

2021

Annual Report

IOWA
WORKFORCE
DEVELOPMENT

www.iowaWorkforceDevelopment.gov

Iowa Workforce Development is dedicated to creating a Future Ready Iowa by connecting workers to opportunities and employers to workforce solutions.



Iowa Workforce Development (IWD) is a state agency committed to providing employment services for individual job seekers and to connecting employers to available workers through our IowaWORKS partnership.

IWD continually strives to improve processes and align the organization to provide effective, demand-driven products and services. IWD staff in Des Moines consists of administrative services, labor services, workers' compensation, workforce services, labor market information, information technology, and unemployment insurance services. The agency also maintains a statewide delivery system of IowaWORKS Centers and satellite and expansion offices where both employers and job seeking Iowans can receive workforce assistance.

BETH TOWNSEND, DIRECTOR



Director Townsend has general supervision over the various services IWD provides to Iowans. The director prepares, administers, and controls the budget of the department and its divisions along with Rod Roberts who is the Division of Labor Commissioner and Joseph S. Cortese II who is the Division of Workers' Compensation Commissioner. She also serves as the chair of the National Association of State Workforce Agencies Unemployment Insurance committee and was recently appointed by the Secretary of Veterans Affairs, Robert Wilkie, to the Advisory Committee for Minority Veterans. Director Townsend was appointed by Governor Branstad in 2015, reappointed by Governor Reynolds in

January 2019 and confirmed by the Iowa Senate after each appointment.

Director Townsend is a graduate of the University of Nebraska-Kearney and the University of Nebraska Law School. She is a member of the Nebraska and Iowa state bars. After graduating from law school, Director Townsend joined the United States Air Force as a member of the Judge Advocate General's Corps, where she served in a variety of roles over the course of her career. Director Townsend left active duty and moved to Iowa in 2001 and practiced law in the area of civil rights and employment law for 10 years, prior to being appointed the Director of the Iowa Civil Rights Commission by Governor Branstad in 2011. She retired from the Air Force Reserve in August 2010 as a Lieutenant Colonel after 21 years of active and reserve duty. Director Townsend is the mother of one adult son and is a proud member of the Choctaw Nation.

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AGENCY OVERVIEW



ROD ROBERTS, LABOR COMMISSIONER

Commissioner Roberts served in the Iowa House of Representatives from 2001-2010. During those ten years he represented an area in west central Iowa that included all of Carroll county and portions of Crawford, Greene and Sac counties. In 2010 Governor Branstad appointed him to serve as the Director of the Iowa Department of Inspections and Appeals, a position he served in until February 2019. Governor Reynolds appointed him to serve as Iowa's Labor Commissioner in March 2019.

The Division of Labor is responsible for the administration of state and federal statute related to public health, safety and workplace issues. Iowa's Occupational Safety and Health Act administration is located within the division. With an emphasis on voluntary compliance through education and preventive services, the Division continues to implement the vision of creating a "culture of safety" throughout Iowa's labor force.



JOSEPH CORTESE II, WORKERS' COMPENSATION COMMISSIONER

Commissioner Cortese was a lawyer in private practice for over 30 years prior to his appointment. Before becoming Commissioner in February 2015, he practiced workers' compensation law at the Des Moines law firm formerly known as Huber, Book, Cortese & Lanz, where he was a partner.

Commissioner Cortese received his Bachelor's degree from Indiana University and earned his J.D. with honors from Drake Law School. He is a member of the Iowa State Bar Association, Polk County Bar Association, Iowa Association of Workers' Compensation Attorneys, and was a founding member of the American Academy of ADR Attorneys.

The Workers' Compensation Division performs three core functions: adjudicating disputed workers' compensation claims, enforcing compliance standards, and educating Iowans about workers' compensation law and procedures.



RYAN WEST, DEPUTY DIRECTOR

Ryan joined Iowa Workforce Development in June of 2009 as a Workforce Advisor. In August of 2015 he became the Unemployment Insurance Division Administrator overseeing the unemployment insurance program for the state. In January of 2019, Ryan assumed the role of Deputy Director where he oversaw legislation and business engagement. Today, Ryan's primary focus is on connecting Iowans with opportunities and promoting all things Future

Ready Iowa. Ryan also hosts the Iowa Workforce Development *Mission: Employable* Podcast!

Ryan is a Veteran of the United States Navy where he worked as Flight Deck Director on board the aircraft carrier U.S.S Abraham Lincoln. He was responsible for more than 10,000 launch and recovery missions. Ryan holds a Bachelor's of Arts Degree in Business Management from Simpson College and is a lifelong resident of Iowa.



JON PEPPETTI, CHIEF OF STAFF

Jon joined Iowa Workforce Development in May 2019 as an attorney in the Legal Department. In March 2020, he assumed the role of Chief of Staff, where he focuses on coordinating the planning and alignment of strategic priorities across the agency. Prior to joining IWD, Jon served on active duty for 21 years in the U.S. Navy Judge Advocate General's Corps. He is a graduate of the University of Notre Dame, the University of Pittsburgh School of Law, and the George Washington University Law School. Jon is licensed to practice law in Iowa and Pennsylvania.

DIVISIONS



CHRISTINA STEEN, UNEMPLOYMENT INSURANCE DIVISION ADMINISTRATOR

The Unemployment Insurance Division collects unemployment insurance taxes, maintains the Iowa Unemployment Compensation Trust Fund, makes payments to eligible jobless Iowans, and handles appeals for unemployment insurance decisions.

Christina joined Iowa Workforce Development in December 2008 as a Workforce Advisor working on unemployment insurance claims. Christina has held several positions within the agency in the Unemployment Insurance Division. In April 2020, Christina assumed the role of the Unemployment Insurance Division Administrator. She is a graduate of Grand View University in Des Moines, and earned a Master's Degree in Business Administration from Drake University.



BRENDA BOTEN, ADMINISTRATIVE SERVICES DIVISION ADMINISTRATOR

The Administrative Services Division provides administrative support functions for Iowa Workforce Development. Support functions include the following areas: human resources; grants and discretionary funds; building and premises management; office services; emergency management planning; access and security; financial reporting and accounting; vehicle management; supply logistics and printing services.



LINDA ROUSE, AMERICAN JOB CENTER DIVISION ADMINISTRATOR

The American Job Center Division maintains a statewide delivery system of IowaWORKS Centers, satellite offices and expansion offices to meet the workforce and workplace needs of job seekers, dislocated workers, unemployed persons, and Iowa businesses through partnerships with state and local service providers. Staff are responsible for delivering services that are part of the Workforce Investment and Opportunity Act (WIOA).



NEIL SHAH, CHIEF INFORMATION OFFICER

Information Technology (IT) manages and maintains IWD's technology-related assets, policies, procedures and systems that support workforce technology across the Agency. IT has been leading the transformation of IWD's workforce technology and services transforming IWD's technology environment by designing and delivering modernized, customer centric systems throughout the agency to better serve customers.



MICHELLE MCNERTNEY, WORKFORCE SERVICES DIVISION ADMINISTRATOR

The Workforce Services Division (WFS) administers federal and state workforce employment and training programs by designing and implementing policy, conducting program compliance oversight and monitoring, and providing technical assistance to all workforce system stakeholders. WFS is also responsible for performance reporting and supports the State Workforce Development Board as strategic leaders of the workforce system in Iowa.

The Future Ready Iowa website provides career and job information for Iowans:

FutureReadyIowa.gov



FUTURE READY IOWA INITIATIVE

The Future Ready Iowa Act was unanimously passed in 2018 and the state legislature has continued to support this act with \$29,016,988 in appropriations again in 2021. Future Ready Iowa provides the framework that will guide the development of Iowa's skilled workforce. The goal of the program is that 70 percent of Iowa's workforce will have post-secondary education, training or a credential of value by 2025. Future Ready Iowa recognizes the reality that in today's knowledge-based global economy, postsecondary education or training school is the new minimum to earn a living wage.

LAST-DOLLAR SCHOLARSHIP PROGRAM

The act created the Last-Dollar Scholarship Program, now entering its third year, pays the cost of tuition and fees less any non-repayable financial aid, up to an associate degree, at any community college in high-demand occupations. In 2021, the Iowa Legislature increased the appropriation to \$23,004,744 for this program. Preliminary numbers indicate more than 7,800 Iowans are currently Last-Dollar Scholarship recipients during the Fall 2021 semester.

FUTURE READY IOWA SUMMER YOUTH INTERN PILOT PROGRAM

The act also created the Future Ready Iowa Summer Youth Intern Pilot Program and funded it at \$250,000. Level funding was again appropriated during the 2021 legislative session. Due to numerous applications and missed opportunities as a result of the pandemic, additional funding was secured and a total of \$1.6 million was awarded. Grantees are organizations that sponsor youth internship programs targeting low income or at-risk students. Programs focus on helping students develop employability skills necessary to be successful in any workplace, offering them the opportunity to explore different career pathways while participating in a paid internship program. Twenty-seven organizations offered pilot programs with this funding. The programs had participation from 148 employers, hosting 386 interns with a completion rate of above 90%. Youth interns also earned a total of 386 certificates or credentials.

EMPLOYER INNOVATION FUND

As part of the development of the Future Ready Iowa Act, the Future Ready Iowa Alliance recognized that the key to the program's success depended upon collaborative work at the grassroots level. Local groups and employers needed to work together to identify local needs and create innovative programs to solve those local needs. To incentivize this work, the act created the Employer Innovation Fund. The program is unique to Iowa and was funded with \$1.2 million in 2019 and again in 2020. The program provides matching grants to employers and non-profit groups that create innovative ways to solve local workforce needs beyond the cost of tuition and fees. Eligible programs include non-credit and for-credit postsecondary credentials leading to high-demand jobs in the state, or in high-demand jobs specific to a local area that are not on the state's high-demand occupation list. Grantees include employers, employer groups, nonprofits and educators working together to receive a state match through privately raised or donated funds to carry out the programs. Examples of qualifying programs include those that address barriers Iowans often face when trying to complete post-secondary training such as child care, transportation or equipment. In 2021, 13 organizations were awarded innovation grants totaling \$385,516 in awards, anticipating more than 2,000 program participants.

CHILD CARE CHALLENGE FUND

Newly passed legislation in 2020 as part of the Future Ready Iowa Act is the Child Care Challenge Fund. This funding will provide a state matching grant opportunity for local and regional efforts to address the childcare infrastructure issues that serve as barriers impeding employment efforts for many Iowans and Iowa Employers. In 2020, \$1.2 million in funds appropriated from the legislature were split between the Employer Innovation Fund and the Child Care Challenge grant. In Spring 2021, IWD partnered with DHS to award 62 grants to support needed infrastructure to create an additional 3,942 child care slots. The total amount awarded through combined IWD Future Ready Iowa appropriation and DHS funds was \$12.9 million. In 2021, the legislature funded \$4.2 million for the Child Care Challenge and Employer Innovation Fund grants.

CORONAVIRUS RELIEF FUNDING OPPORTUNITIES

As 2020 brought the impact of the Coronavirus Pandemic into every facet of work, Future Ready Iowa persisted and adapted. Through CARES act funding provided to states to address the multiple challenges, Future Ready Iowa has facilitated four separate Coronavirus relief funding opportunities to help employers, nonprofits, training entities and others adapt and accelerate training opportunities for Iowans whose employment has been affected by the pandemic. Opportunities included an Employer Innovation grant, two different Registered Apprenticeship Incentive grants and an Earn and Learn grant. A total of \$16.6 million was distributed to 179 awards. By early spring 2021, over 1,800 Iowans had completed programs and 178 new apprentices were enrolled in Registered Apprenticeship Programs.

To find more information about Future Ready Iowa, please visit www.FutureReadyIowa.gov



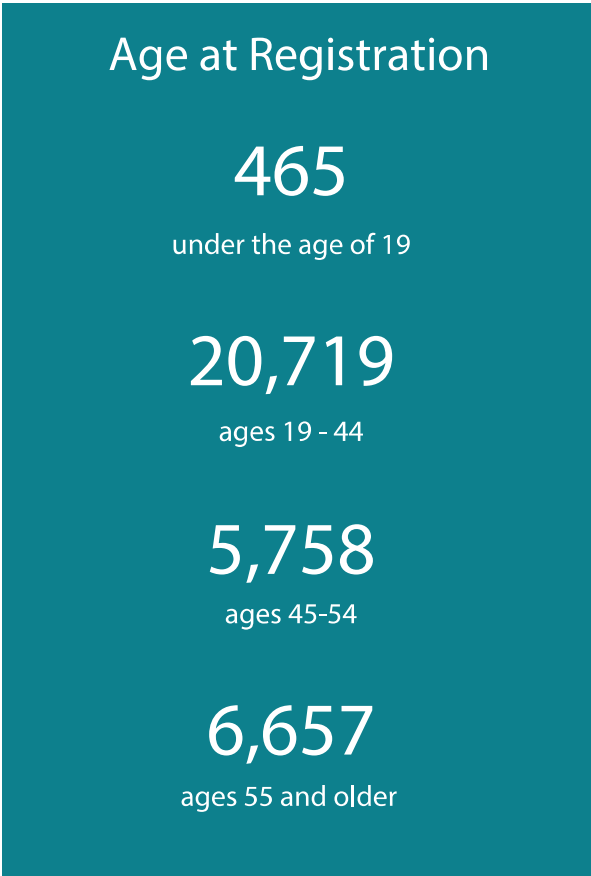
American Job Centers



IowaWORKS Centers located throughout the state provide services for individuals like career exploration, resume building, workshops, and virtual assistance.

REGISTERED FOR WORK UPDATE

Iowa’s data management system, IowaWORKS.gov, enables individuals to register for work and receive applicable career services. Registered only individuals use the self-service system, facilitated help, or information-only services or activities within the system. If customers require additional staff-assisted services, IowaWORKS Career Planners assess service needs and enroll individuals in the appropriate Workforce Innovation and Opportunity Act (WIOA) program that will successfully meet the service needs of the participant..



