

2020

ANNUAL REPORT

IOWA
WORKFORCE
DEVELOPMENT

A proud partner of the **AmericanJobCenter** network

**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, labor services, workers' compensation, labor market information, 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 bar. After graduating from law school, Director Townsend joined the United States Air Force as a member of the Judge Advocate General, 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 oversees legislation and business engagement. Ryan's primary focus is on connecting Iowan's with opportunities and promoting all things Future Ready Iowa!

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 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 AND LABOR MARKET INFORMATION DIVISION ADMINISTRATOR

The Unemployment Insurance Division collects unemployment insurance taxes, maintains the Iowa Unemployment Compensation Trust Fund and makes payments to eligible jobless Iowans. In addition, the Unemployment Insurance appeals unit has administrative law judges who hear and decide administrative appeals regarding unemployment insurance benefits. Four departments comprise Unemployment Insurance: UI Benefits, UI Tax, UI Integrity and UI Appeals.

Labor Market Information (LMI) gathers, analyzes and publishes information on the economy, workforce and occupations. The information created by LMI is used by businesses, economic developers, educators, job seekers, government planners, policy makers, grant writers, legislators and students to make informed data driven decisions. In addition to regularly produced publications, staff provides customized analyses of the information collected and develops products to meet specific customer needs.



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.



MICHAEL WITT, IOWAWORKS 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, INFORMATION TECHNOLOGY DIVISION ADMINISTRATOR

Information Technology (IT) develops, manages and maintains IWD's technology-related assets (hardware, software, systems, etc.), policies, procedures and systems. IT is transforming IWD's technology environment by designing and delivering modernized systems throughout the agency. Additionally it is overseeing the overhaul and implementation of two large modernization projects in the Workforce Services and Unemployment Insurance Divisions.



MICHELLE MCNERTNEY, WORKFORCE SERVICES DIVISION ADMINISTRATOR

The Workforce Services Division administers the state and federally funded employment and training programs delivered in the IowaWORKS Centers across Iowa.

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



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 over \$20 million in appropriations again in 2020. 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 second 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. The Iowa Legislature again appropriated \$13 million for this program. Overall, \$13.9 million has been awarded to over 6,500 Iowans throughout the 2019-2020 school year. Preliminary numbers indicate more than 6,800 Iowans are currently Last-Dollar Scholarship recipients during the Fall 2020 semester.

FUTURE READY IOWA GRANT PROGRAM

The legislature also again funded the Future Ready Iowa Grant program \$1 million for adults returning to school to complete a bachelor's degree in a high-demand occupation. Adults must have half of the necessary credits and are provided a \$5,000 stipend to defray associated costs or tuition and fees.

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 2020 legislative session. Grantees are organizations that sponsor youth internship programs targeting low income or at-risk students. Pilot programs hosted in 2020 focused on helping students develop soft skills necessary to be successful in any workplace, offering them the opportunity to explore different career pathways while participating in a paid internship program. Four organizations offered pilot programs with this funding. Preliminary reports indicate a minimum of 94 participants, ages 14-21, successfully completed the programs. Due to the pandemic, one program was granted an extension through December 2020, and at that time final numbers will be known.

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. The entire \$1.2 million was awarded as of January 2020. Overall, 49 awards were made in support of 46 projects. It is estimated that more than 5,000 high school students and adults will participate and benefit from these projects.

CHILDCARE CHALLENGE FUND

Newly passed legislation in 2020 as part of the Future Ready Iowa Act is the Childcare Challenge Fund. This funding will provide a state matching grant opportunity for local and regional efforts to address the childcare issues that serve as barriers impeding employment efforts for many Iowans and Iowa Employers.

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. Nearly 9,000 Iowans will be impacted by these programs in a very short time frame.

