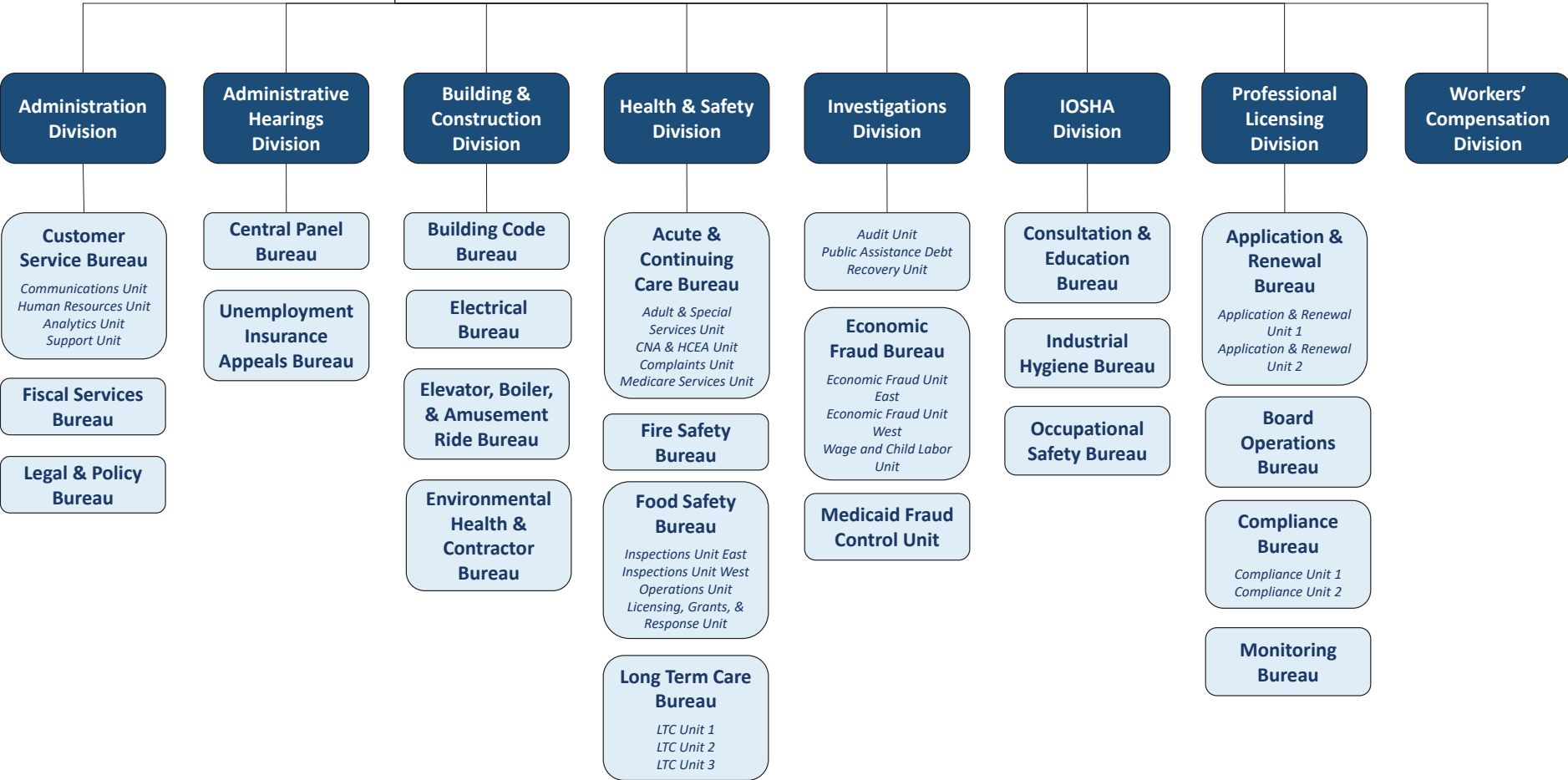


**Kim Reynolds**  
Governor

**Larry Johnson, Jr.**  
Director

*DIAL provides administrative support to the attached units pursuant to Iowa Code 7E.2 (5)*