Statistics from PY20: July 1, 2020 – June 30, 2021

NATIONAL CAREER READINESS CERTIFICATE

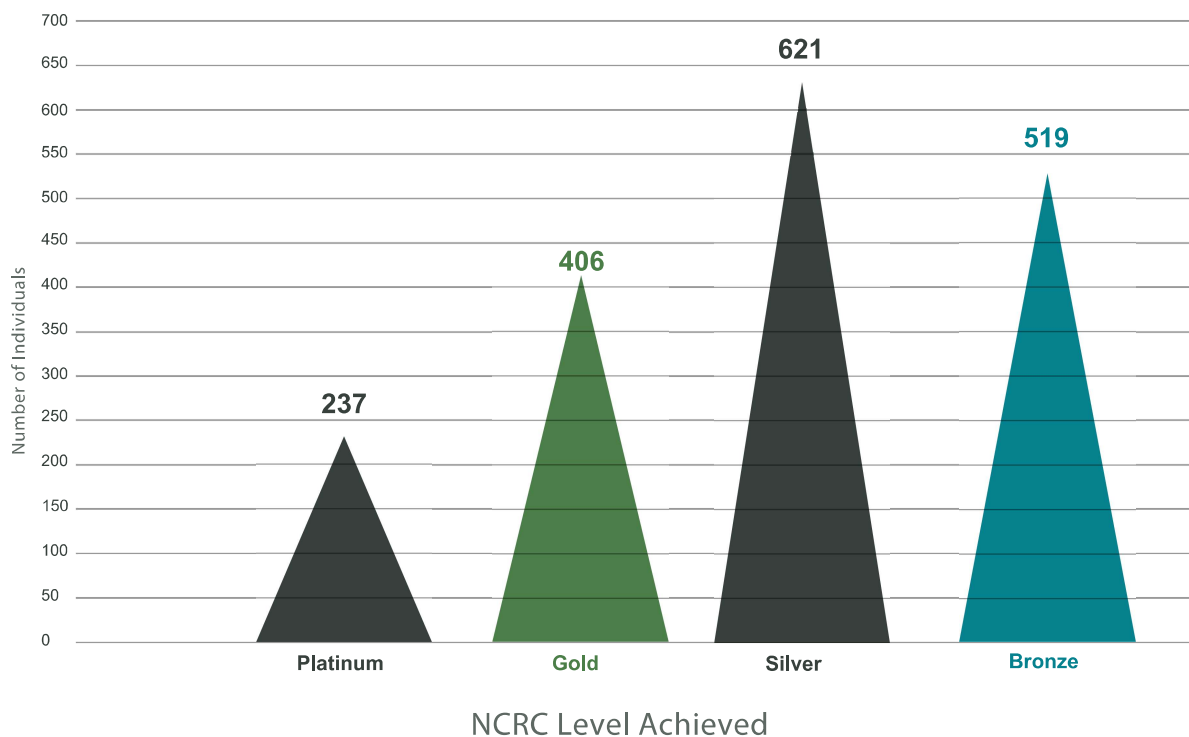
IWD continues to use ACT's National Career Readiness Certificate® (NCRC), a WorkKeys® program, throughout the statewide delivery system of IowaWORKS Centers, satellite offices and expansion offices as well as in Iowa high schools. All Iowa residents are able to take the NCRC assessments at no cost.

The NCRC assesses the comprehension level of an individual in Graphic Literacy, Workplace Documents and Applied Math. Individuals receive a platinum, gold, silver or bronze certificate-based on their level of understanding in a given area. WorkKeys KeyTrain® is also available at no cost to anyone needing remediation before taking the NCRC.

The certificates can be presented to employers as another tool to demonstrate the skills of a job seeker. The certificate is also being used widely with IWD's ex-offender initiative at correctional facilities in Mt. Pleasant, Rockwell City, Newton and Mitchellville, as part of the new Food Share Employment & Training component, in PROMISE JOBS, veteran services, and other employment and training activities.

TOTAL NCRC CERTIFICATES

January 1, 2021, through October 31, 2021, 1,783 Iowans earned an NCRC. This demonstrates a critical mass of the workforce with certified skill sets in Applied Math, Workplace Documents, and Graphic Literacy.



RETURNING CITIZEN INITIATIVE

IWD has four full-time Workforce Advisors located in the Mitchellville, Newton, Rockwell City and Mount Pleasant correctional facilities. These staff assist offenders nearing release in finding employment and networking with employers to address the barriers they may have in hiring returning citizens. Some of the assistance provided includes resume development, job interviewing techniques, job search and application process. Each of the participants in the program completes the NCRC.

Nearly 90 percent of the offenders serving time in Iowa will leave the system at some time. This program gives returning citizens one more opportunity for success, which is finding employment and starting a new chapter in their lives.

Without a job, it is nearly impossible for returning citizens to establish a new life and become productive in the community in which they live. Hiring a returning citizen can help them integrate into society and gain financial independence.



428

Offenders took the National Career Readiness Certificate assessment



135

Offenders have completed Providing Opportunities for Ex-Offenders to Succeed program

ONLINE JOB BANKS

IowaWORKS assists employers in filling job openings by facilitating the match between job seekers and employers. IowaWORKS staff actively inform unemployed Iowans about job opportunities and career events to assist with their employment search.

During PY20, IowaWORKS received 51,826 job orders posted directly by employers or on their behalf by AJC staff. An additional 8,730 jobs were received from external sources, including the National Labor Exchange.

IWD is the nation's largest user of NLx indexing. This has tripled the number of jobs posted on the agency's website and created the largest source of job postings in the state. Jobs from more than 1,016 employers are currently being indexed.

Jobs posted with IWD automatically post to multiple websites, including IowaWORKS.gov, usnlx.com and vetcentral.usnlx.com. Additionally, through a partnership with the Direct Employers Association, 8 microsites offer the opportunity to provide job information on mobile and hand-held devices. These sites are also search-engine optimized, and were developed at no cost to the state.

The 8 microsites include:

WORKINIOWA.JOBS

Mobile version of iowajobs.org and is based on jobs, not openings.

VETERANS.WORKINIOWA.JOBS

Allows a veteran to enter their Military Occupational Specialty or Military Occupational Classification and find jobs that match their experience. Additional outreach for federal contractors to show the Office of Federal Contractor Compliance Program auditors.

STEM.WORKINIOWA.JOBS

Features job opportunities in Science, Technology, Engineering and Math (STEM). The microsite is also co-branded with the Governor's STEM initiative.

MANUFACTURING.WORKINIOWA.JOBS

Features jobs in the manufacturing industry.

HEALTHCARE.WORKINIOWA.JOBS

Features a wide-range of jobs in the healthcare industry.

WORKINIOWA-CONSTRUCTION.JOBS

Promotes and features skilled trades professions.

WORKINIOWA-YOUTH.JOBS

Features opportunities in internships and summer jobs

WORKINIOWA-ENERGY.JOBS

Features job opportunities with a focus on the Energy industry.

IOWAWORKS CENTERS & SATELLITE LOCATIONS

Burlington IowaWORKS Center

550 S. Gear Ave. Suite # 35
West Burlington, IA 52655
Phone: 319-753-1674
Fax: 319-753-5881
Email: BurlingtonIowaWORKS@iwd.iowa.gov

Denison IowaWORKS Center

504 IA-39 N. Denison
Denison, IA 51442
Phone: 712-792-2685
Email: DenisonIowaWORKS@iwd.iowa.gov

Cedar Rapids IowaWORKS Center

Location: Lindale Mall,
4444 1st Avenue NE, Suite 436
Cedar Rapids, IA 52402
Phone: 319-365-9474
Fax: 319-365-9270
Email: CedarRapidsIowaWORKS@iwd.iowa.gov

Council Bluffs IowaWORKS Center

Location: Omni Centr  Business Mall
300 W Broadway, Suite 13
Council Bluffs, IA 51503
Phone: 712-352-3480
Fax: 712-352-3486
Email: CouncilBluffsIowaWORKS@iwd.iowa.gov

Creston IowaWORKS Center

215 N Elm Street
Creston, IA 50801
Phone: 641-782-2119
Fax: 641-782-7060
Email: CrestonIowaWORKS@iwd.iowa.gov

Davenport IowaWORKS Center

1801 E. Kimberly Road, Suite A
Davenport, IA 52807
Phone: 563-445-3200
Fax: 563-445-3240
E-mail: DavenportIowaWORKS@iwd.iowa.gov

Des Moines IowaWORKS Center

200 Army Post Road
Des Moines, IA 50315
Phone: 515-281-9619
Fax: 515-281-9640
Email: DesMoinesIowaWORKS@iwd.iowa.gov

Dubuque IowaWORKS Center

680 Main Street, 2nd Floor
Dubuque, IA 52001
Phone: 563-556-5800 or 866-227-9874 Fax:
563-556-0154
Email: DubuqueIowaWORKS@iwd.iowa.gov

Fort Dodge IowaWORKS Center

3 Triton Circle
Fort Dodge, IA 50501
Phone: 515-576-3131
Fax: 515-955-1420
Email: FortDodgeIowaWORKS@iwd.iowa.gov

Marshalltown IowaWORKS Center

Southgate Plaza: 101 Iowa Avenue W., Suite 200
Marshalltown, IA 50158
Phone: 641-754-1400
Fax: 641-754-1443
Email: MarshalltownIowaWORKS@iwd.iowa.gov

Mason City IowaWORKS Center

600 S Pierce Avenue
Mason City, IA 50401
Phone: 641-422-1524
Fax: 641-422-1543
Email: MasonCityIowaWORKS@iwd.iowa.gov

Ottumwa IowaWORKS Center

15260 Truman Street, IHCC North Campus
Ottumwa, IA 52501
Phone: 641-684-5401
Fax: 641-684-4351
Email: OttumwaIowaWORKS@iwd.iowa.gov

Sioux City IowaWORKS Center

2508 4th Street
Sioux City, IA 51101
Phone: 712-233-9030
Fax: 712-277-8438
Email: SiouxCityIowaWORKS@iwd.iowa.gov

Spencer IowaWORKS Center

217 W Fifth Street, PO Box 1087
Spencer, IA 51301
Phone: 712-262-1971
Fax: 712-262-1963
Email: SpencerIowaWORKS@iwd.iowa.gov

Waterloo IowaWORKS Center

3420 University Avenue
Waterloo, IA 50701
Phone: 319-235-2123
Fax: 319-235-1068
Email: WaterlooIowaWORKS@iwd.iowa.gov

SATELLITE OFFICES

Decorah IowaWORKS Satellite Office

312 Winnebago Street
Decorah, IA 52101
Phone: 563-382-0457 or 866-520-8986
Fax: 563-387-0905
Email: DubuqueIowaWORKS@iwd.iowa.gov

Iowa City IowaWORKS Satellite Office

Eastdale Plaza,
1700 S 1st Avenue, Suite 11B
Iowa City, IA 52240
Phone: 319-351-1035
Fax: 319-351-4433
Email: CedarRapidsIowaWORKS@iwd.iowa.gov

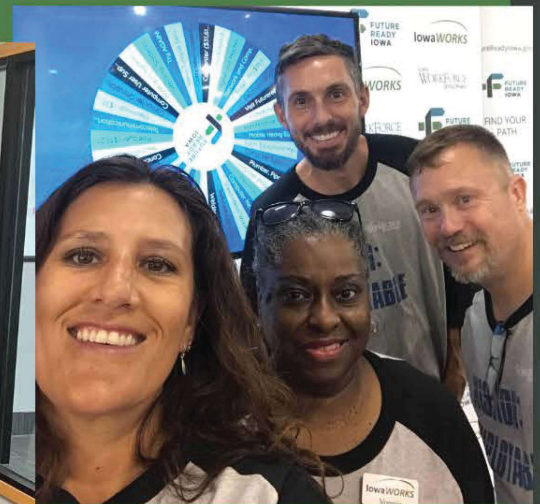
Ames IowaWORKS Satellite Office

901 Lincon Way
Ames, IA 50010
Phone: 515-725-5495
Fax: 515-281-9640
Email: DesMoinesIowaWORKS@iwd.iowa.gov

Des Moines IowaWORKS Satellite Office

100 E. Euclid Ave, Suite 4
Park Fair Mall
Des Moines, IA 50313
Phone: 515-725-3601
Email: DesMoinesIowaWORKS@iwd.iowa.gov

2021 IowaWORKS Highlights



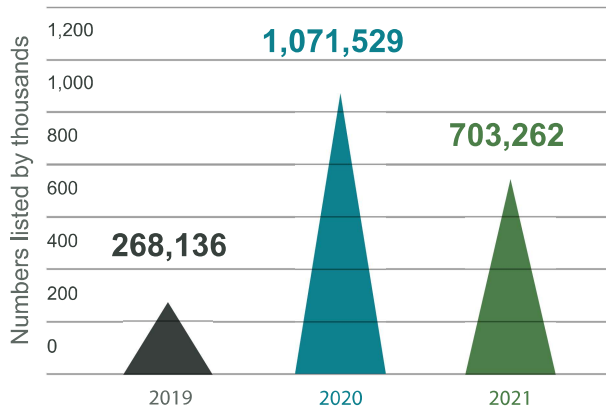
Unemployment Insurance Division

The Unemployment Insurance (UI) Division is comprised of four bureaus: UI Benefit, UI Tax, UI Integrity, and UI Appeals. Each bureau serves an important role in ensuring Iowa's UI program is administered efficiently.

