# FY25 OPERATIONAL PLAN/PERFORMANCE PLAN

## CORE FUNCTIONS: REGULATION AND COMPLIANCE SERVICES, PRODUCTS, & ACTIVITIES (SPAS):

1. Education and Training – To provide all government bodies the media, and members of the public with information to understand and improve government transparency.

2. Investigations and Hearings – To respond to inquiries, investigate complaints, and enforce activities concerning Iowa Code chapters 21 & 22.

## ORGANIZATIONAL STRUCTURE:

- **Independent agency created by Iowa Code chapter 23**
- **Iowa Public Information Board**
  - Nine members appointed by Governor and confirmed by the Senate
  - Members represent media, government, and the public
  - Members appointed for four-year terms
  - Executive Director (who is an attorney) hired by the Board
- **IPIB Agency Staff**
  - Executive Director and two attorneys (change in FY25 to transition an administrative staff member to an attorney position for Complaint Process Improvement)

## OPERATIONAL GOALS FOR FY25:

## Education and Training

- **KPI- Develop and host two online, interactive training sessions in FY25.**
  - Process and development to be tracked monthly.
    - In-person training materials have been developed, but will need refinement for online use.
    - Communication efforts regarding the availability of training will be required
    - Development of registration and management processes need to occur.
  - Metric will include scheduled interactive, online training sessions held and attendance
- **KPI- Provide at least 10 in-person training to government bodies or organizations in FY25.**
  - Number of completed trainings to be tracked monthly.

### Board Members

Joan Corbin ● E. J. Giovannetti ● Barry Lindahl ● Luke Martz

Joel McCrea ● Monica McHugh ● Jackie Schmillen ● vacant ● vacant

## Education and Training: Improved Outreach and Resources

- **KPI-All formal complaints posted on IPIB website in FY25 have clear keywords attached for easier search and cataloging of decisions.**
  - IPIB website contains all formal complaints addresses by the IPIB. The search function allows for some review of the cases, but there is need for better sorting and tracking.
  - Salesforce has been programmed to include categories of types of cases, these can be included as well as key words identifying legal issues of the complaints.
  - The state of Iowa web programming allows for the inclusion of keywords and summaries in the programming.
  - Formal Complaints are uploaded on a monthly basis after the IPIB meetings, so tracking will be done monthly confirming the web pages include key words to assist in sorting and review.
- **KPI-At least an average of 5 FAQs rewritten and shared with partners and approved by IPIB monthly in FY25.**
  - FAQs regarding open meetings and public records were developed 10 years ago and have not been reviewed or revised.
  - These FAQs have been helpful to members of the public in understanding open meetings and public records.
  - In order to track this, the topic will be added to the IPIB monthly agenda and the number of approved FAQs will be tracked and posted on the website.

## Investigation and Hearings: Complaint Process Improvement

- **KPI- Provide initial acceptance or dismissal for 60% of IPIB complaints within 60 days in FY25.**
  - Online case management system (Salesforce) allows for tracking of time frames for acceptance or dismissal on monthly basis.
- **KPI- All complaints are reviewed and opened, if applicable, within one week of receipt by FY25.**
  - New processes for complaint review and communications to be implemented July 2024
  - Salesforce allows for tracking of time frames for opening submitted complaints.