (WCU) is the office assigned to post-conviction relief matters. The Unit receives appointments directly from the court for pending post-conviction relief claims and accepts applications from incarcerated individuals with claims of factual innocence. The Post Conviction DNA 23 Grant program's primary goal is to assist states and units of local government with post conviction DNA testing in cases of violent felony offenses where actual innocence might be demonstrated.

Action Items for FY2027: SPD Wrongful Conviction Unit will work with members of the Post-Conviction Relief unit to ensure that actual innocence claims are being vetted and handled appropriately. In addition, Wrongful Convictions staff and attorneys will provide training to new attorneys so they can become well versed in handling post conviction relief matters so all claims statewide can be handled efficiently and effectively.

Outcome measure: Become fully staffed to support post-conviction relief claims and respond to applications from incarcerated individuals with claims of factual innocence.

Numeric FY27 target: 100%

Outcome measure: Review 10 new post-conviction DNA cases and perform DNA testing with federal grant funds (Post-Conviction DNA Testing Grant).

Numeric FY27 target: 100%

Attached Unit – Iowa Office of Civil Rights (IOCR) Operational Plan for FY2027

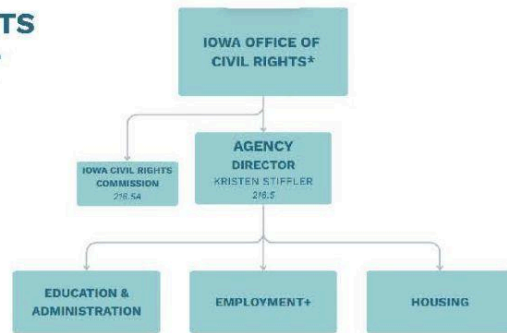


Iowa Office of Civil Rights FY27 OPERATIONAL PLAN

OUR MISSION To provide impartial, efficient, and fact-driven investigative analyses of discrimination complaints filed in Iowa and promote Civil Rights outreach and education opportunities throughout the state.

OUR VISION The Iowa Office of Civil Rights is dedicated to upholding justice throughout the civil rights administrative process.

IOWA OFFICE OF CIVIL RIGHTS ORGANIZATIONAL CHART



*IN EFFECT JULY 1, 2024 PURSUANT TO SF 2385

Education and Administration

The Education & Administration Program educates Iowans about the rights and protections by the Iowa Civil Rights Act. This program identifies training opportunities and represents the agency at outreach events across the state. The program also serves as the main resource point for general questions from customers about the state's civil rights laws.

Action Item	Metric	Target
Complete intake processing of complaints filed	Complete intake processing time within statutory requirements (state and federal)	90%
Education and Outreach Events	Number of high-quality education and outreach events	26

Employment+

The Employment+ Program provides efficient, neutral investigations to Iowans and covered individuals that have filed complaints under the Iowa Civil Rights Act. This program is administered with attention to providing responsive customer service, maximizing services provided by state and federal tax dollars.

Action Item	Metric	Target
Complete EEOC cross-filed investigations	Number of investigations completed	950
Complete <u>Tier One</u> investigations	Tier One investigations completed within 9 months	80%
Complete <u>Tier Two</u> investigations	Tier Two investigations completed within 2 years	90%

Housing

The Housing Program provides efficient, neutral investigations to Iowans and covered individuals that have filed complaints under the Iowa Civil Rights Act and federal Fair Housing Act. This program is administered with attention to providing responsive customer service, maximizing services provided by state and federal tax dollars.

Action Item	Metric	Target
Complete HUD cross-filed investigations	Number of investigations completed	150
Process intake of housing complaints	Number of days to complete draft complaint after initial interview	45 days
Investigative report submissions to ALJ	IOCR legal analysis upheld by ALJ	100%