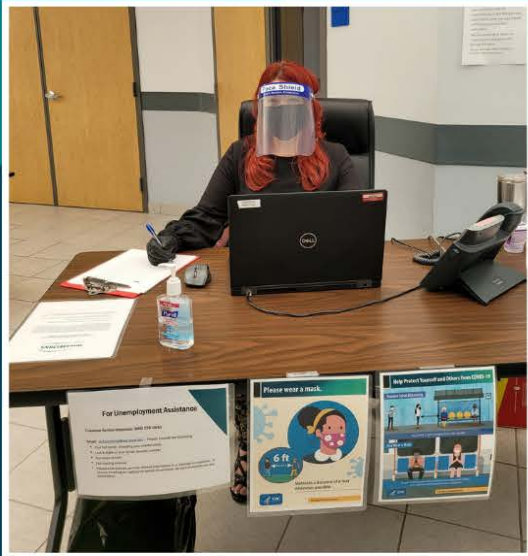
To find more information about Future Ready Iowa, please visit www.FutureReadyIowa.gov



IowaWORKS Centers located throughout the state provide services for individuals, like unemployment and career exploration, and services for businesses, like labor market information and job fairs.

www.IowaWORKS.gov

IowaWORKS Highlights from 2020





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AMERICAN JOB CENTER DIVISION

Program Year 2019 Update

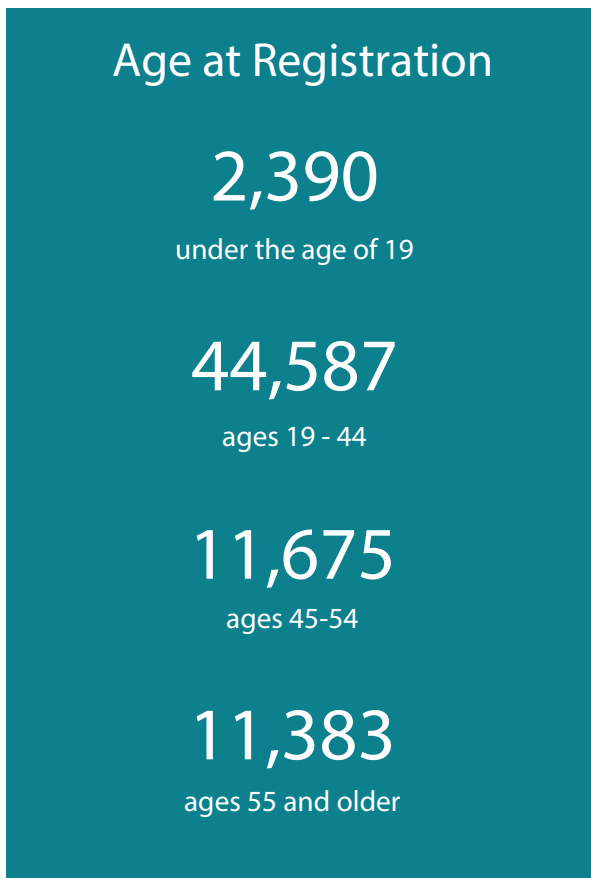
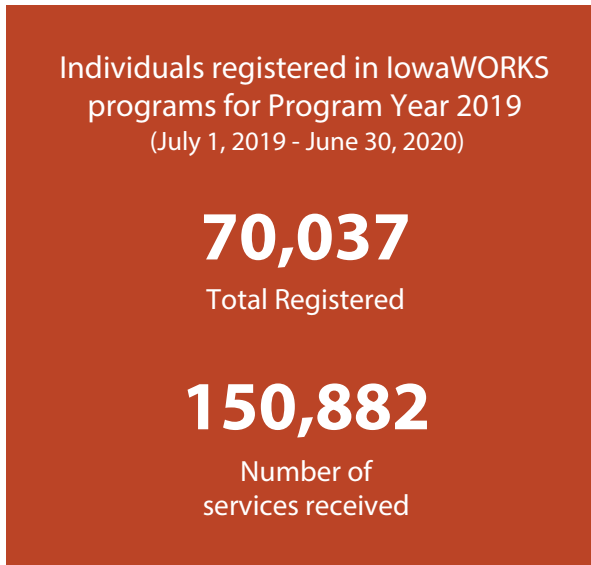
National Career Readiness Certificate Offender

Reentry Initiative

Online Job Banks

PROGRAM YEAR UPDATE

In June 2019 Iowa Workforce Development(IWD) transitioned to a new Workforce Innovation and Opportunity Act (WIOA) compliant data management system, IowaWORKS.gov. As a result of the transition, IWD is able to access data on individuals registered on IowaWORKS.gov as well as individuals that enroll/participate in WIOA programs. Registered only individuals use the self service system, facilitated help, or information-only services or activities within the system. Program participants receive staff-assisted services.