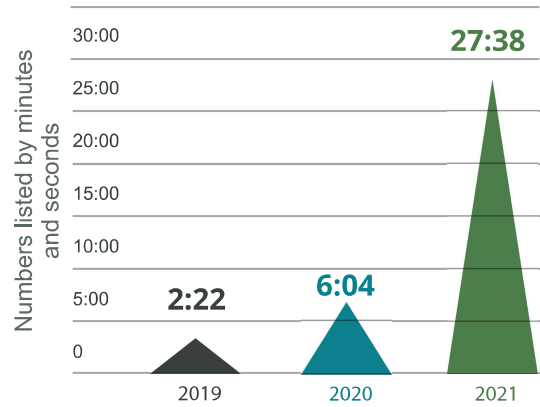
UI BENEFITS

CUSTOMER SERVICE

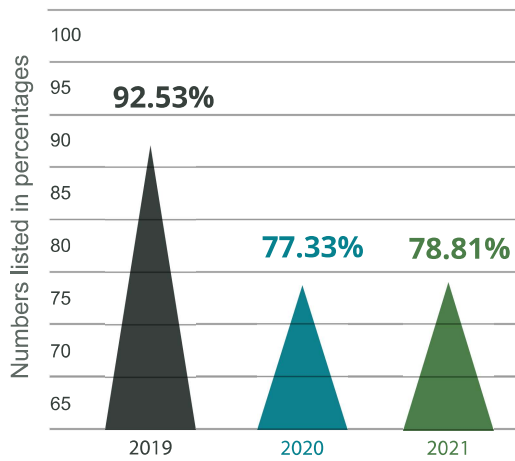
TOTAL CALLS PRESENTED



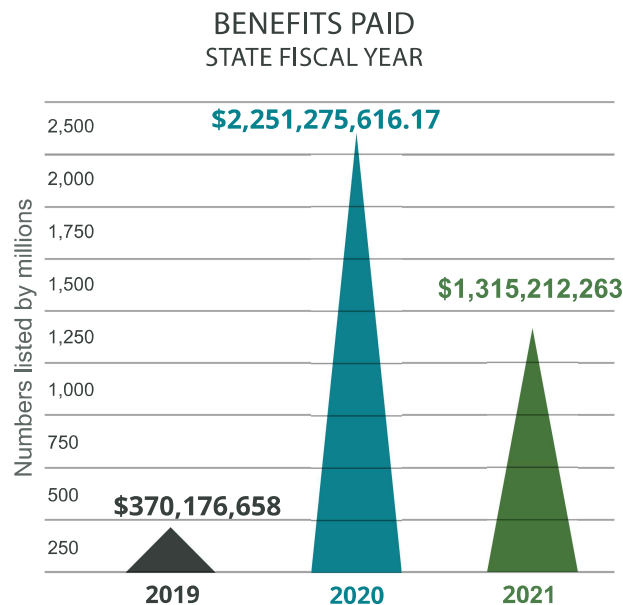
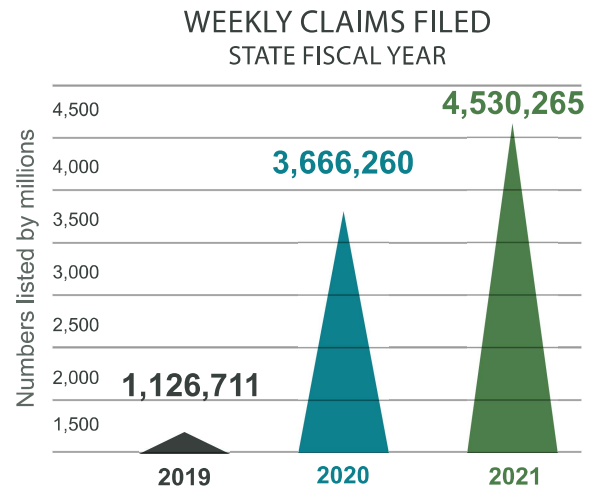
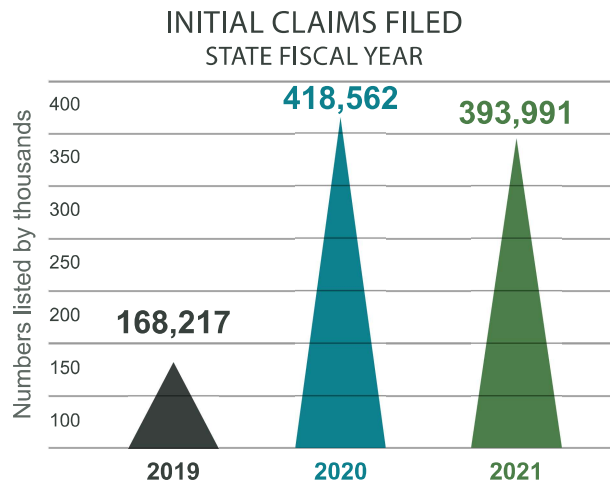
AVERAGE WAIT TIME



PERCENTAGE OF CALLS HANDLED



UI BENEFITS INFORMATION

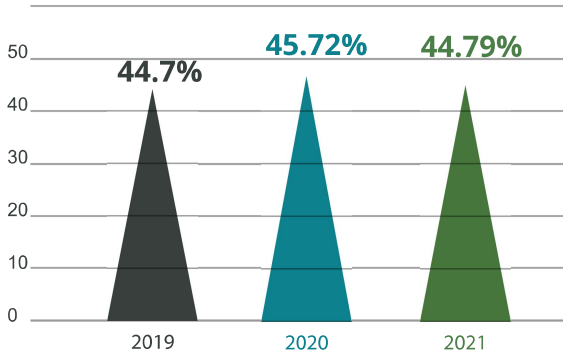


BENEFITS PAID
CARES Act Programs
July 1, 2020 through June 30, 2021

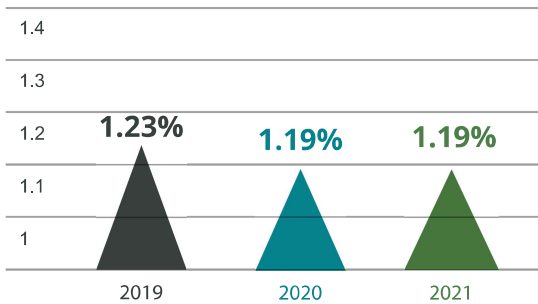
- Federal Pandemic Unemployment Compensation (FPUC)**
\$905,154,300
- Pandemic Unemployment Assistance (PUA)**
\$199,527,652 (ETA-902 PUA)
- Pandemic Emergency Unemployment Compensation (PEUC)**
\$340,723,813 (ETA-5159 PEUC)

UI TAX BUREAU

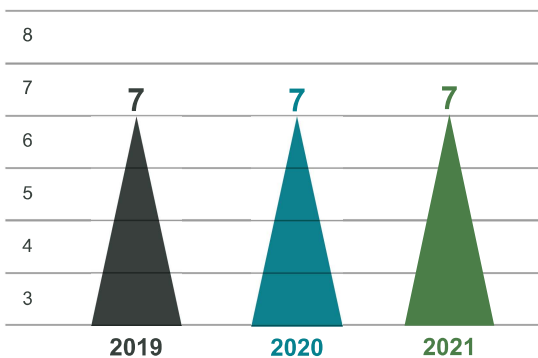
PERCENT EMPLOYERS WITH
UI TAX RATE OF 0% (DO NOT PAY TAXES)



UI TAX RATE FOR AN
AVERAGE EMPLOYER

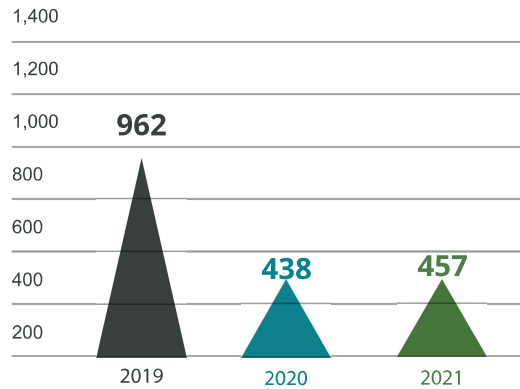


UI TAX EMPLOYER
CONTRIBUTION RATE TABLE



UI TAX MISCLASSIFICATION

FIELD AUDITS COMPLETED





1,930
Workers Found



\$55,711,003
Wages Found



\$745,444
Total Contribution Added

Fiscal Year 2020, July 1, 2020 – June 30, 2021

UI INTEGRITY FRAUD/NON-FRAUD



OVERPAYMENT TYPE

\$4,039,795.23

Fraud

\$59,720,414.22

Non-Fraud



TOTAL COLLECTIONS

\$4,697,709.79

Fraud

\$3,098,198.18

Non-Fraud

\$15,912,267.07

Contribution (Employer Tax)

\$23,708,175.04

Grand Total

% TIMELY STATUS DETERMINATIONS

Estimated in <90 days (DOL goal = 70%)

Q3 2020 = 82.7%

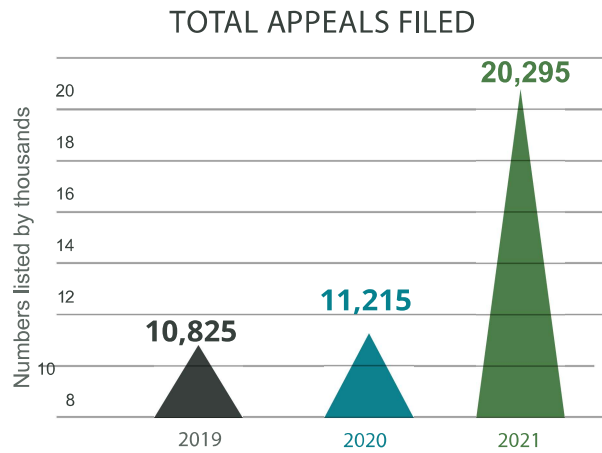
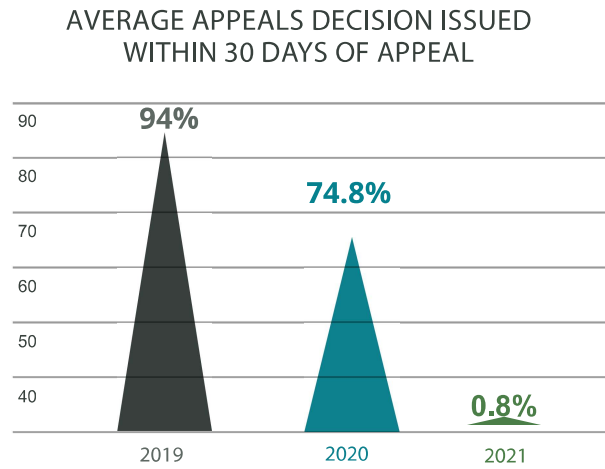
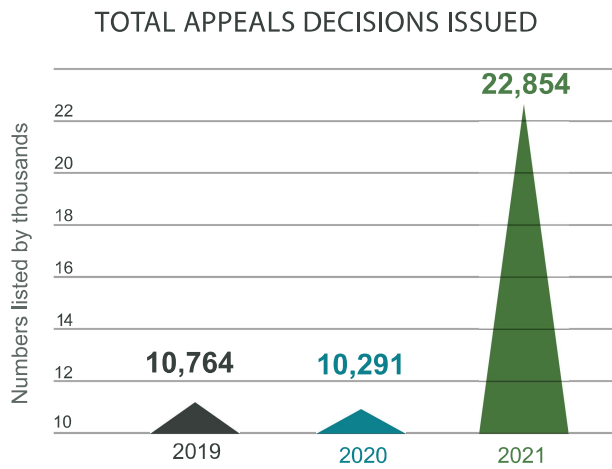
Q4 2020 = 83.3%

Q1 2021 = 78.0%

Q2 2021 = 81.9%

UI APPEALS BUREAU

UI Appeals Bureau time-lapse (percentage of appeals completed) is based on the number of days from the initial filing of a UI claim to the time it takes for an Administrative Law Judge decision.





Labor Market Information Division



The Labor Market Information (LMI) Division gathers, analyzes, and publishes information on the economy and workforce.

The information created by the Labor Market Information (LMI) division is used by: businesses, economic developers, educators, job seekers, government planners, policy makers, grant writers, legislators, researchers and students who use the data to make informed data-driven decisions. This information can be found on LMI's website www.iowalmi.gov.

LMI also partners with the U.S. Census Bureau on Longitudinal Employer-Household Dynamics (LEHD) and is an affiliate of the State Data Center of Iowa.

In addition to regularly produced publications, the LMI division provides customized analysis of the information collected, and develops products to meet specific customer needs. The following is a description of the products and programs of the the LMI division for the past fiscal year.

FEDERAL STATE COOPERATIVE PROGRAMS

The LMI division works in cooperation with the Federal U.S. Department of Labor, Bureau of Labor Statistics (BLS) on four programs from which they receive the required funding, methodology and oversight. The programs collect and disseminate information regarding the labor force and the economy. The BLS is the federal statistical agency responsible for measuring labor market activity, working conditions and price changes in the economy. It funds the production, analysis and publication of data on the labor force, employment, unemployment, wages, earnings, industries and occupations.

During the COVID-19 pandemic, the BLS program remains committed to producing and distributing gold-standard data and intends to release data on the normal schedule. Data will continue to be collected through a variety methods and rely on Iowa survey respondents for the data.

CURRENT EMPLOYMENT STATISTICS

The Current Employment Statistics (CES) program produces detailed industry estimates of employment, hours and earnings of workers on nonfarm payrolls. Nationally, CES surveys approximately 145,000 businesses and government agencies each month, representing 697,000 individual worksites. The BLS produces national, state and Metropolitan Statistical Area (MSA) employment estimates. CES data is produced monthly and is used as a leading economic indicator. CES staff are responsible for partial data collection, entry of economic events, non-covered employment estimation, benchmarking, data analysis and dissemination. The system provides analysts with comprehensive visual graphing capability and facilitates the flow of data between state, regional and national levels.

LOCAL AREA UNEMPLOYMENT STATISTICS

The Local Area Unemployment Statistics (LAUS) program is one of the most well-known and frequently used BLS programs. It provides monthly and annual estimates for the civilian labor force, employment, unemployment and the unemployment rate by place of residence. Data is produced for the state, MSAs, micropolitan areas, Combined Statistical Areas (CSAs), counties and cities with a population of 25,000 or more residents. LAUS estimates are a major economic indicator and an important source of information for researchers, analysts, community and government leadership, and economic developers.

OCCUPATIONAL EMPLOYMENT AND WAGE STATISTICS

The Occupational Employment and Wage Statistics (OEWS) program collects detailed occupational wage and employment data on a sample of nearly 7,000 Iowa establishments. OEWS includes full-time and part-time wage and salary workers in nonfarm industries and does not cover self-employed, owners and partners in unincorporated firms, household workers or unpaid family workers. A response rate of 75 percent for each sampled area is required for the surveys which are conducted as twice-a-year panels. Sample areas consist of four Balance-of-State (BOS) areas and nine MSAs: Ames, Cedar Rapids, Davenport-Moline-Rock Island, Des Moines-West Des Moines, Dubuque, Iowa City, Omaha-Council Bluffs, Sioux City and Waterloo-Cedar Falls. Employers may provide responses by telephone, fax, mail, secured e-mail and electronic submission. OEWS is the premier source of detailed employment and wage information for over 800 occupations.

The OEWS was redesigned to become a web data processing system on the BLS intranet. This will allow state users and the BLS officials access to the same real-time information and reduce the reliance on the submission of state reports.

QUARTERLY CENSUS OF EMPLOYMENT AND WAGES

The Quarterly Census of Employment and Wages (QCEW) program provides state, MSA and county data on quarterly employment and wages and number of establishments by industry. The program includes all employees covered by state unemployment insurance laws, approximately 97 percent of all nonfarm employment. QCEW is responsible for maintaining the accuracy of establishment's information.

States are continuing the process of testing the redesigned QCEW data program which will allow data to be processed in an Oracle database with a web browser.

AUTOMATED CURRENT EMPLOYMENT STATISTICS

The Automated Current Employment Statistics (ACES) system is a national web-based system used by all states, the District of Columbia, Puerto Rico, and the Virgin Islands for creating employment estimates as part of the Bureau of Labor Statistics monthly Current Employment Statistics program.

The ACES team provides the ongoing support, maintenance, distribution, training, security, and technical documentation for the system. They also work with national analysts to enhance data processing tools, decrease program costs, and increase efficiencies.

UNEMPLOYMENT INSURANCE STATISTICS

The Unemployment Insurance (UI) Statistics program is responsible for completing and submitting UI reports to the Department of Labor's Employment and Training Administration. These reports include: initial claims, benefit payments, claims determinations, appeals and characteristics of the insured unemployed. This reporting is done on a weekly, monthly, quarterly and annual basis depending on the report. UI statistical data is published on the Iowa Labor Market Information (LMI) web site under the site's Indicators section and on the State of Iowa's data portal (data.iowa.gov).

The Unemployment Insurance Statistics program also monitors and analyzes the Unemployment Compensation Trust Fund balance throughout the year. This monitoring is to ensure there are sufficient funds in the UI Trust Fund to endure heavy demands during periods of high unemployment. The Iowa Unemployment Compensation Trust Fund Report is completed annually in the second quarter of each calendar year. This report describes the status of the UI Trust Fund, benefits paid, fund revenues, and fund balance.