**State Public Defender**      **Iowa Racing & Gaming Commission**      **Iowa Civil Rights Commission**      **Employment Appeal Board**



**AGENCY PERFORMANCE PLAN - DRAFT  
FY 2025**

<b>Name of Agency: Inspections, Appeals, &amp; Licensing</b>				
<b>Agency Mission: "To achieve compliance through education, regulation and due process for a safe and healthy Iowa."</b>				
<b>Core Function</b>	<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Prior Year Actual</b>	<b>Link to Strategic Plan Goal(s)</b>
<b>CF: Adjudication/Dispute Resolution</b>				<b>EAB Goal #1 – Continue to increase compliance with state and federal laws</b>
<b>Desired Outcome(s):</b>				
<b>Timely adjudication of the rights and duties of workers and employers under unemployment insurance (UI) laws.</b>	Average age of pending Unemployment Insurance appeal cases compared to the federal Department of labor guidelines of 40 days.	<b>24</b>	<b>34</b>	<b>EAB</b>
<b>Timely adjudication of contested OSHA violations.</b>	Percentage of decisions issued within 14 days of Board review.	<b>90%</b>	<b>100%</b>	<b>EAB</b>
<b>Timely adjudication of contested construction contractor registration violations</b>	Percentage of decisions issued within 14 days of Board hearing.	<b>90%</b>	<b>100%</b>	<b>EAB</b>
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target</b>	<b>Prior Year Actual</b>	<b>Strategies/Recommended Actions</b>
<b>1. Administrative Hearings Org # 3101, 3501, 3701</b>	Percentage Judges' decisions issued within 30 calendar days of the hearing.	<b>90%</b>	<b>97%</b>	ALJ decisions should be issued no later than 30 days of closing the hearing record. <b>AHD – Central Panel</b>
	Percentage of cases completed within 45 days.	<b>80%</b>	<b>NEW</b>	UI appeals should be completed within 45 days. <b>AHD – UIAB</b>
<b>Core Function</b>	<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Prior Year Actual</b>	<b>Link to Strategic Plan Goal(s)</b>
<b>CF: Health</b>				<b>DIAL Goal #2 – The department will decrease the processing time to issue a license or permit by deploying a uniform technology solution by 01/01/26.</b>
<b>Desired Outcome(s):</b>				
<b>Ensure access to health services by ensuring efficient licensing of health professionals.</b>				

Services, Products, Activities	Performance Measures	Performance Target(s)	Prior Year Actual	Strategies/Recommended Actions
<b>1. Increase Access to Health Services 588_34105 Org # 012D</b>	The number of business days it takes to complete an initial review on a new application for licensure.	<b>10</b>	<b>NEW</b>	Develop, implement and improve activities in the Licensing Division. <b>LICENSING</b>
	The number of business days it takes to make a final determination on an application after all information has been submitted.	<b>10</b>	<b>NEW</b>	Develop, implement and improve activities in the Licensing Division. <b>LICENSING</b>
	The number of calendar days it takes for an initial investigation to be completed after a complaint is submitted.	<b>180</b>	<b>NEW</b>	Develop, implement and improve activities in the Licensing Division. <b>LICENSING</b>
Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Link to Strategic Plan Goal(s)
<b>CF: Regulation, Compliance, Enforcement and Investigation</b>				<b>IRGC Goal #1</b> – Achieve the highest possible voluntary compliance of statutes, rules and regulations. <b>DIAL Goal #1</b> –Every active federally certified nursing home will have a recertification survey in the 15.9 months prior to the end of FFY 2025. <b>DIAL Goal #2</b> – The department will decrease the processing time to issue a license or permit by deploying a uniform technology solution by 01/01/26. <b>DIAL Goal #3</b> – Increase the number of OSHA educational consultations by 10 percent. <b>ICRC Goal #1:</b> Improve efficiencies within the administrative process. <b>ICRC Goal #2:</b> Utilize technology to promote process efficiencies and improved data integrity. <b>ICRC Goal #3:</b> Increase discourse with diverse stakeholders civil rights topics.
<b>Desired Outcome(s):</b>				
<b>To protect the health and welfare of the racing animals.</b>	Percentage of horses inspected for fitness prior to a race.	<b>97%</b>	<b>100%</b>	<b>IRGC</b>
<b>To protect the integrity of gaming from incidences of fraudulent activities in gambling facilities.</b>	Percentage of complaints of potential regulatory violations received that are investigated.	<b>95%</b>	<b>New Measure</b>	<b>IRGC</b>