NATIONAL CAREER READINESS CERTIFICATE

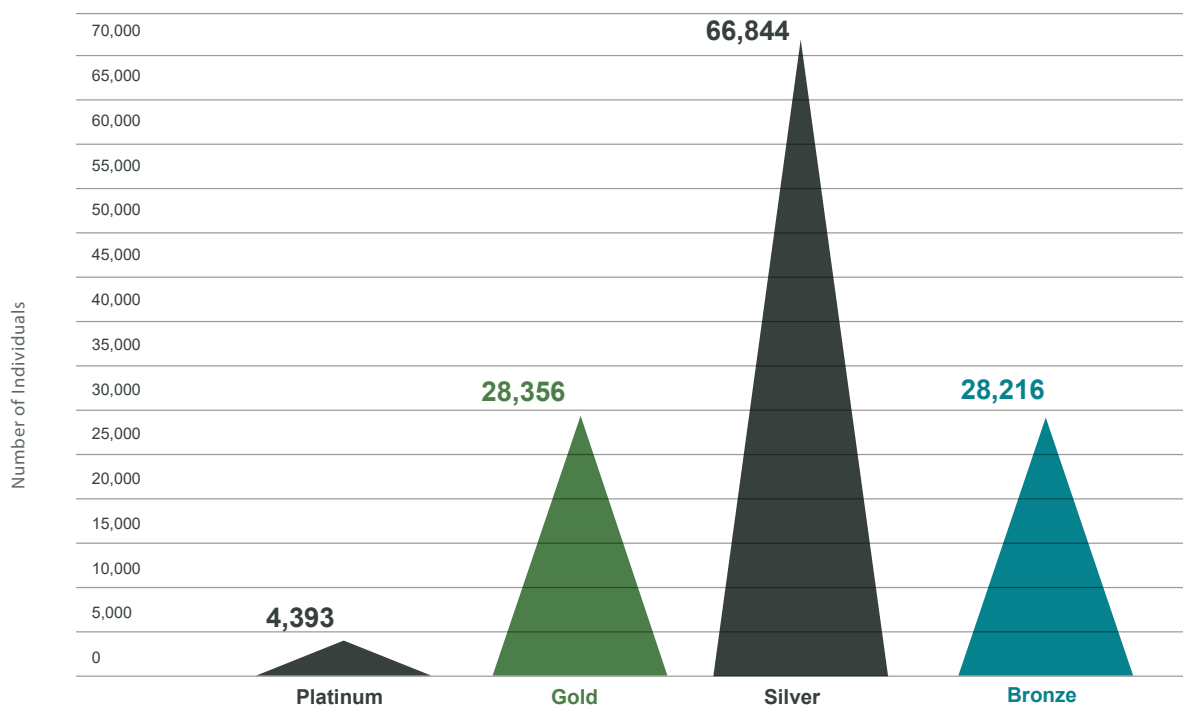
IWD continues to use ACT's National Career Readiness Certificate® (NCRC), a WorkKeys® program, throughout the statewide delivery system of IowaWORKS Centers, satellite offices and expansion offices as well as in Iowa high schools. All Iowa residents are able to take the NCRC assessments at no cost.

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, 2020, through September 30, 2020, 127,809 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. Iowa's unemployment rate has been at historical lows through early 2020; when given the opportunity, this group of candidates may help fill employer vacancies with successful employees.



428

Offenders took the National Career Readiness Certificate assessment



135

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



654

Apprentices participating in Registered Apprenticeship programs while incarcerated

521,802

Offender Registered Apprenticeship On-the-Job training hours

41,238

Registered Apprenticeship Curriculum hours

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 PY19, IowaWORKS received 40,840 job orders posted directly by employers or on their behalf by AJC staff. An additional 25,257 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 1,825 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, 10 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 10 microsites include:

WORKINIOWA.JOBS

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

WORKINIOWA-VETS.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.

WORKINIOWA-DISABILITY.JOBS

Helps employers reach the disability community. Helps employers comply with Affirmative Action and Equal Employment Opportunity Commission efforts.

WORKINIOWA-STEM.JOBS

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

WORKINIOWA-GREEN.JOBS

Features job opportunities with a focus on sustainability and environmental responsibility.

WORKINIOWA-MANUFACTURING.JOBS

Features jobs in the manufacturing industry.