In response to the Covid-19 economic impacts and increased demand for UI data, the UI Stats program quickly developed more detailed and more frequent data publications. These publications and dashboards cover weekly UI benefits data by county and industry, The program has provided ZIP code level and demographic claimant data for numerous state and local officials, economic development, workforce development and nonprofit organizations.

LABORSHED STUDIES

Laborshed Studies have assisted economic development efforts throughout the state for the past 20 years and continue to be a unique labor market information tool utilized for retention and recruitment of business. The studies are conducted by IWD in partnership with the Iowa Economic Development Authority (IEDA), local economic development groups, utilities, community colleges, and local officials. A Laborshed is defined as the geographic region from which an employment center (community) attracts its commuting workforce regardless of political boundaries.

These studies give communities the ability to document and illustrate the size and characteristics of their labor force, which is an effective tool for retaining and expanding existing businesses while also attracting prospective new employers into the area. The studies describe potential labor force, labor availability and willingness to change/ enter employment, occupations, wages, benefits, commuting times/distances, education level, job search resources, out-commute/in-commute and underemployment.

In fiscal year 2021, 37 individual community Laborshed studies were completed along with five regional Laborshed reports. Additional analysis including 148 industry specific and occupational labor availability reports were provided to local economic developers for business expansion and prospective recruitment. This year was the third year that the Laborshed Studies program promised to deliver a completed Laborshed Study for the largest employing community in each county of the State once every two years, at no cost to local stakeholders. This expansion has updated numerous local area Laborshed Study data that were stale.

The Laborshed Studies program has now completed a Laborshed Study for the largest employing community in every county in the state. The program will be focused on completing studies in northern and west central Iowa in FY22.

EDUCATIONAL OUTCOMES MEASURES

The LMI Division utilizes wage records from the state's unemployment insurance (UI) database to report the outcomes of workforce programs, Registered Apprenticeship Programs, training, and post-secondary education. This analysis provides employment results of student and training participants: percent employed, earning levels, and type of industry. Educational outcomes analysis can also provide employment breakdowns by gender, race, academic degrees, and instructional programs.

All of the wage data, as well as student records, are used for research and reporting purposes only. Results are published as aggregated data to protect employers and individuals' identities. A partnership with the Iowa Department of Education and Iowa's community colleges was established in 2014 to provide systematic employment and wage reporting for all of Iowa's community colleges. Through this partnership, an Educational Program Outcomes annual report was developed and is published each spring which was unfortunately delayed in FY2021 due to data restrictions.

In addition, IWD provided analysis by request for three different educational institutions and training providers. The Educational Outcomes program partners with numerous agencies and organizations across the state:

- IWD: Promise Jobs, Trade Adjustment Assistance Community College and Career Training, & Registered Apprenticeship
- Iowa Department for the Blind
- Iowa Department of Correction: Re-entry Analysis
- Iowa Department of Education: Community College & Workforce Preparation, Office of Learning & Results, & Iowa's State Longitudinal Data System
- Iowa Vocational Rehabilitation
- United Way of Central Iowa
- Iowa Western Community College

The Education Outcomes program team published Iowa's first Registered Apprenticeship Dashboard. The dashboard provides stakeholders with information on Iowa's registered apprentices and sponsors in the state. The dashboard includes data on demographics, occupations, industries, employment, and earnings. The RA Dashboard can be found at <https://www.iowalmi.gov/registered-apprenticeship-program>.

EMPLOYMENT AND TRAINING ADMINISTRATION

IWD is funded by the U.S. Department of Labor, Employment and Training Administration (ETA) to provide policy and program guidance for the development, management and delivery of labor market and workforce information which is funded through Workforce Information Grants to States (WIGS). The grant funds are used to develop and disseminate essential state and local labor market information for job seekers, employers, educators, economic developers, employment specialists, policymakers and others. Activities under the auspice of the grant include:

- **STATE AND REGIONAL INDUSTRY AND OCCUPATIONAL EMPLOYMENT PROJECTIONS**

The projections are also a frequently requested employment statistics. The methodology, software and guidelines for the production of projections are provided by the Projections Managing Partnership. Projections provide information on the current and future levels of industries and occupations. Some of their uses are to identify in-demand industries and occupations; assist with planning employment, education, training and economic development activities; and to provide supporting documentation for grant applications.

Iowa prepared, disseminated and published short-term industry and occupational projections for the State of Iowa and the 15 Iowa Workforce Development Regions for the 2018-2028 time-period. Also, short-term industry projections, 2019-2021, are available for the State of Iowa and the 15 IWD Regions.

- **LABOR MARKET INFORMATION WEBSITE**

The Labor Market Information Division website is topic-driven, dynamic, customer-friendly, and easily updated by staff using the Tableau platform. LMI continues to publish labor market data and reports for public consumption at www.iowalmi.gov. The display system allows users greater data control, interaction and provides the capability to sort, filter, share and view the data. Also, customers can easily embed visualizations in their own websites which are automatically updated.

The LMI Staff provided training on www.iowalmi.gov to IowaWORKS centers staff and partners, collaborators, economic developers and others who wanted to acquire acknowledge about the data created and displayed. The website continues to be a work in progress as staff continues to review and respond to customer’s needs, adds new information, updates existing data and products, publishes quality enhancements and plans for future training opportunities.

The products were updated with information and visualizations were provided for an interactive and dynamic view of information. Customized LMI website training and specialized presentations continue to be provided upon request.

- **STATEWIDE ANNUAL ECONOMIC ANALYSIS REPORT**

ETA requires an annual economic analysis report and other publications. LMI produced Iowa’s Workforce and the Economy, providing an overview of Iowa’s economy, labor force and employment trends, initiatives in IWD regions and articles on several additional topics. The information contained within the publication is a useful resource for policy makers, economic developers, businesses, IWD board members and IWD staff.

- **IOWA LICENSED OCCUPATIONS**

Provides job seekers with over 120 profiles of occupations that require a state issued license, certificate or commission. The information provided includes: the statue, requirements, fees, examination and licensing authority.

- **WORKFORCE INFORMATION DATABASE (WID)**

The WID provides states with a common structure for storing accurate and reliable data. It serves as the cornerstone for the workforce investment system and ensures standard and comparable data across states. Data maintained in the WID include information from the BLS and ETA programs described previously; Consumer Price Index; income; population; database on employers; and occupational licenses and certifications.

WORKFORCE NEEDS ASSESSMENT SURVEY

The Workforce Needs Assessment Survey is a survey of Iowa employers conducted by IWD every 18 to 24 months. The last survey was distributed in July of 2018. The results were published in July of 2019. The survey was scheduled to be completed in FY2021. Due to pandemic related strains on Iowa employers and increased surveying done by other organizations, the Research & Analysis Bureau decided to delay the survey release this fiscal year.

Data collected from employers through the survey includes: current level of employment, current and expected job vacancies, skills of applicants, expected retirements, benefit packages offered to employees and employee recruiting strategies. The goal of the survey is to collect and analyze data regarding the demand for workers and the skills required of workers in the area. This information is used by economic developers, government agencies, employers and the Iowa Department of Education to guide their decision making on issues related to workforce development, vocational training and employee recruitment.

DISLOCATED WORKER ANALYSIS

When a business has a mass layoff or business closing event, IowaWORKS works with the business to gather information about their workforce. After an initial meeting with the employer the Dislocated Worker Survey is sent to the affected workers via email to complete. The information gathered during the survey assists the local IowaWORKS office in providing relevant information in the Worker Information Meeting to the affected employees. The information from these surveys are additionally aggregated, analyzed and distributed in the form of the Dislocated Worker Fact Sheet.

In FY21, the Research and Analysis Bureau complete three individual Dislocated Worker Fact Sheets, collected data from 13 employers and completed the annual reporting using all Dislocated Worker Survey data collected. These fact sheets provide workforce office staff, employers and prospective businesses with information about the affected workforce in the area. The Dislocated Worker Analysis contains information related to the demographics, salary and wages levels, work experience, training needs, desired services, and future plans of the affected workers. For workforce professionals, the fact sheet compiles information about the interest workers have in training programs designed to improve their knowledge and find new employment.

Workforce Services Division

The mission of the Workforce Services Division is to promote an effective workforce system in Iowa and support its stakeholders through policy development and implementation, oversight and monitoring, and technical assistance of federal and state workforce programs.

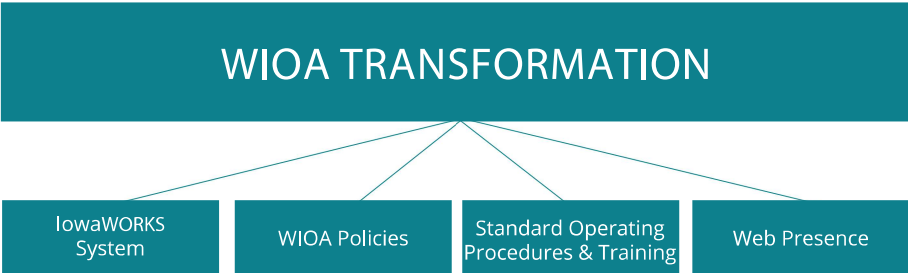
The Workforce Services Division promotes an effective workforce system in Iowa and supports its stakeholders through policy development and implementation, oversight and monitoring, and technical assistance of federal and state workforce programs.

These programs include, but are not limited to:

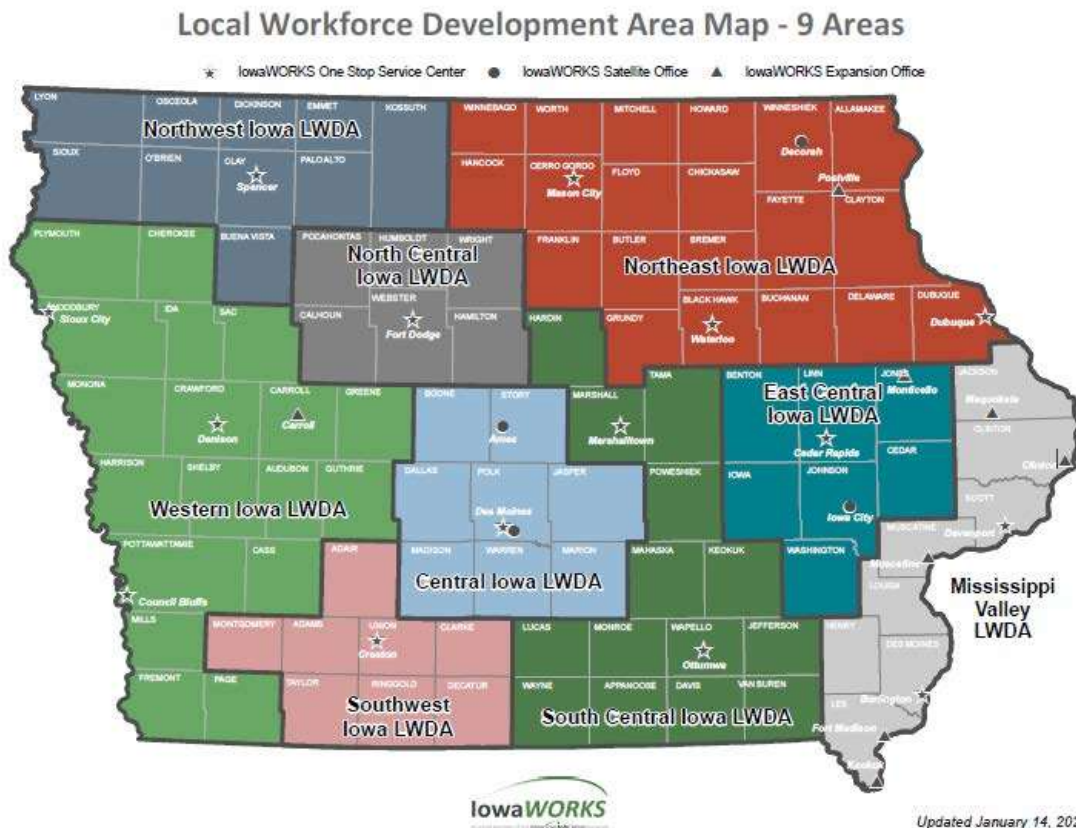
- Workforce Innovation and Opportunity Act (WIOA), Title I Adult, Dislocated Worker, and Youth programs
- Home Base Iowa
- Veteran Services
- Jobs for Veterans State Grant
- Disabled Veterans Outreach Program
- Local Veteran Employment Representative
- Future Ready Iowa
- Registered Apprenticeship
- Offender Reentry Standing Committee
- PROMISE JOBS
- Migrant Seasonal Farmworker Services
- Foreign Labor Certification
- Trade Adjustment Assistance Program
- Work Opportunity Tax Credit (WOTC)
- Federal Bonding Program

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

Focus has continued on WIOA implementation throughout the last year. Progress has continued to be made in several of the WIOA Transformation focus areas, shown below.



Comprehensive training and implementation of key WIOA provisions for stakeholder groups within the workforce system occurred over the past year. This is key to continuing to bring Iowa into compliance with its WIOA governance structure at the local level, while allowing us to continue to provide the best services to Iowans. During this program year, Iowa operated with its newly formed 9 Local Workforce Development Areas (LWDAs). Continued efforts will ensure the LWDAs will have support for their efforts toward WIOA compliance.



The development of WIOA compliant policies continues to be a focus area, with several Administration and Governance policies developed collaboratively between the core partners and approved by the State Workforce Development Board. All policies are published on Iowa's ePolicy website. Continued policy development will provide a comprehensive foundation for WIOA compliance in Iowa.

Lastly, comprehensive WIOA Title I monitoring took place during PY20 (July 1, 2020 - June 30, 2021). IWD's Workforce Services Division completed virtual onsite monitoring of all 9 LWDBs. Due to system transformation and the establishment of the new LWDAs, this monitoring served as a baseline year to gather information and data to be used for subsequent years monitoring. Plans are in place to conduct in-person, on-site comprehensive monitoring of all LWDBs during PY21 (July 1, 2021 - June 30, 2022).



HOME BASE IOWA

Mission: Provide veterans and transitioning service members and their families with opportunities and benefits or a successful transition in Iowa — a place to call home.

HOME BASE IOWA

Home Base Iowa (HBI) is Iowa's premier veteran initiative focused on connecting Iowa businesses to skilled veterans and collaborating with IowaWORKS centers statewide. Iowa's unemployment rate remained near record lows, and businesses were challenged to find and highly skilled workers. This program connects Iowa businesses with qualified veterans looking for career opportunities. HBI's private-public partnership provides a high level of commitment for our veterans, transitioning service members and their families.

The HBI community initiative designates communities as centers of opportunity for veterans and further highlights Iowa's statewide commitment to welcoming and employing veterans. Iowa has a great story to share nationwide, regularly ranking high on lists naming Iowa as a great place to live, work, play and raise a family.

