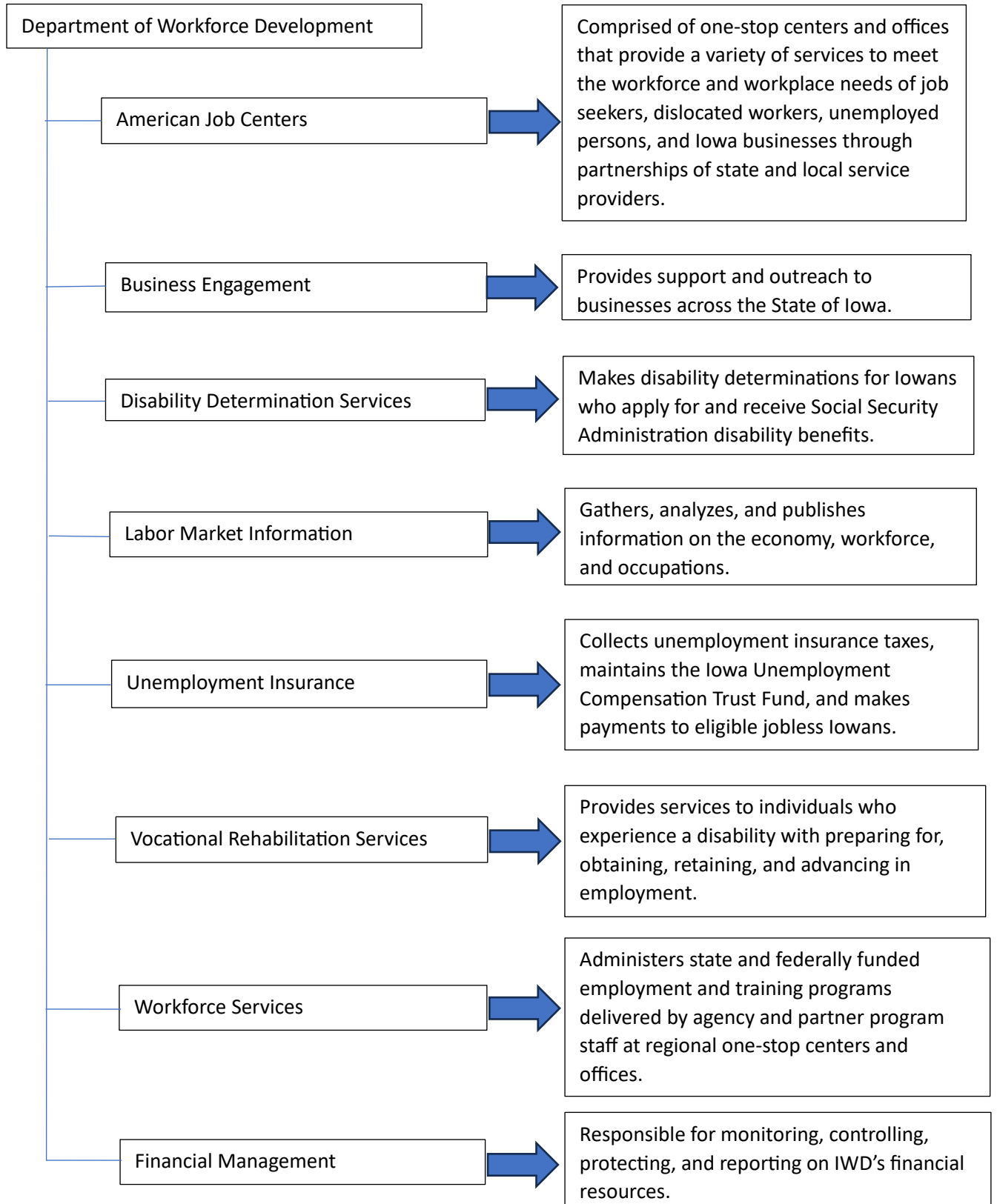


Iowa Workforce Development Operational Plan SFY2025

Organizational Structure



American Job Centers Division

Core Functions and Key Services, Products, and/or Activities (SPAs)

Supports the Workforce Development Services Core Function. Comprised of 18 one-stop centers and offices throughout Iowa’s six Local Workforce Development Areas. The centers provide a variety of services to meet the workforce and workplace needs of job seekers, dislocated workers, unemployed persons, and Iowa businesses through partnerships of state and local service providers.