WORKINIOWA-HEALTHCARE.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
Burlington, IA 52601
Phone: 319-753-1674
Fax: 319-753-5881
Email: BurlingtonIowaWORKS@iwd.iowa.gov

Carroll IowaWORKS Center

619 N Carroll Street
Carroll, IA 51401
Phone: 712-792-2685
Fax: 712-792-6605
Email: CarrollIowaWORKS@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

IowaWORKS Highlights from 2020



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.





UNEMPLOYMENT INSURANCE (UI) DIVISION

UI Benefit

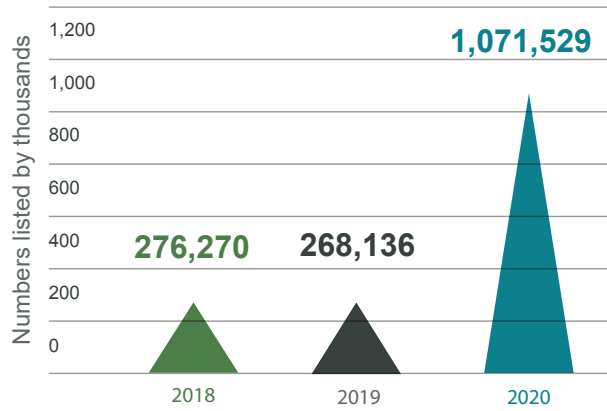
UI Tax

UI Integrity

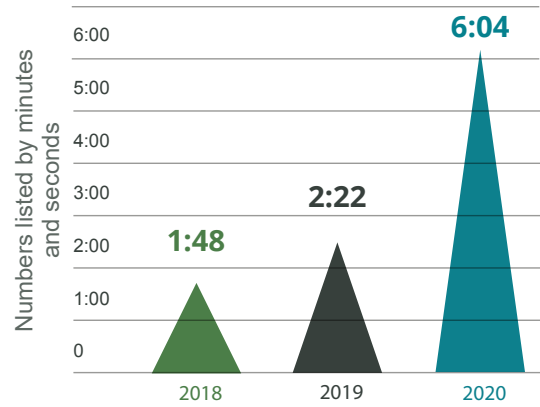