Vision: Iowa is the "State of Choice" for veterans and transitioning servicemembers for employment, education and/or continued service; and service members are valued in communities which are welcoming, affordable, safe and family-friendly.

2021 HIGHLIGHTS

2,407 Designated Home Base Iowa Businesses*

118 Approved Home Base Iowa Communities*

29 Colleges/Universities that meet specific Certified Higher Academic Military Partners (CHAMPS) criteria*

429 Veteran Profiles Submitted

*Statistics through November 2021

JOBS FOR VETERANS STATE GRANT

Under federal priority of service regulations, veterans and eligible spouses are entitled to priority of service for qualified training programs funded by the U.S. Department of Labor.

For the last reporting period, IWD field offices served the following veterans:

427

Veterans with a significant barrier (including 546 disabled veterans)

319

Campaign veterans

26

Recently separated veterans (who left military service within the last three years)

The Jobs for Veterans State Grant (JVSG) provides federal funding, through a formula grant, to State Workforce Agencies (SWA) to hire dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment (SBEs), and helping employers fill vacancies with job-seeking veterans.

The JVSG funding supports the IWD Veterans Program Coordinator, Disabled Veterans' Outreach Program (DVOP) specialist staff and Local Veterans' Employment Representative (LVER) staff.

The Veterans Program Coordinator provides technical assistance to staff who fall under JVSG funding and to all non-veteran staff who are responsible for providing veterans' priority of service and serving veterans that do not fall under the scope of the JVSG program. In addition, the Veterans Program Coordinator provides training for new and existing JVSG staff as well as monitors JVSG staff service management and documentation within the case management system.

2021 presented its share of challenges to the JVSG program. However, Iowa's Veteran Career Planners (a.k.a. Disabled Veterans' Outreach Program specialists) and Local Veterans' Employment Representatives met those challenges head on and turned them into opportunities to provide services to veterans in new ways.

In early 2020, IowaWORKS Centers closed in response to the COVID-19 pandemic. At that time, most IWD staff shifted roles to assist with pandemic related Unemployment Insurance (UI) activities, including all Veteran Career Planners around the state. For a time during 2020 and 2021, Veteran Career Planners assisted with UI during 50% of their normal 8-hour workday in addition to overtime hours. JVSG team members pivoted with the delivery of services during this time period going from in-person to virtual service delivery. Virtual platforms and telephone calls became the new way to conduct business with veterans, employers, and partner agencies.

DISABLED VETERANS OUTREACH PROGRAM (DVOP)

Iowa refers to DVOPs as Veteran Career Planners. Veteran Career Planners work with eligible veterans and eligible persons that have significant barriers to employment. These barriers may include service-connected disabilities, homelessness, long-term unemployment, low income as defined by WIOA, an offender as defined by WIOA, aged 18-24, or lacking a high school diploma or equivalent. Veteran Career Planners provide individualized career services to these eligible veterans and eligible persons with an emphasis on assisting veterans who are economically or educationally disadvantaged. These services include, but are not limited to completing comprehensive and specialized assessments of skill levels, developing an individual employment plan, career planning, individual and group counseling, referrals to other supportive service agencies, and identifying training opportunities.

During this reporting period, 780 eligible veterans enrolled into the Wagner-Peyser program and received participant level services at IowaWORKS Centers. This was nearly ½ of the eligible veterans that received participant level services in the previous reporting period (1,491 eligible veterans) due to centers being closed. Of those 780 veterans, 416 received individualized career services by a Veteran Career Planner. Iowa’s Individualized Career Service rate remained consistent at 98.1% despite not being able to provide in-person services and having less time to perform their regular JVSG duties.

LOCAL VETERAN EMPLOYMENT REPRESENTATIVE (LVER)

LVER staff conduct outreach to employers and business associations and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans and encourage the hiring of disabled veterans.

Iowa has two dedicated statewide LVERs conducting outreach to employers and employer organizations regarding the benefits of hiring veterans, assisting with Home Base Iowa (HBI), and ensuring IowaWORKS business engagement team members are properly trained to provide information to employers about veteran hiring initiatives.

For the majority of this reporting period, Iowa’s LVERs performed at 100% capacity. This was in large part to the important role they play in onboarding and publishing HBI employers. Once published, businesses are matched and can actively search for veterans and spouses in the HBI website that may meet their workforce needs. LVERs vetted and published 153 HBI businesses during this time. Additionally, LVERs recorded 1,131 services to a 448 unique employers.

PROMISE JOBS

PROMISE JOBS, “Promoting Independence and Self-Sufficiency through Employment, Job Opportunities and Basic Skills,” provides case management, employment, education, training, and supportive services to recipients of the Family Investment Program (FIP), Iowa’s cash assistance program under the Temporary Assistance for Needy Families (TANF) block grant. IWD provides PROMISE JOBS services; families are co-enrolled into other programs offered through the AJCs, as appropriate.

PROMISE JOBS case managers, co-located in IowaWORKS Centers, served an average of 4,257 PROMISE JOBS families each month. IWD continues to work with two other state agencies, DHS and the Department of Human Rights, on the Two-Generation Initiative, geared toward providing a whole-family approach to public services. IWD and PROMISE JOBS also continue working in the new data management system in conjunction with DHS to enhance performance reporting and overall better serve PROMISE JOBS families.

REGISTERED APPRENTICESHIP

IWD has worked strategically to grow RA throughout the state. IWD has coordinated with the U.S. DOL/Office of Apprenticeship (U.S. DOL/OA) to register new RA programs and recruit talented and diverse job seekers. IWD's RA Program Coordinator worked directly with fifteen Business Marketing Specialists (BMS) to expand RA programs in healthcare, information technology, and advanced manufacturing along with increase the traditional RA occupations within the skilled trades. Using internal referral procedures created in 2018, IWD and U.S. DOL/OA work very closely in the development and referral of programs. Additional growth of RA programs can be contributed to additional staff training on developing RA programs, monitoring of local AJC, and rigorous one-on-one technical assistance by IWD's RA Program Coordinator during this performance year.

As of June 30, 2021, IWD had 1,182 active Registered Apprentices, and 205 Registered Apprentices completed their program. This is a 56 % growth of active participants and 20% growth in the completion rate. Growth can be attributed to outreach efforts led by Governor Reynolds' office to grow high school RA programs, federal funding to sub-recipients, and integrating stronger referral processes.

IWD chose to leverage the ASE grant to support two RA Career Planners to provide intensive case management to job seekers interested or hired into RA programs. The RA Career Planners speak with interested job seekers via phone, email, or virtual meetings about the components of RA, provide participant-level services under the Workforce Innovation and Opportunity Act (WIOA) Title III, refer job seekers to RA Sponsors who are hiring. Additionally, the RA Career Planners complete quarterly check-ups with Registered Apprentices once hired to ensure additional services are provided to assist in the completion of the program. During this performance year, a referral process was created for the local AJCs; however, in March, IWD determined a modification was needed to increase the performance. Due to COVID-19, this adjustment has been on hold until this summer to implement. In the next year, IWD would like to see the performance increase substantially with outreach to local community organizations, frequent communications with local AJC staff, and outreach to key partners of the ASE grant.

IWD is a committed partner of the RA eco-system in Iowa. Working collaboratively with the Governor's office, U.S. DOL/OA, and Iowa Economic Development Authority (IEDA), the state has made great strides in advancing RA as the gold standard in workforce training. The RA ecosystem communicates on a regular basis regarding state and federal policies and funding opportunities to ensure RA can grow strategically throughout the state.

The RA eco-system looks forward in the upcoming year to create a system-wide outreach plan to utilize RA as a tool to address the Governor's Future Ready Iowa (FRI) goal of 70 percent of Iowa's workforce having education or training beyond high school by 2025. The FRI Alliance's third strategic recommendation calls for the expansion of high-quality work-based learning experiences in high-demand fields and careers for all students particularly traditionally underrepresented students. Iowans can fast-track their careers and engage in opportunities that lead to pathways that fill the workforce pipeline in Iowa in high demand fields through RA.

In October 2020, IWD took over administration of the Iowa Apprenticeship Act Funding Program (15B) as well as Registered Apprenticeship Development Fund (15C), both previously administered by Iowa Economic Development Authority. By aligning RA efforts and related funding under IWD, sponsors, apprentices, interested businesses, high schools and have direct access to one centralized resource for RA related information and expertise.

The Iowa Apprenticeship Act was passed in 2014, increasing the available funding for 15B to \$3 million for training grants awarded to "sponsors" to conduct and maintain a Registered Apprenticeship program. Funds awarded may only be used to help cover the cost of conducting and maintaining an apprenticeship training program.

15C funds provide \$760,000 annually to support the growth of Registered Apprenticeship programs in high-demand occupations. Competitive grants are available annually for Registered Apprenticeship programs that create a new program with an eligible high-demand occupation or add an eligible high-demand occupation to their existing program. Both funding program have eligibility requirements and applications are accepted from Jan. 1 through Jan. 31 each year. Additional information application links can be found at www.earnandlearniowa.gov

MIGRANT AND SEASONAL FARMWORKER/ MONITOR ADVOCACY SYSTEM

PY20 was a challenging year for Iowa's monitor advocacy system. Iowa's State Monitor Advocate (SMA) started the year attending many onboarding events and was in contact with hundreds of Iowa's MSFWs. During these events, COVID-19 testing was the primary focus. July is peak season with the arrival of many migrant workers coming from Texas and Mexico to Iowa to work in the fields. In partnership with the local public health department, the first event of PY20 was an onboarding event. At this event, 140 migrant workers were tested for COVID-19. Throughout PY20, the MSFW outreach team was able to work with employers to ensure isolation of the positive cases quickly which prevented the spread of the virus to the remainder of the crews. The SMA attended daily meetings with the governor's office and other public health agencies to provide updates on the testing process throughout the summer. In total, these events provided testing to over 3,000 MSFW and identified 132 positive cases. Due to these efforts, MSFWs in Iowa were able to work safely and avoid large outbreaks in migrant camps.

During PY20, 5,505 MSFWs were offered services through outreach with 251 MSFWs becoming enrolled as participants and received individualized career services. In situations where the MSFWs were unable to visit an IowaWORKS Center, outreach workers provided services offsite. This enabled MSFWs to access necessary services in a way most appropriate for their circumstances.

Outreach workers serve as primary points of contact for all event scheduling related to COVID-19 testing and vaccinations for MSFW. The outreach workers provided information about COVID-19 in addition to normal outreach information at all onboarding events. Outreach workers assisted with scheduling mobile clinics and appointments for COVID-19 vaccination for over 1,000 MSFW. All these efforts lessened the impact of COVID-19 on the farming season in Iowa.

During the prior year, the outreach workers in Iowa focused on building relationships with agricultural employers and MSFWs. These workers spent time marketing the Agricultural Recruitment System (ARS) and in PY20, secured ten ARS job orders requesting 86 workers in total. Iowa's outreach workers were able to recruit all 86 workers domestically without the need of the employer moving to H-2A workers. Outreach workers stay in contact with farm workers throughout the year answering questions about ARS and helping them understand the benefits and processes associated. Iowa hopes to increase participation in ARS as a business strategy that also protects the interest of Iowa farm workers.

FOREIGN LABOR CERTIFICATION

The H-2A program allows agricultural employers, who anticipate a shortage of domestic workers, to bring nonimmigrant, foreign workers into the U.S. to perform agricultural work of a temporary or seasonal nature. In PY20, Iowa's agricultural employers submitted 276 job orders. There were 693 interstate job orders entered in Iowa after being received from other SWAs. All these job orders were posted for U.S. domestic workers but not filled by domestic workers, resulting in the hiring of foreign labor. PY20 showed the continual struggle for Iowa's farmers to fill their workforce with local workers, likely due to an extremely low unemployment rate. Iowa's high-demand areas for the H-2A program during PY19 were construction on farms and work in the fields during the de-tasseling and harvest seasons.

In PY20, Iowa continued to utilize a contracted agency to conduct H-2A housing inspections. This agency received training on conducting inspections for the SWA and submitted all required documents for the inspections. There was a total of 305 housing inspections completed in PY20 by the contracted agency and 76 inspections conducted by SWA staff. Total worker capacity for all inspections was 3,166.

The H-2B temporary non-agricultural program permits eligible employers to hire nonimmigrant workers to temporarily come to the U.S. and perform non-agricultural work, based on the employer's temporary need. Iowa received 199 petitions for the H-2B program in PY20. By having a dedicated Foreign Labor Certification Advisor and the addition of a part-time Foreign Labor Certification Advisor, the SWA is well positioned to complete the extra duties associated with the increase.

FEDERAL BONDING PROGRAM

The Federal Bonding Program continues to be a unique job placement tool for applicants who may be difficult to place in employment. The program has introduced talented and dedicated employees to their employers, while mitigating risks that might otherwise prevent an employer from hiring a candidate who falls under the following categories:

- Justice-involved citizens
- Individuals in recovery from substance use disorders
- Welfare recipients
- Individuals with poor credit records
- Economically disadvantaged youth and adults who lack work histories
- Individuals dishonorably discharged from the military

Iowa has increased its promotion and awareness of the value of Federal Bonding. Federal Bonding Certifications to business for 2020 totaled 46 bonds.

TRADE ADJUSTMENT ASSISTANCE

The Trade Adjustment Assistance (TAA or Trade) Act is a federally funded reemployment program that provides specialized benefits and services to workers who have experienced layoff as a result, either direct or indirect, of foreign trade issues. For eligible participants the benefits available include fully funded assistance for up to 2 ½ years towards earning a post-secondary credential, employer-focused incentives to provide up to 2 years of on-the-job training, financial allowances for job searching and relocating outside of one's local area, and wage subsidies for workers aged 50 or older.

Through case management and access to career planning, TAA participants are able to upgrade their knowledge and experience to enhance their marketability in today's labor force. This is achieved through various methods such as evaluations, assessments, workshops, and more to best support the career-pathway goals of impacted workers. This is most successful when done in partnership with similar reemployment programs such as Title I Dislocated Worker and Adult programs.

Petition submissions increased slightly in PY20 with a total of 12 TAA petitions filed with the U.S. Department of Labor (DOL). However, PY20 saw a significantly higher number of petition certifications with 11 of the 12 petitions certified compared to 4 certifications from the 10 petitions filed in PY19. The increase in petition certifications can be attributed in part to the COVID-19 pandemic, as many of the PY19 petitions were denied due to many employers citing the pandemic as the primary cause of the layoffs. In addition, the increased certifications are the result of improved coordination with the state Rapid Response team, local area leadership, partner programs and employers to identify possible trade related layoffs as early as possible. Which has allowed for data driven research into possible trade-related layoffs prior to filing the petition by incorporating the U.S. Trade International Commission database and utilizing the Harmonized Tariff Schedule to identify potential import injury as a primary cause of the layoffs. Taking a comprehensive approach to petition filing with a focus on relationship building, research and data analysis has allowed for a more robust petition filing process and increased the probability of certification.

