



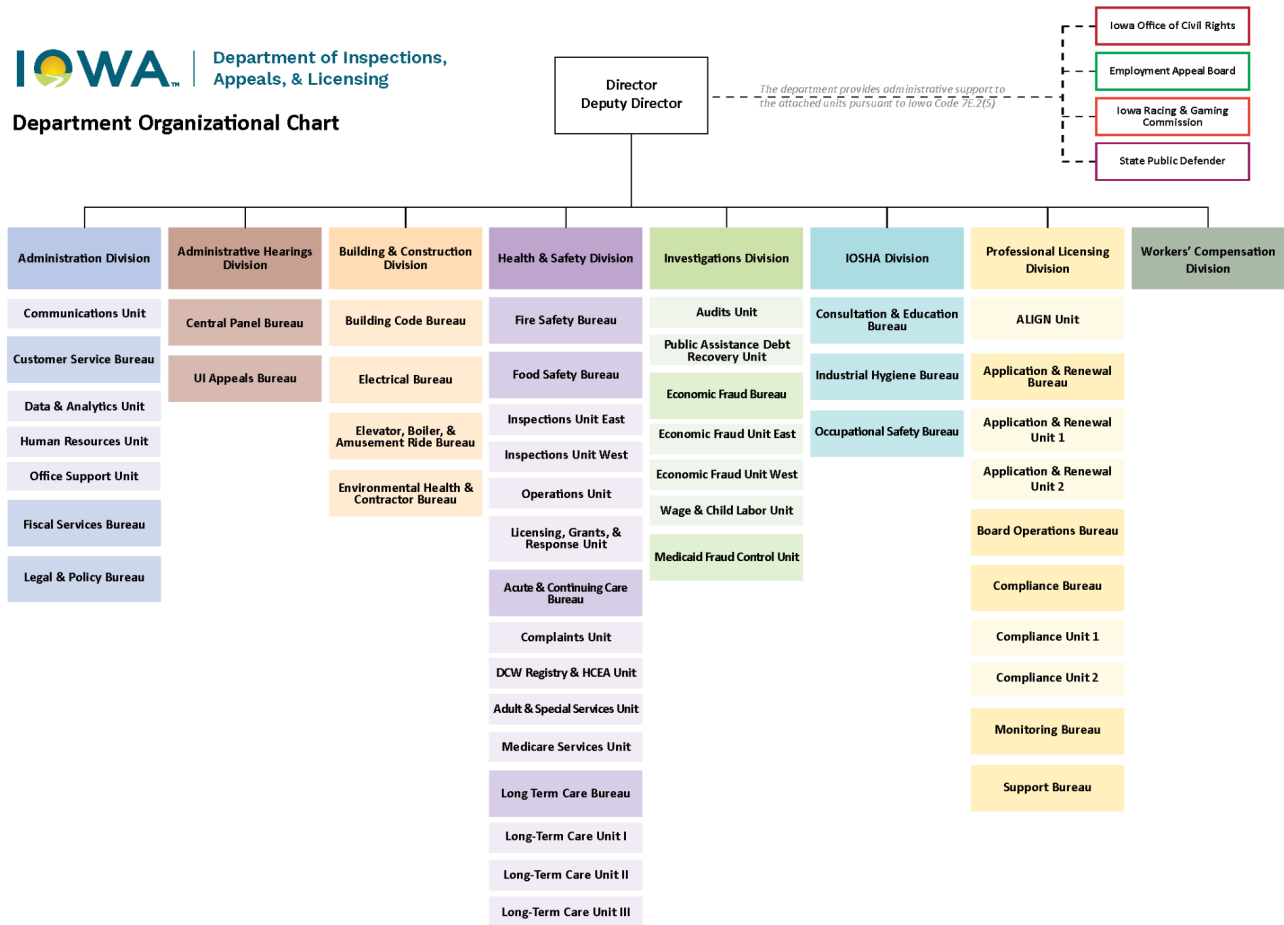
Department of Inspections,
Appeals, & Licensing

STATE FISCAL YEAR 2025 - 2027
STRATEGIC PLAN

TABLE OF ORGANIZATION



Department Organizational Chart



OUR MISSION & VISION

The mission and vision of the Iowa Department of Inspections, Appeals, and Licensing (DIAL) provide the lens through which we focus on the Governor’s priorities:

- Delivering Property Tax Relief
- Transforming Health Care in Iowa
- Expanding Educational Freedom
- Keeping Iowa’s Farms in the Family
- Serving Iowans Who Served Us
- Preserving Public Safety