UI Appeals Bureau

UI BENEFITS CUSTOMER SERVICE

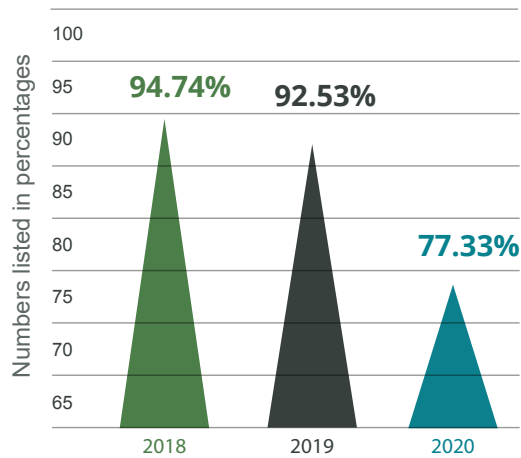
TOTAL CALLS PRESENTED



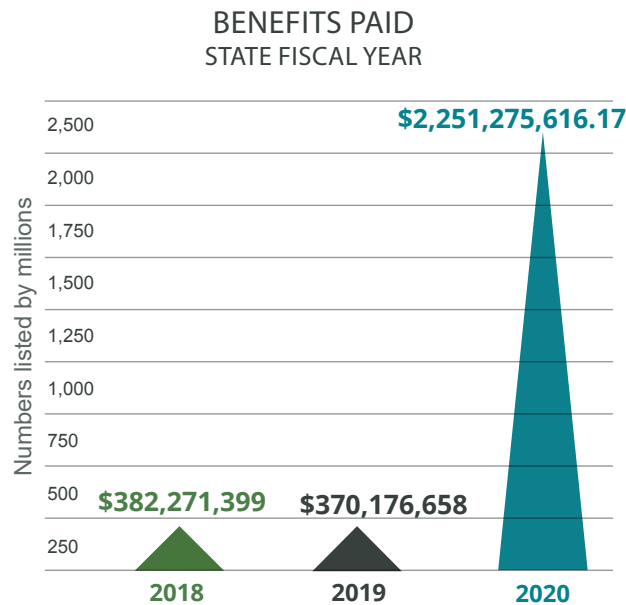
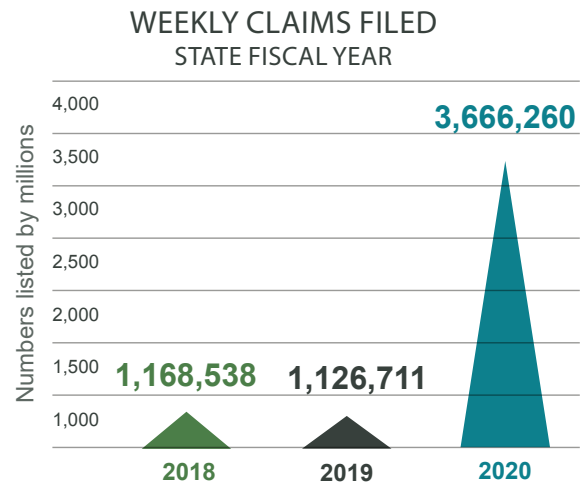
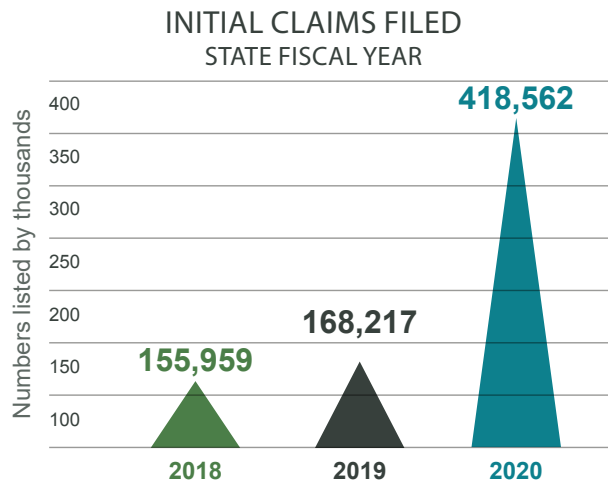
AVERAGE WAIT TIME



PERCENTAGE OF CALLS HANDLED



UI BENEFITS INFORMATION



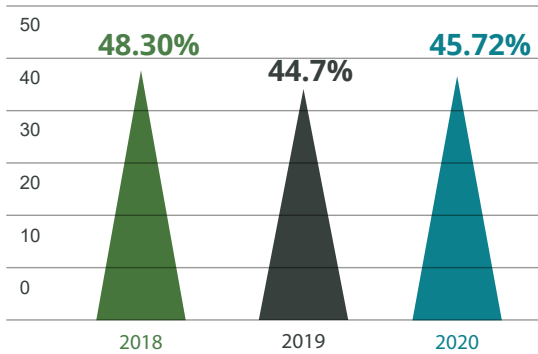
BENEFITS PAID
CARES Act Programs

Pandemic Unemployment Assistance (PUA)
 Claims: 27,203
 Total amount: \$64,675,377.97

Pandemic Emergency Unemployment Compensation (PEUC)
 Claims: 12,389
 Total amount: \$23,428,516.04