Participation in the TAA program also increased in PY20 with 294 total TAA participants, a 29% increase from PY19. Although petition certifications went up in PY20, three of the four larger certifications recalled all hourly employees resulting in lower uptake and participation rates in the TAA program respective to the number of Trade affected workers. Training continued to be the most popular benefit for PY20 with 179 participants enrolling in training, and Reemployment Trade Adjustment Assistance (RTAA) was the second most utilized benefit with 33 new participants enrolled. The job search and relocation benefits enrollments decreased, with only one participant seeking job search services and one seeking relocation services. The remaining participants served in PY20 sought individualized career services.

During PY20, the Trade team implemented a program redesign to better align with the TAA Final Rule that became effective September 21st, 2020, including comprehensive training modules for field staff, policy and process updates, and library of training resources and needed documents accessible to all staff and Local Workforce Development Area partners. The redesign has resulted in a more streamlined and responsive approach that has enhanced communication between state and field staff and improved service delivery. This has allowed for a heightened focus on increasing Iowa's uptake rate for the TAA program for certified petitions.

Looking forward to PY21, the Trade team has prepared for Reversion 2021 regulations that will go into effect for any new petitions filed on or after 07/01/2021. Although any petition filed on or prior to 06/30/2021 will fall under the 2015 (September 21, 2021, Final Rule) regulations. This poses a unique challenge as the TAA program administration and service delivery will be operating under two different regulations dependent on petition number. In order to ensure seamless service delivery once the new regulations are in effect, the Trade team has begun to develop and implement trainings, prepared and updated forms, and shifted the training focus from classroom training to work-based learning.

In order to continue focusing on the uptake rate for the TAA program after Reversion 2021 regulations go into effect, new marketing and outreach strategies are also being incorporated for PY21. Including electronic outreach via email to all workers that apply for unemployment insurance, social media marketing, informational packets mailed to all affected workers, and attending Rapid Response events to introduce the TAA program to affected workers. The Trade team is also attending job fairs to introduce employers to TAA funded work-based learning opportunities and encourage employers to hire trade affected workers.

By initiating early contact with workers and employers to introduce the TAA program, the Trade team plans to increase the PY21 uptake rate by concentrating on work-based learning opportunities through on the job training, customized training and apprenticeships. This strategy will address the current availability of work and potential hesitancy of workers may experience when considering enrollment in classroom training while being recruited by other area employers. The work-based learning model will ensure Trade affected workers have the opportunity to develop new skills, gain suitable employment, and have access to comprehensive case management and other services available through partner programs when enrolled in TAA approved training. While the employer hiring the TAA eligible workers will be reimbursed 50% of the workers' wages for the duration of the training, which will result in a well-trained long-term employee. Most importantly, a work-based learning initiative will encourage employers to hire locally and keep jobs in Iowa's communities.

WORK OPPORTUNITY TAX CREDIT

The Work Opportunity Tax Credit (WOTC) program is a Federal tax credit available to Iowa employers who hire and retain veterans and individuals from other certain targeted groups who have consistently faced significant barriers to employment.

WOTC reduces an employer's cost of doing business by decreasing their federal income tax liability between \$2,400 and \$9,600 per employee, depending on the target group identified and hours worked during the first year of employment. For employers to earn a WOTC, the new employee must work at least 120 hours during the first year of employment and have not worked previously for the employer. Employers can claim the WOTC on an unlimited number of qualified employees each year.

During Federal Fiscal Year 2021 (October 1, 2020 through September 30, 2021), IWD certified 15,025 WOTC applications. Target groups with the highest number of certifications included: Supplemental Nutrition Assistance Program (SNAP) (7,304), Designated Community Resident (3,130) and Ex-felon (843).

The COVID-19 pandemic had minimal impact on Iowa's WOTC team. The agency was able to keep the team focused on the processing and determination of applications. As experienced nationally, Iowa did receive fewer applications from employers as many experienced shutdowns and lower hiring because of the pandemic.

Information Technology Division

Information Technology (IT) develops, manages and maintains IWD's technology-related assets (hardware, software, etc.), policies, procedures, and systems. IT is transforming IWD's technology environment by designing and delivering modernized systems throughout the agency's entire technology environment.

INFORMATION TECHNOLOGY BUREAUS

Iowa Workforce Development's Information Technology Division contributes to the agency's vision and mission by helping citizens and businesses of Iowa by delivering innovative workforce technology solutions and services that are easy to use, protect end users, and that are sustainable for the future. The Division is split in to three Bureaus who work together to achieve this goal.

INFRASTRUCTURE AND OPERATIONS

The IWD Infrastructure and Operations team is the backbone of the Agency and is responsible for the technology that supports all of the systems, networks, storage for IT service delivery. This includes system security, network management, data storage, cloud management, telephony systems, provisioning servers, access management, installing and patching servers, and monitoring all assets to ensure 24/7 uptime. A key function of this Bureau is also the IT Service desk which serves as the front line of all IT support to end users, provisions devices and provides services to support business needs.

APPLICATION DEVELOPMENT AND DATA MANAGEMENT

The Applications and Data Management team is made up of Software Engineers, Application Support Staff, and Business Intelligence Analysts who are responsible for care and maintenance of IWD's critical systems, ensuring they are kept current, up-to-date and adapt to any Federal or State changes. The team also focuses on new development and enhancements of systems (primarily in the Unemployment Insurance domain) to meet the needs of internal agency team members, and Iowans.

ENTERPRISE PROJECT MANAGEMENT OFFICE

The Enterprise Project Management Office (EPMO) consists of personnel who are skilled in project delivery, business analysis and change management. Their primary function is to coordinate project activities, deliver technology initiatives across all divisions of IWD, and focus on system modernization. The EPMO team partners with agency stakeholders to ensure projects align with business strategy, as well as day-to-day project management: prioritizing requests, documenting requirements, testing against specifications and overseeing implementation. Solution development ranges from in-house development to external software as a service; the EPMO team plays an integral role in managing these relationships and communicating business needs and system design requirements to all partners.

IT ACCOMPLISHMENTS

The past fiscal year was like no other due to the COVID 19 pandemic. Like many other industries, IWD had to embrace the new ways of working virtually. IT played a central role in ensuring IWD employees and partners were able to provide critical unemployment and reemployment services to lowans, seamlessly and securely, while at the same time were able to partner with the business areas across the Agency to significantly move the needle on technology modernization initiatives.

UNEMPLOYMENT INSURANCE MODERNIZATION FOR UI BENEFITS, INTEGRITY, AND APPEALS

IWD worked diligently in the latter part of 2020 to successfully negotiate a contract with strategic partner, Geographic Solutions Inc, to modernize the State of Iowa Unemployment Benefits, Appeals and Integrity system. Anticipated to be a 20-24 month effort, the project started in earnest in the summer of 2021, and, once completed, will provide lowans with a state-of-the-art Unemployment filing system, one that will allow IWD UI staff to process claims, manage fraud and facilitate the appeals process more efficiently. IWD is partnering with the same vendor who modernized the State of Iowa workforce/employment system, IowaWORKS.gov. Once the Unemployment System is complete, claimants, job seekers and employers will have one place they can go for both unemployment and Workforce services needs. Critical elements of success of this initiative will include data migration of legacy data, data exchange with over 50 State and Federal partner Agencies, thorough testing, and ensuring that the system is ready to use by internal staff and external customers through robust change management and training. The project is currently tracking for completion in the first half of 2023

UNEMPLOYMENT INSURANCE TAX SYSTEM UPGRADE

Another critical part of the UI ecosystem is the employer-facing MyIowaUI Unemployment Tax system. This system was developed in house about a decade ago and has been undergoing some major upgrades over the past year to upgrade the technology and both staff and customer experience. Key components of the entire back-end have been upgraded, reducing much technical debt and putting the application on to a modern and secure framework. Looking forward, the team will focus on the customer facing portal, ensuring that it has a first class customer experience. This effort will happen in tandem with the Benefits system modernization project, the two will seamlessly integrate and interact and provide employers with a mobile friendly and customer centric, easy to use interface.

DIVISION OF LABOR SYSTEMS MODERNIZATION

IWD IT has continued to partner with the Division of Labor to begin the upgrade of the State of Iowa worker licensing and permit system, AMANDA. Once completed, The system will be modernized with an updated design which will be on a web based, browser and device agnostic application, and will be configurable for both staff and customers to suit their preferences and needs. It will also come with automated email communications and notifications and enhanced search capabilities. Finally, once the upgrade is completed, the application will be moved to the cloud which will allow for superior scalability and performance

Iowa Division of Labor

The Iowa Division of Labor provides a broad range of services to the constituents and businesses of Iowa. The Division is responsible for the enforcement of programs designed to protect the safety, health, and economic security of all Iowans.

The Division of Labor strives to develop outreach programs and activities to educate employers and employees on all facets of the services the division provides.

AMUSEMENT RIDE INSPECTIONS

Inspections in FY1 = 1,555

Self Inspections in FY21 = 446

All amusement rides and concessions are inspected at least once annually to assure compliance with state rules. An operator must obtain a permit from the Labor Commissioner before operating any amusement device or ride.

ATHLETIC COMMISSION

(Boxing, Mixed Martial Arts, Kickboxing & Wrestling)

Professional Athletic Promoter Licenses issued in FY21 = 62

Professional Boxing Licenses issued in FY21 = 17

The Athletic Commissioner and staff regulate amateur and professional mixed martial arts, boxing, kickboxing and wrestling events. They also issue Boxer's Federal Identification Cards for professional boxers as part of the Association of Boxing Commissioners.

ASBESTOS PERMIT & LICENSING

Licenses Issued in FY21 = 545

Permits Issued in FY21 = 95

Total Permits and Licenses Issued in FY21 = 640

The division administers and processes Iowa's asbestos licensing and permitting program. Iowa Asbestos Permitting & Licensing enforces regulations designed to protect Iowans from asbestos hazards and non-compliant contractors.

BOILER INSPECTION

State Inspections in FY21 = 3,378

Private Inspections in FY21= 17,905

Total Inspections in FY21 = 21,283

The Commissioner and staff work with the Boiler Board on a variety of topics annually. They are also called upon to review code and rules for appropriate action and/or adoption or modification. They also address other responsibilities including adopting administrative rules. The staff enforces safety codes for boilers and unfired steam pressure vessels.

BUREAU OF LABOR STATISTICS

The division collects the Iowa data for the Bureau of Labor Statistics non-fatal occupational injury and illness survey and also for the census of fatal occupational injuries.

CHILD LABOR & WAGE ENFORCEMENT

WAGE PAYMENT PROGRAM

Child Labor and Wage Enforcement processes claims relating to unpaid wages, vacation pay, unpaid expenses, unauthorized deductions, minimum wage, etc.

Wage Claims Received in FY21= 366

Wage Claims Settled in FY21 = 341

Wage Claim Amount Collected in FY21= \$252,546.03

CHILD LABOR PROGRAM

Investigate all child labor complaints and injuries and provide outreach training for employer education on wage and child labor.

Claims Received in FY21 = 77

Claims Closed in FY21 = 77

Work Permits Issued in FY21 = 8,363

Civil Penalties Collected in FY21 = \$6,287.50

SECOND INJURY FUND

Amount Collected in FY21 = \$1,077,500.20

CONTRACTOR REGISTRATION

Registrations Issued in FY21 = 12,017

Citations Issued in FY21 = 168

Contractor Registration focuses resources to ensure construction contractors, performing work in Iowa, provide workers' compensation insurance and unemployment insurance to their employees. This is accomplished through public outreach, and through articles and attendance at expositions and trade shows. In addition, Contractor Registration readily exchanges information with UI Tax and Iowa OSHA. These activities allow all parties to provide a better work environment for Iowans.

ELEVATOR INSPECTION

Annual State Inspections in FY21 = 6,810

Other State Inspections in FY21 = 2,255

State Acceptances in FY21 = 418

State Re-Inspections in FY21 = 1,019

3rd Party Inspections in FY21 = 2,280

3rd Party Re-Inspections in FY21 = 811

Total Inspections in FY21 = 13,593

The Labor Commissioner and the Elevator Safety Board meet monthly to serve the public on waiver, variance requests and any other topics requiring action. They work to adopt administrative rules and keep the Legislature informed on necessary code changes.

The inspectors inspect and enforce safety codes for elevators, escalators, construction personnel hoists, wind tower elevators and related equipment.

IOWA OSHA CONSULTATION

IOWA OSHA CONSULTATION ACTIVITIES

Consultations Conducted in FY21 = 244

Employees Covered in FY21 = 21,693

Serious Hazards Identified in FY21 = 1,094

Consultation ensures there is extensive outreach to small employers (especially those with classifications under all Local Emphasis Programs (LEP's) and National Emphasis Programs (NEP's)).

IOWA OSHA ENFORCEMENT

IOWA OSHA ENFORCEMENT INSPECTIONS

Fatality/Accident Inspections in FY21 = 26

Complaint Inspections in FY21 = 150

Programmed Inspections in FY21 = 129

Referral Inspections in FY21 = 214

Follow-Up Inspections in FY21 = 1

Other Related Inspections in FY21 = 87

Total Inspections in FY21 = 607

Emphasis programs allow enforcement to better utilize staff time and resources toward industries with higher incidence rates and more safety and health concerns. This allows Iowa OSHA to strive toward reducing the number of accidents and illnesses throughout the state. Iowa OSHA continues to refine education, outreach and selection methods for enforcement. The goal is to substantially decrease the number of accidents and deaths in the future.

IOWA OSHA VIOLATIONS ISSUED

Serious Violations in FY21 = 418

Willful Violations in FY21 = 0

Repeat Violations in FY21 = 4

Other Violations in FY21 = 300

Failure To Abate Violations in FY21 = 0

Total Violations in FY21 = 722

Iowa OSHA is committed to timely turn around on all OSHA inspection activities and working with Federal partners to ensure it is meeting both annual and five-year strategic performance goals.

IOWA OSHA PENALTIES PROPOSED

Serious Penalties in FY21 = \$1,993,645

Willful Penalties in FY21 = \$0

Repeat Penalties in FY21 = \$90,182

Other Penalties in FY21 = \$982,129

Failure To Abate Penalties in FY21 = \$0

Total Penalties in FY21 = \$3,065,956

VOLUNTARY PROTECTION PROGRAM (VPP)

Active Facilities in FY21 = 40

Inactive Facilities in FY21 = 0

New Facilities in FY21 = 0

OSHA COOPERATIVE PROGRAMS AND EDUCATION

OSHA Cooperative Programs and Education administers Iowa OSHA's VPP which promotes effective worksite based safety and health programs through partnerships with management, labor and OSHA. Businesses and employers receiving VPP status are recognized for their outstanding commitment to workplace safety and health.

Education Seminars in FY21 = 118

Ten-Hour Classes in FY21 = 1

Attendance in FY21 = 11

Workers' Compensation Division

The Workers' Compensation Division has three core functions: adjudication of disputed workers' compensation claims, enforcement of compliance standards, and education of lowans about workers' compensation law and procedures.