To enhance the safety, security and general welfare of the persons served in licensed/certified facilities and programs.	Percentage of federal workload requirements met for Tier 1 and Tier 2.	95%	100%	Health and Safety
To examine and verify accounts and records of nursing facilities to ensure compliance with Iowa law and regulations.	Percentage of care facilities in compliance within 60 calendar days.	90%	52%	INVEST
Desired Outcome(s): Provide regulatory and compliance services that protect children.	Percentage of daycares receiving a fire inspection every 36 months.	100%	NEW	Health and Safety
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions
<b>1. Food and Consumer Safety</b> <b>Org # 0Q75</b> <b>A. Application processing</b> <b>B. Inspections</b> <b>C. Complaint investigations</b> <b>D. Foodborne illness investigations</b> <b>E. Contract management</b> <b>F. Licensing decisions</b> <b>G. Enforcement actions</b>	Food establishments with an assessed risk level of 5 (very high) are inspected on time, once every 6 months.	88%	87%	<p>Risk Level 5 on time completion % is a performance strategy in performance evaluations and performance plans.</p> <p>Supervisors send push notification to inspectors when inspection due dates are upcoming for risk level 5 food establishments.</p> <p>On time completion % is tracked with the USA Food Safety Dashboard tool.</p> <p><b>Health and Safety</b></p>
<b>2. Regulatory oversight of state licensed and federally certified long-term care and habilitation entities</b> <b>Org #5301, 5501, 5601, 5701, 5801, 5901</b> <b>A. Application processing</b> <b>B. Surveys</b> <b>C. Complaint investigations</b> <b>D. Licensing/Certification decisions</b> <b>E. Enforcement actions</b>	The average number of months between Nursing Facility surveys in comparison with the federal timeframe guidelines.	12 .9	22.4	<p>Utilize an updated database to track and monitor survey frequency.</p> <p>Utilize Aspen Enforcement Management (AEM) to ensure enforcement guidelines are met.</p> <p>Secure additional training from the Abuse Coordinating Unit to improve efficiency of investigations and the quality of final memos.</p> <p>Utilize Program Coordinators to investigate complaints and assist with surveys when resource issues arise.</p> <p><b>Health and Safety</b></p>

	Average number of months between ICF/IID surveys.	<b>12.9</b>	<b>18.9</b>	Acquire and train qualified surveyors to secure and sustain a 100% survey frequency within 12.5 months. <b>Health and Safety</b>
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target</b>	<b>Prior Year Actual</b>	<b>Strategies/Recommended Actions</b>
<b>3. Investigations Services</b> <b>Org #4101, 4201, 4901</b> <b>A. Economic Fraud</b> <b>B. Medicaid Fraud</b>	Percentage of pre-eligibility investigations completed within 10 business days.	<b>90%</b>	<b>94.9%</b>	Monitor trends in the Electronic Case Management system to improve investigative efficiency. <b>INVEST</b>
	Cost avoidance dollars identified by Iowa HHS and overpayments collected resulting from Economic Fraud investigations.	<b>\$6 million</b>	<b>\$6,668,399</b>	<b>INVEST</b>
<b>4. Audit Services</b> <b>Org# 4501, 4901</b> <b>A. DHS offices</b> <b>B. Health care facilities</b>	Rate of collection for funds owed to care facility residents.	<b>100%</b>	<b>34%</b>	Maintain current collection rate and seek to raise the percentage to 100%. <b>INVEST</b>
<b>5. Building &amp; Construction</b> <b>Org # 012D, Q49, Q52</b> <b>A. Inspecting</b> <b>B. Plan Reviews</b> <b>C. License Processing</b> <b>D. Permit Processing</b> <b>E. Investigations</b>	Percent of building plan reviews completed within 60 calendar days of complete submission.	<b>100%</b>	<b>95%</b>	Coordination among construction design engineers to assure all plans are reviewed within the 60 day time period. Educate industry, and the public about the importance of the building code requirements and program. Identify the means and complete the move of equipment for the building plan reviewers. Implement a new licensing platform. <b>B&amp;C</b>
	Percent of electrical installations inspected within 3 business days of receipt of request for inspection.	<b>95%</b>	<b>97%</b>	Collaborate with electricians and contractors to achieve voluntary compliance with code requirements. Collaborate with electric utilities and political subdivisions to increase public safety. <b>B&amp;C</b>
	Percentage of Plumbing, Mechanical Safety Board applications completed online.	<b>80%</b>	<b>95%</b>	Improve process efficiency and provide backup support. Implement a new licensing platform.