Goals	Actions	Measures and Targets
Increase the number of individuals who register in lowaworks.gov (Preparing the Next-Gen Workforce).	Operationalize the new IowaWORKS Mobile Workforce Center.	The measure for reporting purposes is the total number of individuals who register in lowaworks.gov during the SFY. The target for SFY25 is a number 10% above SFY24.
Increase the number of effective job developments (Preparing the Next-Gen Workforce).	Increase the number of individuals with disabilities who participate in job developments.	The measure for reporting purposes is the total number of individuals with disabilities who participate in job developments during the SFY. The target for SFY25 is a number 10% above SFY24.
Bring individuals who have left the workforce for non-permanent reasons back into the workforce (Preparing the Next-Gen Workforce).	Develop and implement a pilot program to target outreach to individuals who have left the workforce for non-permanent reasons in Calhoun, Page, Wayne, Appanoose, Pottawattamie, Clinton, and Lee counties.	The measure for reporting purposes is the total number of outreach services to increase awareness about IowaWORKS services, Work-Based Learning and training, and employment opportunities that are available to individuals to reenter the workforce in Calhoun, Page, Wayne, Appanoose, Pottawattamie, Clinton, and Lee counties during the SFY. The target is to establish a baseline in SFY25.
Decrease the average unemployment insurance benefits duration (Supporting Health and Well-Being).	Focus on increasing the number of RESEA sub appointments for Unemployment Insurance claimants in Lyon, Sioux, Marshall, Calhoun, Crawford and Tama counties.	The measure for reporting purposes is the total number of RESEA sub appointments for Unemployment Insurance claimants in Lyon, Sioux, Marshall, Calhoun, Crawford and Tama counties during the SFY. The target is to establish a baseline in SFY25.

* Final numbers for SFY24 will not be available until after the start of SFY25.

Business Engagement Division

Core Functions and Key Services, Products, and/or Activities (SPAs)

Provides support and outreach to businesses across the State of Iowa. Designed as a “one-stop shop” to help employers with individualized assistance to address workforce needs, including administration of several workforce training and education programs. In the process of establishing the Iowa Office of Apprenticeship, which will be responsible for registering, overseeing, and monitoring Registered Apprenticeship programs in the State.

Goals	Actions	Measures and Targets
Increase the number of Registered Apprenticeship completers (Preparing the Next-Gen Workforce).	Establish the Iowa Office of Apprenticeship to expand the number of Registered Apprenticeship programs in Iowa.	The measure for reporting purposes is the total number of Registered Apprenticeship program completers during the SFY. The target for SFY25 is a number 10% above SFY24.
Increase the number of employers participating in state and federally funded Work-Based Learning programs (Preparing the Next-Gen Workforce).	Establish the Iowa Office of Apprenticeship to expand the number of Registered Apprenticeship programs in Iowa.	The measure for reporting purposes will be the total number of employers participating in state and federally funded Work-Based Learning programs during the SFY. The target is to establish a baseline in SFY25.
Launch a campaign to encourage/assist every school district with little to no in-depth high school Work-Based Learning to commit to providing access to at least two Work-Based Learning options as defined by SF2411 by the end of SFY25 (Preparing the Next-Gen Workforce).	Assist school districts with no or limited access to Work-Based Learning through targeted outreach including sharing examples of how other school districts have grown Work-Based Learning, the benefits of doing so, and helping them design programs.	The measures and targets for reporting purposes are: <ul style="list-style-type: none"> • The total number of school districts with no or little access to Work-Based Learning (fewer than two Work-Based Learning options) at the beginning of SFY25 that commit to offering at least two Work-Based Learning options by the end of SFY25. The target for SFY25 is 30. • The total number of meetings held to achieve the goal of every district committing by the end of SFY25 to offering at least two Work-Based Learning options. The target for SFY25 is 120.

* Final numbers for SFY24 will not be available until after the start of SFY25.

Disability Determination Services Division

Core Functions and Key Services, Products, and/or Activities (SPAs)

Makes disability determinations for lowans who apply for and receive Social Security Administration disability benefits.