The Workers' Compensation Commissioner oversees this division of IWD. The division continued to reassess and revise its processes during FY21 in order to provide more prompt adjudication and effective compliance enforcement. The division also continued to invest significant time to implement much needed technological advances. Since April 2020, the division transitioned from conducting mostly in-person hearings to virtual CourtCall hearings. The number of contested case hearings was reduced significantly in the second half of FY20 due to the COVID 19 pandemic crisis. The Workers' Compensation Division staff continued an emphasis on providing statewide educational presentations to help businesses and workers understand Iowa's workers' compensation laws. In addition, the division continually strives to update the website, which provides information to thousands of visitors.

During FY21, the division's deputy commissioners conducted 267 contested case hearings and issued 214 decisions. The average time for a case to remain pending from the date of the initiating petition until issuance of a decision increased from 602 to 633 days. The average time from hearing to decision increased slightly from 137 to 139 days. In addition to contested case hearings, Deputy Commissioners also conducted and issued 106 alternate medical care decisions in FY21.

Annual reports showing claim adjusting actions were required to be filed via Electronic Data Interchange (EDI) protocols. The division continued to focus on increased compliance enforcement by actively enforcing the requirements for filing first reports of injury. The division transitioned from Release 2 to the more updated and common Release 3.1 of EDI in July 2019.

HEARING-LEVEL ADJUDICATION

Hearing-level adjudication occurs when a dispute arises over an employee's entitlement to benefits.

Most injury claims are resolved without hearing-level adjudication. Annually, over 16,000 work related injuries are reported; however, in FY21, 3,908 petitions for workers' compensation benefits were filed, which was an increase of 797 petitions compared to the 3,111 petitions filed in FY20. Workers' Compensation hearing-level adjudication procedures resemble those used in the district court for non-jury cases.

The following is the hearing-level adjudication process:

- An injured worker files a petition seeking benefits.
- A period for preparing the case for hearing through motions, discovery and investigation follows.
- The deputy commissioners conduct hearings in Des Moines (or one of seven other cities around the state) to decide claims.
- The average time from the date of a hearing to the date of an issued decision was 139 days in FY21, a slight increase from the average of 137 days in FY20.

APPEAL-LEVEL ADJUDICATION

Any party dissatisfied with a deputy commissioner's decision can appeal to the commissioner for a de novo review of the case. A large number of decisions at the hearing level produced a large number of appeals. The average monthly inventory of pending appeal cases decreased in FY21 from 124 to 61. As of September 1, 2021, appeal decisions are being issued within four to eight weeks of full submission of the appeal.

COMPLIANCE

Compliance administrators monitor injury and claim payment reporting, acting as ombudsmen. The requests for information about law increased from 8,946 in FY20 to 12,528 in FY21. They reviewed 4,585 settlements for approval compared to 4,778 settlements approved in FY20. As time allows, the compliance administrators coordinate with the Labor Services Division to enforce proof of coverage compliance. Injury and claim payment data is reported to the Workers' Compensation Division using the Electronic Data Interchange (EDI) protocol. The EDI database is used to monitor claim payment practices as part of the compliance plan.

ONLINE FILING AND DOCKET SYSTEM

In July 2019, the Workers' Compensation Division's new filing, docket, and hearing scheduling system, WCES, became operational. The new system allows for electronic filing of pleadings and all other documents, vastly updated case management capabilities, and significantly enhanced scheduling of arbitration hearings. For FY21, the division handled 57,313 electronic filings through the WCES paperless system.

ENFORCEMENT

The Workers' Compensation Division has increased its focus on requirements to file First Reports of Injury and assessing \$1,000.00 fines or failure to do so. The division hopes to enforce 86.13 assessments for late commencement of benefits through the compliance division with WCES.

EDUCATION

The division provides information about workers' compensation law and procedures to the public on the web, including news and updates, EDI materials, weekly benefit schedules, summaries of recent appeal decisions and access to the hearing schedule.

The division issues publications disseminating information about workers' compensation laws and procedures at meetings, conferences or seminars for attorneys, insurance personnel, employee groups and employer groups.



**2021
Fiscal Expenditure
Report**

FY 2021 EXPENDITURE REPORT BY DIVISION

GRAND TOTAL OF EXPENDITURES IN 2021

2021 BUDGET: \$2,625,118,387

2021 EXPENDITURES: \$2,509,620,514

2021 EXPENDITURES PERCENTAGE: 95.60%

DIRECTOR'S OFFICE	'21 BUDGET	'21 EXP	% EXP
CARES ACT, EARN AND LEARN GRANT	\$5,860,066	\$5,794,764	99%
CARES ACT, EMPLOYER INNOVATION GRANT	\$4,350,000	\$4,190,882	96%
CARES ACT, REGISTERED APPRENTICESHIP GRANT	\$6,600,000	\$6,090,800	92%
DIRECTOR'S OFFICE, INDIRECT COST	\$908,500	\$890,160	98%
DIRECTOR'S OFFICE, PENALTY & INTEREST	\$265,000	\$156,393	59%
FUTURE READY IOWA, APPROPRIATION	\$150,000	\$150,000	100%
FUTURE READY IOWA, CHILD CARE CHALLENGE	\$0	\$629,435	0%
FUTURE READY IOWA, EMPLOYER INNOVATION	\$1,853,753	\$636,459	34%
FUTURE READY IOWA, PENALTY & INTEREST	\$71,500	\$84,528	118%
HOME BASE IOWA, PENALTY & INTEREST	\$310,300	\$281,367	91%
SUMMER YOUTH INTERNSHIP PROGRAM, APPROPRIATION	\$500,000	\$548,742	110%
SUMMER YOUTH INTERNSHIP PROGRAM, PENALTY & INTEREST	\$0	\$48,742	0%
TOTALS	\$20,719,119	\$19,502,270	94%
COMMUNICATIONS	'21 BUDGET	'21 EXP	% EXP
INDIRECT COST	\$464,400	\$133,218	29%
PENALTY & INTEREST	\$30,000	\$6,300	21%
APPRENTICESHIP/ACCELERATOR GRANT, 1ST INCREMENT	\$0	\$3,923	0%
APPRENTICESHIP/ACCELERATOR GRANT, 2ND INCREMENT	\$9,872	\$15,431	156%
APPRENTICESHIP/ACCELERATOR GRANT, 3RD INCREMENT	\$0	\$77,358	0%
TOTALS	\$494,400	\$236,230	48%
ADMINISTRATIVE SERVICES DIVISION	'21 BUDGET	'21 EXP	% EXP
ADMINISTRATIVE SERVICES, INDIRECT	\$734,300	\$765,811	104%
FINANCIAL MANAGEMENT, COST POOL	\$59,600	\$44,011	74%
FINANCIAL MANAGEMENT, I/3 STATE APPROPRIATION	\$228,822	\$228,822	100%
FINANCIAL MANAGEMENT, INDIRECT	\$1,367,300	\$1,147,960	84%
FINANCIAL MANAGEMENT, PENALTY & INTEREST	\$35,600	\$4,135	12%
FINANCIAL MANAGEMENT, TRADE ACT	\$38,400	\$22,069	57%
FINANCIAL MANAGEMENT, UNEMPLOYMENT	\$167,000	\$288,893	173%
INFRASTRUCTURE 150 DES MOINES ST, PENALTY & INTEREST	\$85,000	\$14,841	17%
INFRASTRUCTURE FIELD OFFICE, APPROPRIATION	\$200,000	\$201,671	101%
INFRASTRUCTURE FIELD OFFICE, PENALTY & INTEREST	\$65,000	\$14,933	23%
OVERHEAD, INDIRECT	\$1,327,900	\$1,405,524	106%
OVERHEAD, PENALTY & INTEREST	\$125,000	\$174	0%
PREMISES, INDIRECT	\$530,300	\$565,568	107%
PERSONNEL SERVICES, INDIRECT	\$245,300	\$271,136	111%
PRINTING, INDIRECT	\$231,600	\$399,548	173%
TRAINING, APPROPRIATION	\$64,177	\$59,712	93%
TRAINING, INDIRECT	\$292,000	\$132,289	45%
TRAINING, UNEMPLOYMENT	\$137,265	\$89,948	66%
TOTALS	\$5,734,564	\$5,657,042	99%

INFORMATION TECHNOLOGY DIVISION	'21 BUDGET	'21 EXP	% EXP
IT CHIEF INFORMATION OFFICER, INDIRECT	\$326,400	\$290,406	89%
IT INFRASTRUCTURE, INDIRECT	\$5,427,000	\$4,697,398	87%
IT MAINFRAME, INDIRECT	\$350,000	\$484,696	138%
IT PROGRAMMING, APPRENTICESHIP / ACCELERATOR GRANT	\$0	\$4,076	0%
IT PROGRAMMING, INDIRECT	\$586,100	\$629,579	107%
IT PROGRAMMING, FEMA	\$0	\$70,763	0%
IT PROGRAMMING, PENALTY & INTEREST	\$150,000	\$8,061	5%
IT PROGRAMMING, RESEA	\$10,000	\$13,749	137%
IT PROGRAMMING, UNEMPLOYMENT AUTOMATION	\$2,619,300	\$2,171,455	83%
IT PROGRAMMING, UNEMPLOYMENT	\$0	\$613,746	0%
IT PROGRAMMING, UNEMPLOYMENT MODERNIZATION - BENEFITS / APPEALS / INTEGRITY	\$12,000	\$57,888.22	482%
IT PROGRAMMING, UNEMPLOYMENT MODERNIZATION - DATA	\$19,439,000	\$454,250	2%
IT PROGRAMMING, UNEMPLOYMENT MODERNIZATION - TAX	\$549,000	\$369,430	67%
IT PROGRAMMING, WAGNER PEYSER	\$149,800	\$30,159	20%
TOTALS	\$29,618,600	\$9,895,655	33%

DIVISION OF LABOR	'21 BUDGET	'21 EXP	% EXP
ATHLETIC COMMISSION	\$67,477	\$44,823	66%
BLS, CENSUS OF OCCUPATIONAL FATALATIES - FEDERAL SHARE	\$13,271	\$16,567	125%
BLS, CENSUS OF OCCUPATIONAL FATALATIES - STATE SHARE	\$26,966	\$24,545	91%
BLS, ROSH - FEDERAL SHARE	\$90,837	\$98,626	109%
BLS, ROSH - STATE SHARE	\$206,862	\$115,080	56%
BOILER INSPECTION	\$3,172,882	\$861,622	27%
CONTRACTOR REGISTRATION	\$3,348,244	\$574,985	17%
ELEVATOR INSPECTION	\$5,284,481	\$2,268,058	43%
LABOR, 100% STATE	\$1,005,204	\$779,453	78%
LABOR ESTATE	\$44,774	\$0	0%
OSHA 50-50 - FEDERAL	\$2,076,806	\$2,214,724	107%
OSHA 50-50 - STATE	\$3,081,597	\$2,334,110	76%
OSHA 90 -10 - FEDERAL	\$728,286	\$839,933	115%
OSHA 90 -10 - STATE	\$347,709	\$225,437	65%
OSHA 100% FEDERAL	\$8282	\$9,441	114%
TOTAL	\$19,503,678	\$10,407,403	53%

WORKERS' COMPENSATION DIVISION	'21 BUDGET	'21 EXP	% EXP
WORKER'S COMPENSATION, ADMINISTRATION	\$1,022,539	\$588,831	58%
WORKER'S COMPENSATION, COMPLIANCE	\$202,300	\$209,610	104%
WORKER'S COMPENSATION, JUDICIAL	\$3,033,600	\$2,655,392	88%
WORKER'S COMPENSATION, PENALTY AND INTEREST	\$0	\$12,764	0%
TOTALS	\$4,258,439	\$3,466,596	81%

UNEMPLOYMENT INSURANCE DIVISION	'21 BUDGET	'21 EXP	% EXP
UNEMPLOYMENT BENEFITS, DUA	\$1,559,563,216	\$1,559,563,216	100%
UNEMPLOYMENT BENEFITS, FEDERAL	\$2,075,677	\$2,075,677	100%
UNEMPLOYMENT BENEFITS, FEMA	\$158,778,864	\$158,778,864	100%
UNEMPLOYMENT BENEFITS, IOWA TRUST FUND	\$645,676,598	\$645,676,598	100%
UNEMPLOYMENT BENEFITS, TRADE	\$912,834	\$912,834	100%
UNEMPLOYMENT OPERATIONS, ADMINISTRATION	\$582,500	\$773,256	133%
UNEMPLOYMENT OPERATIONS, APPEALS	\$3,377,200	\$4,113,441	122%
UNEMPLOYMENT OPERATIONS, CALL CENTER	\$8,397,200	\$19,656,775	234%
UNEMPLOYMENT OPERATIONS, DISASTER UNEMPLOYMENT ADMINISTRATION	\$3,737,586	\$13,455,596	360%
UNEMPLOYMENT OPERATIONS, FEMA	\$0	\$160,271	0%
UNEMPLOYMENT OPERATIONS, INSPECTIONS	\$1,207,300	\$1,341,172	111%
UNEMPLOYMENT OPERATIONS, INTEGRITY	\$984,000	\$858,135	87%
UNEMPLOYMENT OPERATIONS, MISCLASSIFICATION	\$379,631	\$281,031	74%
UNEMPLOYMENT OPERATIONS, OVERHEAD	\$10,000	\$0	0%
UNEMPLOYMENT OPERATIONS, PENALTY AND INTEREST	\$150,000	\$89,663	60%
UNEMPLOYMENT OPERATIONS, QUALITY CONTROL	\$1,600,200	\$1,160,789	73%
UNEMPLOYMENT OPERATIONS, RECOVERY	\$2,430,900	\$1,919,705	79%
UNEMPLOYMENT OPERATIONS, TAX	\$4,889,200	\$3,932,738	80%
UNEMPLOYMENT OPERATIONS, WAGNER PEYSER	\$35,100	\$29,371	84%
TOTALS	\$2,394,788,005	\$2,414,779,130	101%