				Implement a new licensing platform. Educate industry workers, employers, and the public about the importance of the plumbing and Mechanical Systems Board program. <b>B&amp;C</b>
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target</b>	<b>Prior Year Actual</b>	<b>Strategies/Recommended Actions</b>
<b>6. OSHA Consultation Org # Q52</b>	Percent of Serious Hazards Verified Corrected Timely	<b>100%</b>	<b>99.73%</b>	Improve Serious Hazards Corrected Timely. <b>I/OSHA</b>
<b>7. OSHA Education Org # Q52</b>	Number of individuals trained	<b>10,000</b>	<b>6,338</b>	Continue the training outreach to assist employers in the state of Iowa <b>IOSHA</b>
<b>8. OSHA Enforcement Org # Q52</b>	Number of inspections each year	<b>720</b>	<b>655</b>	<b>IOSHA</b>
<b>9. Fire Safety Inspections Org # Q49</b>	Percent of facility inspection reports returned to facilities within ten business days	<b>100%</b>	<b>99.7%</b>	Provide specialized training to all fire inspectors and cross train inspectors to ensure standardization of inspections <b>Health and Safety</b>
<b>10. Employment</b>	Percent of Employment+ complaints screened prior to 120 days from date of filing (not to include inactive time requesting responses from parties, including at least 30 days for questionnaire responses).	<b>80%</b>	<b>New</b>	<b>ICRC</b>
	Annual monthly average of Employment+ employees meeting monthly outcomes goals.	<b>90%</b>	<b>New</b>	<b>ICRC</b>
	Reducing inventory of Employment+ investigation complaints by 40%.	<b>100%</b>	<b>New</b>	<b>ICRC</b>
<b>11. Housing</b>	Percent of completed housing investigations in less than 100 days from the date of cross-filing with HUD.	<b>80%</b>	<b>New</b>	<b>ICRC</b>
<b>12. Education &amp; Outreach</b>	The number of educational and outreach opportunities for ICRC staff in a year.	<b>24</b>	<b>New</b>	<b>ICRC</b>
<b>Core Function</b>	<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Prior Year Actual</b>	<b>Link to Strategic Plan Goal(s)</b>

<p><b>CF: Resource Management</b>  <b>Org# 0101, 0199, 2101, 2201,</b>  <b>A. Claims Processing</b>  <b>B. Budget</b>  <b>C. Inventory</b>  <b>D. Financial Management</b>  <b>E. Public Information</b>  <b>F. Personnel</b>  <b>G. Government Relations</b>  <b>H. Indian Gaming</b>  <b>I. Purchasing</b>  <b>J. Vehicle Coordination</b>  <b>K. Communication Coordination</b>  <b>L. Information Technology</b>  <b>M. Space Management</b></p>	<p>Employee retention rate (non-retiree permanent employees).</p>	<p><b>97%</b></p>	<p><b>86%</b></p>	<p>Periodic discussions/evaluations during employment to identify and address any workplace performance or satisfaction issues.  <b>ADMIN</b></p>
	<p>Percent of media and public information inquiries responded to within 2 business days.</p>	<p><b>80%</b></p>	<p><b>90%</b></p>	<p>Maintain current and accurate information on the website. Identify opportunities for divisions and attached units at public events to share departmental information.  <b>ADMIN</b></p>