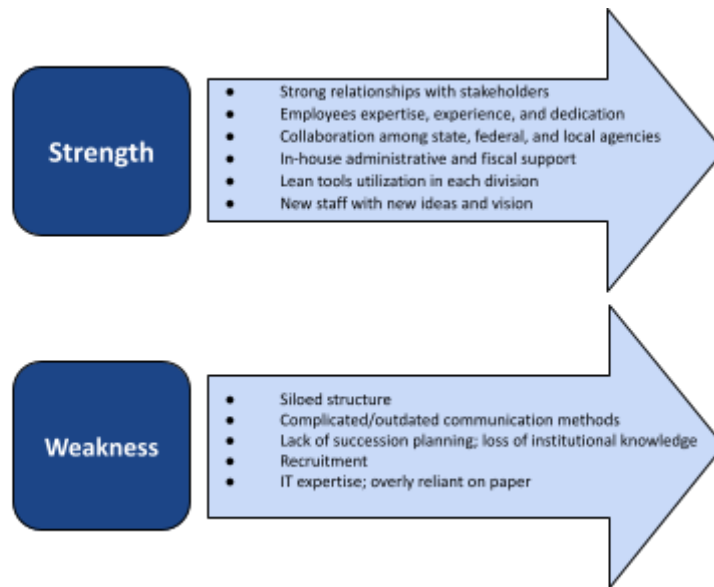


DIAL’s Strategic Plan for State Fiscal Year (SFY) 2025 - 2027 reflects how DIAL will focus its resources.

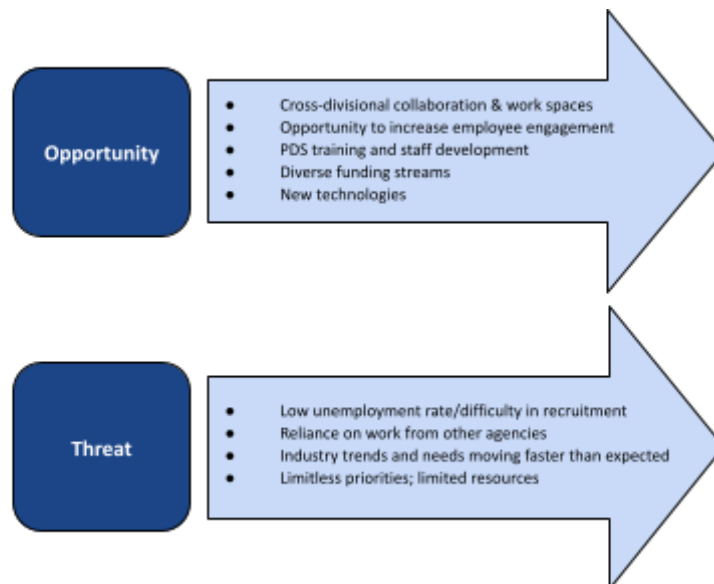
ASSESSMENT

We have identified our internal strengths and limitations as well as our external challenges and opportunities, all of which impact our mission and vision. These factors were taken into consideration as goals and strategies were developed for the department.

Internal Assessment



External Assessment



STRATEGIC INITIATIVES & OPERATIONAL GOALS

The department's vision is to be an effective, efficient and approachable agency. The department is aligning its goals and resources to achieve its vision as set out below. Key strategies have been identified for moving toward achieving these goals. The goals, outcome measures and strategies are as follows:

STRATEGIC INITIATIVE 1: MAINTAIN THE NUMBER OF RECERTIFICATION SURVEYS OF FEDERALLY ACTIVE NURSING HOMES.

- Supports governor's priority 2 (Transforming Health Care in Iowa)

GOAL: Every active federally certified nursing home will have a recertification survey interval of no greater than 15.9 months.

Measure - complete 32 recertifications per month by July 1, 2025. (key performance indicator)

STRATEGIC INITIATIVE 2: DEPLOY A UNIFORM LICENSING TECHNOLOGY SOLUTION.

- Supports governor's priority 6 (Preserving Public Safety)

GOAL: The department will decrease the processing time to issue a license, permit or approval by deploying a uniform technology solution.

Measure 1 – develop DIAL's new licensing system in stages through SFY 2027.

Measure 2 – reduce the total number of days to issue a license/permit/approval to no more than 10 days by July 1, 2027. (key performance indicator)

STRATEGIC INITIATIVE 3: INCREASE OSHA EDUCATIONAL CONSULTATIONS.

- Supports governor's priority 6 (Preserving Public Safety)

GOAL: The department will increase the number of OSHA educational consultations by 10%.

Measure 1 – complete 30 consultations per month by July 1, 2025. (key performance indicator)