LABOR MARKET INFORMATION DIVISION	'21 BUDGET	'21 EXP	% EXP
LABOR MARKET INFORMATION, ACES	\$857,900	\$827,885	97%
LABOR MARKET INFORMATION, APPRENTICESHIP / ACCELERATOR GRANT	\$0	\$50,505	0%
LABOR MARKET INFORMATION, APPRENTICESHIP / ACCELERATOR GRANT, 2ND INCREMENT	\$0	\$2,792	0%
LABOR MARKET INFORMATION, CES	\$113,000	\$112,074	99%
LABOR MARKET INFORMATION, COST POOL	\$0	\$16,670	0%
LABOR MARKET INFORMATION, EDUCATION REPORTING	\$150,000	\$62,057	41%
LABOR MARKET INFORMATION, ES 202	\$453,000	\$374,342	83%
LABOR MARKET INFORMATION, LABORSHED	\$687,700	\$687,700	100%
LABOR MARKET INFORMATION, LOCAL AREA UNEMPLOYMENT	\$230,000	\$205,210	89%
LABOR MARKET INFORMATION, OES - BUREAU OF LABOR STATISTICS	\$455,600	\$417,666	92%
LABOR MARKET INFORMATION, ONE STOP	\$462,500	\$456,671	99%
LABOR MARKET INFORMATION, PENALTY AND INTEREST	\$150,000	\$59,131	39%
LABOR MARKET INFORMATION, TITLE I	\$80,000	\$29,818	37%
LABOR MARKET INFORMATION, TRADE	\$88,008	\$6,305	7%
LABOR MARKET INFORMATION, UNEMPLOYMENT CLAIMS	\$412,600	\$417,852	101%
LABOR MARKET INFORMATION, WAGNER PEYSER	\$69,600	\$65,135	94%
LABOR MARKET INFORMATION, WORKFORCE DATA QUALITY	\$250,000	\$104,308	42%
TOTALS	\$4,459,908	\$3,896,121	87%

WORKFORCE SERVICES DIVISION

	'21 BUDGET	'21 EXP	% EXP
AMERICAN JOB CENTERS, APPROPRIATION	\$6,411,473	\$2,054,722	32%
AMERICAN JOB CENTERS, COST POOL	\$397,472	\$397,472	100%
AMERICAN JOB CENTERS, PENALTY AND INTEREST	\$1,766,084	\$1,766,084	100%
AMERICAN JOB CENTERS, PROMISE JOBS	\$10,597,600	\$6,208,196	59%
AMERICAN JOB CENTERS, RESEA	\$2,815,056	\$1,995,098	71%
AMERICAN JOB CENTERS, TRADE	\$2,367,814	\$317,447	13%
AMERICAN JOB CENTERS, UNEMPLOYMENT	\$3,758,002	\$7,464,497	199%
AMERICAN JOB CENTERS, UNEMPLOYMENT RESERVE FUND	\$2,850,000	\$2,850,000	100%
AMERICAN JOB CENTERS, VETERAN'S DVOP AND LVER	\$1,756,931	\$1,061,324	60%
AMERICAN JOB CENTERS, WAGNER PEYSER	\$6,514,157	\$2,830,968	43%
AMOS	\$100,958	\$89,824	89%
APPRENTICESHIP / ACCELERATOR GRANT	\$512,075	\$592,889	116%
APPRENTICESHIP / ACCELERATOR GRANT, 2ND INCREMENT	\$406,066	\$71,295	18%
WORKFORCE INNOVATION AND OPPORTUNITY ACT	\$14,718,312	\$8,974,499	61%
WORKFORCE ADMINISTRATION, APPRENTICESHIP / ACCELERATOR GRANT, 3RD INCREMENT	\$518,114	\$410,483	79%
WORKFORCE ADMINISTRATION, APPRENTICESHIP / ACCELERATOR GRANT, 4TH INCREMENT	\$301,257	\$44,816	15%
WORKFORCE ADMINISTRATION, COST POOL	\$503,400	\$358,503	71%
WORKFORCE ADMINISTRATION, FIDELITY BONDING	\$0	\$8,085	0%
WORKFORCE ADMINISTRATION, FOREIGN LABOR CERTIFICATION	\$392,185	\$209,339	53%
WORKFORCE ADMINISTRATION, GOVERNOR'S 10% NRC PROGRAM	\$617,905	\$76,369	12%
WORKFORCE ADMINISTRATION, OFFENDER RE-ENTRY	\$418,313	\$418,313	100%
WORKFORCE ADMINISTRATION, PENALTY AND INTEREST	\$75,000	\$53,743	72%
WORKFORCE ADMINISTRATION, PROMISE JOBS	\$375,907	\$377,460	100%
WORKFORCE ADMINISTRATION, TICKET TO WORK	\$355,290	\$387,887	109%
WORKFORCE ADMINISTRATION, TITLE I	\$1,053,854	\$417,091	40%
WORKFORCE ADMINISTRATION, TRADE	\$21,079,381	\$1,557,901	7%
WORKFORCE ADMINISTRATION, WORK OPPORTUNITY TAX CREDIT	\$462,974	\$275,667	60%
WORKFORCE ADMINISTRATION, VETERANS DVOP AND LVER	\$831,790	\$104,028	13%
WORKFORCE ADMINISTRATION, WAGNER PEYSER	\$562,500	\$406,068	72%
TOTALS	\$82,519,870	\$41,780,066	51%

RESERVED FUNDS

	'21 BUDGET
LABOR DIVISION, STATE APPROPRIATION	\$1,621,315
REED ACT, UNEMPLOYMENT MODERNIZATION	\$37,092,874
SOC SEC 903, ABOVE BASE	\$14,229,733
UNEMPLOYMENT OPERATIONS, DISASTER ADMINISTRATION	\$9,718,010
TOTALS	\$62,661,932

FY 2021 EXPENDITURE REPORT BY PROGRAM

GRAND TOTAL OF EXPENDITURES IN 2021

2021 BUDGET: \$2,624,758,515

2021 EXPENDITURES: \$2,509,620,514

2021 EXPENDITURES PERCENTAGE: 95.61%

U.S. DEPARTMENT OF LABOR – ETA	'21 BUDGET	'21 EXP	% EXP
APPRENTICESHIP / ACCELERATOR GRANT	\$1,747,384	\$1,273,568	73%
FIDELITY BONDING	\$0	\$8,085	0%
FOREIGN LABOR CERTIFICATION	\$617,905	\$209,339	53%
GOVERNOR'S 10%	\$34,742,771	\$76,369	12%
REED ACT MODERNIZATION	\$20,000,000	\$881,567	4%
RESEA	\$2,825,056	\$2,008,848	71%
TRADE ADJUSTMENT ASSISTANCE	\$24,486,437	\$2,816,557	12%
UNEMPLOYMENT, DISASTER UNEMPLOYMENT ADMINISTRATION	\$3,737,586	\$13,455,596	360%
UNEMPLOYMENT BENEFITS, DUA	\$1,559,563,216	\$1,559,563,216	100%
UNEMPLOYMENT BENEFITS, FEDERAL	\$2,075,677	\$2,075,677	100%
UNEMPLOYMENT BENEFITS, IOWA TRUST FUND	\$645,676,598	\$645,676,598	100%
VETERANS PROGRAMS	\$2,588,721	\$1,165,351	45%
WORKFORCE DATA QUALITY INITIATIVE	\$250,000	\$104,308	42%
WORKFORCE INNOVATION & OPPORTUNITY ACT	\$16,812,638	\$10,238,064	61%
WORK OPPORTUNITY TAX CREDIT	\$462,974	\$275,667	60%
UNEMPLOYMENT, SOC SEC 903	\$30,572,667	\$44,802,400	147%
WAGNER PEYSER	\$7,331,157	\$3,361,700	46%
TOTALS	\$2,319,140,201	\$2,287,992,910	99%
U.S. DEPARTMENT OF LABOR – OSHA	'21 BUDGET	'21 EXP	% EXP
OSHA, 100%	\$2,076,806	\$2,214,724	207%
OSHA/BLS, 50-50	\$728,286	\$839,933	115%
OSHA, 90-10	\$8,282	\$9,441	114%
TOTALS	\$2,813,374	\$3,064,098	109%
U.S. DEPARTMENT OF LABOR – BLS	'21 BUDGET	'21 EXP	% EXP
BLS, CENSUS OF OCCUPATIONAL FATALITIES	\$13,271	\$16,567	125%
BLS, ROSH	\$90,837	\$98,626	109%
CURRENT EMPLOYMENT STATISTICS	\$113,000	\$112,074	99%
EMPLOYEE AND WAGE CENSUS	\$453,000	\$374,342	83%
EMPLOYMENT STATISTICS	\$857,900	\$827,885	97%
LOCAL AREA UNEMPLOYMENT STATISTICS	\$230,000	\$205,210	89%
OCCUPATIONAL EMPLOYMENT STATISTICS	\$455,600	\$417,666	92%
ONE STOP LABOR MARKET INFO	\$462,500	\$456,671	99%
TOTALS	\$2,676,108	\$2,509,041	94%
DEPARTMENT OF HEALTH & HUMAN SERVICES	'21 BUDGET	'21 EXP	% EXP
PROMISE JOBS	\$10,973,507	\$6,585,656	60%
TOTALS	\$10,973,507	\$6,585,656	60%
DEPARTMENT OF HOMELAND SECURITY - FEMA	'21 BUDGET	'21 EXP	% EXP
UNEMPLOYMENT LOST WAGES, ADMINISTRATION	\$0	\$231,034	0%
UNEMPLOYMENT BENEFITS, FEMA	\$158,778,864	\$158,778,864	100%
TOTALS	\$158,778,864	\$159,009,898	100%

STATE APPROPRIATIONS	'21 BUDGET	'21 EXP	% EXP
AMOS	\$100,958	\$89,824	89%
CHILD CARE CHALLENGE	\$0	\$629,435	0%
EMPLOYER INNOVATION	\$1,853,753	\$636,459	34%
FIELD OPERATIONS, PENALTY & INTEREST	\$1,766,084	\$1,766,084	100%
FIELD OPERATIONS, UNEMPLOYMENT RESERVE FUND	\$2,850,000	\$2,850,000	100%
FIELD OPERATIONS, GENERAL FUND & CARRYOVER	\$6,675,650	\$2,316,105	35%
FUTURE READY IOWA COORDINATOR	\$150,000	\$150,000	100%
INTEGRATED INFORMATION FOR IOWA - 1/3	\$228,822	\$228,822	100%
LABOR SERVICES DIVISION	\$6,289,653	\$3,478,624	55%
MISCLASSIFICATION	\$379,631	\$281,031	74%
OFFENDER RE-ENTRY	\$418,313	\$418,313	100%
SUMMER YOUTH INTERNSHIP PROGRAM WORKER'S COMPENSATION	\$500,000 \$4,258,439	\$548,742 \$3,453,833	110% 81%
TOTALS	\$25,471,303	\$16,847,272	66%

OTHER SOURCES	'21 BUDGET	'21 EXP	% EXP
ATHLETIC COMMISSION	\$67,477	\$44,823	66%
BOILER INSPECTIONS	\$3,172,882	\$861,622	27%
CARES ACT GRANTS	\$16,810,066	\$16,076,446	96%
CONTRACTOR INSPECTION	\$3,348,244	\$574,985	17%
EDUCATION REPORTING	\$150,000	\$62,057	41%
ELEVATOR INSPECTION	\$5,284,481	\$2,268,058	43%
LABOR ESTATE	\$44,774	\$0	0%
LABORSHED	\$687,700	\$687,700	100%
PENALTY AND INTEREST	\$1,512,400	\$834,774	55%
TICKET TO WORK	\$355,290	\$387,887	109%
TOTALS	\$31,433,314	\$21,798,353	69%

RESERVED REVENUE	'21 BUDGET	'21 EXP	% EXP
REED ACT, UNEMPLOYMENT MODERNIZATION	\$37,092,874	\$0	0%
SOC SEC 903, ABOVE BASE	\$14,229,733	\$0	0%
UNEMPLOYMENT OPERATIONS, DISASTER ADMIN	\$9,718,010	\$0	0%
TOTALS	\$61,040,617	\$0	0%

NON-RESERVED REVENUE	'21 BUDGET	'21 EXP	% EXP
INDIRECT COST POOL	\$12,791,100	\$11,813,290	92%
TOTALS	\$12,791,100	\$11,813,290	92%

FY 2021 MONTHLY EXPENDITURE REPORT BY FUNDING SOURCE

FEDERAL FUNDS

	'21 BUDGET	'21 EXP	% EXP
US DEPARTMENT OF LABOR			
BUREAU OF LABOR STATISTICS	\$2,676,108	\$2,509,040	94%
EMPLOYMENT AND TRAINING ADMINISTRATION	\$57,514,457	\$21,537,855	37%
OCCUPATIONAL SAFETY & HEALTH ADMIN.	\$2,813,374	\$3,064,098	109%
UNEMPLOYMENT DIVISION	\$2,322,666,360	\$2,266,525,817	98%
TOTALS	\$2,385,670,300	\$2,293,636,810	96%
FEMA			
LOST WAGES	\$158,778,864	\$158,939,135	100%
TOTALS	\$158,778,864	\$158,939,135	100%
US DEPARTMENT OF EDUCATION			
EDUCATION	\$150,000	\$62,057	41%
TOTALS	\$150,000	\$62,057	41%
US DEPARTMENT OF HUMAN SERVICES			
PROMISE JOBS PROGRAM	\$10,973,507	\$6,585,656	60%
TOTALS	\$10,973,507	\$6,585,656	60%

STATE GENERAL FUNDS

	'21 BUDGET	'21 EXP	% EXP
AMOS	\$100,958	\$89,824	89%
FIELD OFFICES	\$11,291,734	\$6,932,189	61%
FUTURE READY IOWA	\$2,503,753	\$1,964,636	78%
IB ACCOUNTING SYSTEM	\$228,822	\$228,822	100%
LABOR DIVISION	\$6,289,653	\$3,478,624	55%
MISCLASSIFICATION	\$379,631	\$281,031	74%
OFFENDER RE-ENTRY	\$418,313	\$418,313	100%
WORKER'S COMPENSATION	\$4,258,439	\$3,453,833	81%
TOTALS	\$25,471,303	\$16,847,271	66%

OTHER SOURCES

	'21 BUDGET	'21 EXP	% EXP
ATHLETIC COMMISSION	\$67,477	\$44,823	66%
BOILER INSPECTIONS	\$3,172,882	\$861,622	27%
CONTRACTOR REGISTRATION	\$3,348,244	\$574,985	17%
ELEVATOR INSPECTIONS	\$5,284,481	\$2,268,058	43%
LABOR ESTATE	\$44,774	\$0	0%
LABORSHED	\$687,700	\$687,700	100%
PENALTY AND INTEREST	\$1,512,400	\$834,774	55%
TICKET TO WORK	\$355,290	\$387,887	109%
TOTALS	\$14,473,249	\$5,659,849	39%



IOWA
WORKFORCE
DEVELOPMENT

IWD Administrative Office

1000 E. Grand Ave, Des Moines, IA 50319
iowaworkforcedevelopment.gov

Unemployment Insurance Customer Service
Hours (excluding state holidays)
Monday through Friday, 8 a.m. – 4:30 p.m.

Benefit
Phone: 866-239-0843
Email: uicclaimshelp@iwd.iowa.gov

Tax
Phone: 888-848-7442

IowaWORKS Centers

iowaworks.gov
Monday, Tuesday, Thursday Friday: 8:30 a.m. – 4:30 p.m.
Wednesday: 9 a.m. – 4:30 p.m.

Workers' Compensation

Address:
150 Des Moines Street, Des Moines, IA 50309
Phone: 800-645-4583

Labor Services

Address:
150 Des Moines Street, Des Moines, IA 50309
Phone: 515-242-5870