Goals	Actions	Measures and Targets
Meet or exceed all Social Security Administration case processing goals (Holding Government Accountable; Supporting Health and Well-Being).	Increase/improve case processing time, accuracy, clearances, and aged cases.	The measures and targets for reporting purposes are as follows: <ul style="list-style-type: none"> • The initial claims accuracy percentage. The target for FFY25 is 95% initial accuracy. • The initial claims average processing time (number of days). The target for FFY25 is 100 days. • The percentage of budgeted Continuing Disability reviews cleared. The target for FFY25 is 100%. • The percentage of 180 day or older cases pending at start of FFY25 that are cleared by the end of FFY25. The target for FFY25 is 100%.
Continue to provide case processing assistance to other states (Holding Government Accountable).	Increase case assistance to Louisiana (associated user).	The measure for reporting purposes is the percentage of associated user assistance provided to Louisiana. The target for FFY25 is 15% above FFY24.
Embrace change and manage the change process (Holding Government Accountable).	Improve/Increase usage of the medical language analysis tool.	The measure for reporting purposes is the total number of times the medical language analysis tool is used. The target for FFY25 is a number 15% above FFY24.

* The goals, measures, and targets for the Disability Determination Services Division are based on the Federal Fiscal Year. Final numbers for FFY24 will not be available until after the start of FFY25.

Labor Market Information Division

Core Functions and Key Services, Products, and/or Activities (SPAs)

Supports the Research, Analysis, and Information Management Core Function. Gathers, analyzes, and publishes information on the economy and workforce for use by businesses, economic developers, educators, job seekers, government planners, policy makers, grant writers, legislators, researchers, and students to make informed data-driven decisions.

Goals	Actions	Measures and Targets
Create easy to use, visually dynamic, and information robust career exploration pages/resources for lowans to research occupations and opportunities (Holding Government Accountable).	Create dashboards, web pages, and visualizations for STEM, Hot Jobs, Last Dollar Scholarship, and more.	The measure for reporting purposes is the number of dashboards, web pages, and visualizations completed by the end of SFY25. The target for SFY25 is 5 dashboards, web pages, and visualizations.
Provide IowaWORKS/AJC, career counselors, local workforce development boards with locally relevant data (Holding Government Accountable).	Create web locations specific to each of the 6 local workforce areas.	The measure for reporting purposes is the number of web locations created with data relevant to each of the 6 local workforce areas. The target for SFY25 is 6 web locations.
Assist internal IWD areas/divisions to visualize their business operations data (Holding Government Accountable).	Utilize IWD's new Tableau server to meet business needs.	The measure for reporting purposes is the number of internal IWD areas/divisions assisted. The target for SFY25 is to assist 3 areas/divisions.
Meet all contract deliverables on a timely basis (Holding Government Accountable).	Allocate resources to ensure all contract deliverables are met on a timely basis.	The measure for reporting purposes is the percentage of contracts delivered on a timely basis during SFY25. The target for SFY25 is 100%.
Increase the percentage of the State with current labor availability data (Holding Government Accountable).	Allocate resources to ensure the entire state of Iowa has access to current labor availability data.	The measure for reporting purposes is the percentage of the State with current labor availability data by the end of SFY25. The target for SFY25 is 100%.

Unemployment Insurance Division

Core Functions and Key Services, Products, and/or Activities (SPAs)

Supports the Economic Supports Core Function. Ensures Iowa’s unemployment benefits program is administered efficiently. Collects unemployment insurance taxes, maintains the Iowa Unemployment Compensation Trust Fund, and makes payments to eligible jobless Iowans.

Goals	Actions	Measures and Targets
Complete succession planning for all tasks and processes in the Unemployment Insurance Division post-UI modernization (Holding Government Accountable).	Allocate resources to ensure succession planning is complete during SFY25.	The measure for reporting purposes is the number of people trained for each UI Division process. The target is to have 3 people trained for each UI Division process by December 1, 2024.
Reduce average UI call center wait times (Holding Government Accountable).	Allocate resources to reduce average UI call center wait times.	The measure for reporting purposes is the monthly average UI call center wait times (in minutes). The target is an average wait time of 15 minutes or less each month during SFY25.
Increase the percentage of cases meeting benefit accuracy standards (Holding Government Accountable).	Focus on meeting benefit accuracy standards.	The measure for reporting purposes is the percentage of cases meeting benefit accuracy standards. The target for SFY25 is that 75% of cases meet benefit accuracy standards.
Increase the percentage of tax performance system cases meeting standards (Holding Government Accountable).	Focus on meeting tax performance system standards.	The measure for reporting purposes is the percentage of tax performance system cases meeting standards. The target for SFY25 is that 98% of cases meet tax performance standards.
Increase the percentage of first UI claims payments that are made within 21 days of filing (Holding Government Accountable).	Focus on making first UI claims payments within 21 days of filing.	The measure for reporting purposes is the percentage of first UI claims payments that are made within 21 days of filing. The target for SFY25 is that 87% of first UI claims payments are made within 21 days of filing.
Increase the percentage of new employer tax determinations within 90 days (Holding Government Accountable).	Focus on making new employer tax determinations within 90 days.	The measure for reporting purposes is the percentage of new employer tax determinations made within 90 days. The target for SFY25 is to make 70% of new employer tax determinations within 90 days.

Vocational Rehabilitation Services Division

Core Functions and Key Services, Products, and/or Activities (SPAs)

Provides services to individuals who experience a disability with preparing for, obtaining, retaining, and advancing in employment.

Goals	Actions	Measures and Targets
Expand customer job search, job seeking skills, and job retention (Preparing the Next-Gen Workforce; Supporting Health and Well-Being).	Establish a participant retention rates baseline for the Core 4 pilot project.	The measure for reporting purposes is the job retention rate percentage of Core 4 pilot participants (2 nd and 4 th quarter data) using the IRSS case management system. The target is to establish a percentage baseline in SFY25.
Assist job candidates with intensive services for job placement (Preparing the Next-Gen Workforce; Supporting Health and Well-Being).	Utilize Vocational Rehabilitation Services Area Offices with a job club program.	The measure for reporting purposes is the number of meetings job candidates have with Vocational Rehabilitation Services staff in Area Offices with a job club program. The target is to establish a number baseline in SFY25.
Rapidly place eligible job candidates into employment (Preparing the Next-Gen Workforce; Supporting Health and Well-Being).	Utilize the Individual Placement and Support program.	The measure for reporting purposes is the number of initial career profiles and first employer contacts by the client or the employment specialist about a competitive job within 30 days. The target for SFY25 is a number 3% above SFY24.
Increase job placement in the final semester for job candidates in a training program (Preparing the Next-Gen Workforce; Supporting Health and Well-Being).	Allocate resources to increase job placement.	The measures and targets for reporting purposes are as follows: <ul style="list-style-type: none"> • The number of job candidates placed in an occupation that matches a candidate's degree program. The target for SFY25 is a number 5% above SFY24. • The number of meetings with job candidates for job placement opportunities that occur in their final semester of the training program. The target for SFY25 is a number 5% above SFY24.

* Final numbers for SFY24 will not be available until after the start of SFY25.

Workforce Services Division

Core Functions and Key Services, Products, and/or Activities (SPAs)

Supports the Workforce Development Services Core Function. Administers state and federally funded employment and training programs delivered by agency and partner program staff at regional one-stop centers and offices. Promotes an effective workforce system in Iowa and supports its stakeholders through policy development and implementation, oversight and monitoring, and technical assistance of federal and state workforce programs.

Goals	Actions	Measures and Targets
Increase co-enrollment with Workforce Innovation and Opportunity Act (WIOA) programs (Preparing the Next-Gen Workforce).	Allocate resources to increase co-enrollment.	The measures and targets for reporting purposes are as follows: <ul style="list-style-type: none"> • The number of new co-enrollments. • The number of individuals newly enrolled in each of the core programs. <p>The SFY25 target for each of the above measures is a number 15% above SFY24.</p>
Increase the number of lowans enrolled in the Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) (Preparing the Next-Gen Workforce).	Allocate resources to increase the number of new enrollments.	The measure for reporting purposes is the number of new enrollments. The target for SFY25 is a number 25% above SFY24.
Increase the number of PROMISE JOBS and WIOA Title I co-enrollments (Preparing the Next-Gen Workforce).	Allocate resources to increase the number of co-enrollments.	The measure for reporting purposes is the number of new co-enrollments. The target for SFY25 is a number 100% (double) above SFY24.

* Final numbers for SFY24 will not be available until after the start of SFY25.

Financial Management Division

Core Functions and Key Services, Products, and/or Activities (SPAs)

Supports the Resource Management Core Function and the Reconciliation Clearing Account Core Function. Responsible for monitoring, controlling, protecting, and reporting on IWD’s financial resources.

Goals	Actions	Measures and Targets
Reduce the number of financial audit findings (Holding Government Accountable).	Allocate resources to focus on reducing the number of financial audit findings.	The measure for reporting purposes is the number of financial audit findings. The target for SFY25 is 4 or less.
Reduce the number of employee services audit findings (Holding Government Accountable).	Allocate resources to reduce the number of employee services audit findings.	The measure for reporting purposes is the number of employee services audit findings. The target for SFY25 is 4 or less.
Reduce the number of communications audit findings (Holding Government Accountable).	Allocate resources to reduce the number of communications audit findings.	The measure for reporting purposes is the number of communications audit findings. The target for SFY25 is 4 or less.