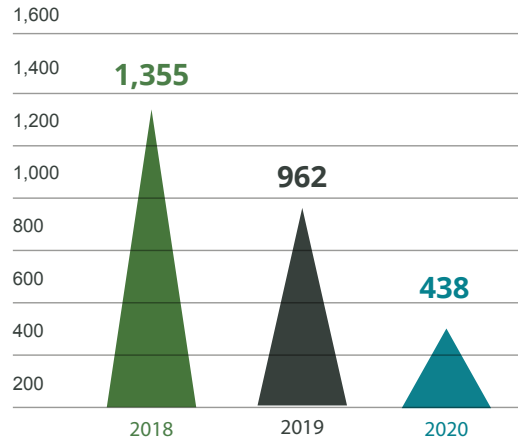
UI TAX BUREAU

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

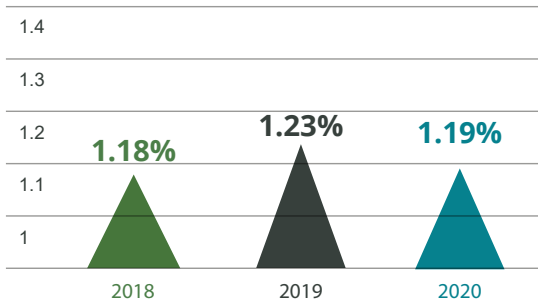


UI TAX MISCLASSIFICATION

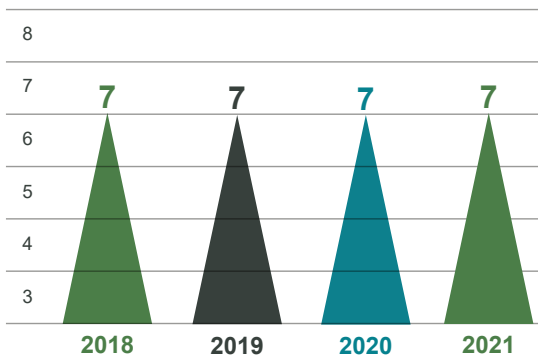
FIELD AUDITS COMPLETED



UI TAX RATE FOR AN
AVERAGE EMPLOYER



UI TAX EMPLOYER
CONTRIBUTION RATE TABLE





1,796
Workers Found



\$64,008,095
Wages Found



\$1,858,027
Total Contribution Added

Fiscal Year 2020, July 1, 2019 – June 30, 2020

UI INTEGRITY

FRAUD/NON-FRAUD



OVERPAYMENT TYPE

\$5,732,626.95

Fraud

\$4,740,620.41

Non-Fraud



TOTAL COLLECTIONS

\$4,643,281.00

Fraud

\$3,308,226.00

Non-Fraud

\$400,360,258.65

Contribution (Employer Tax)

\$408,311,765.00

Grand Total

% TIMELY STATUS DETERMINATIONS

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

Q3 2019 = 86.6%

Q4 2019 = 79.7%

Q1 2020 = 79.8%

Q2 2020 = 84.4%

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.

3RD QUARTER 2019

Within 30 days (U.S. DOL Standard 60%)
 89.0% Sept 30, 2018
 90.0% August 31, 2018 89.2%
 July 31, 2018

Within 45 days (US DOL Standard 80%)
 97.9% Sept 30, 2019
 97.1% August 31, 2019 95.1%
 July 31, 2019

4TH QUARTER 2019

Within 30 days (U.S. DOL Standard 60%)
 83.8% December 31, 2019 91.5%
 November 30, 2019 93.0%
 October 31, 2019

Within 45 days (U.S. DOL Standard 80%)
 97.5% December 31, 2019 97.6%
 November 30, 2019 98.5%
 October 31, 2019

1ST QUARTER 2020

Within 30 days (U.S. DOL Standard 60%)
 94.0% March 31, 2020 93.8%
 February 28, 2020 59.3%
 January 31, 2020

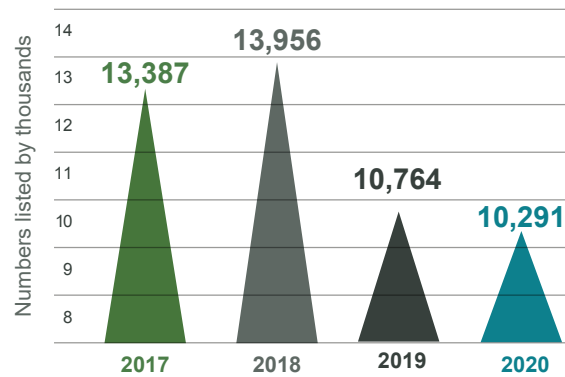
Within 45 days (US DOL Standard 80%)
 98.3% March 31, 2020 97.4%
 February 28, 2020 95.5%
 January 31, 2020

2ND QUARTER 2020

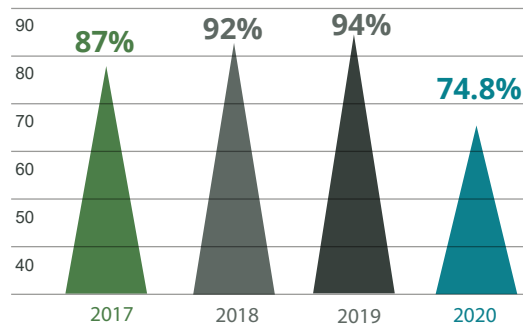
Within 30 days (U.S. DOL Standard 60%)
 29.2% June 30, 2020
 67.4% May 31, 2020
 27.2% April 30, 2020

Within 45 days (US DOL Standard 80%)
 98.9% June 30, 2020
 94.1% May 31, 2020
 64.8% April 30, 2020

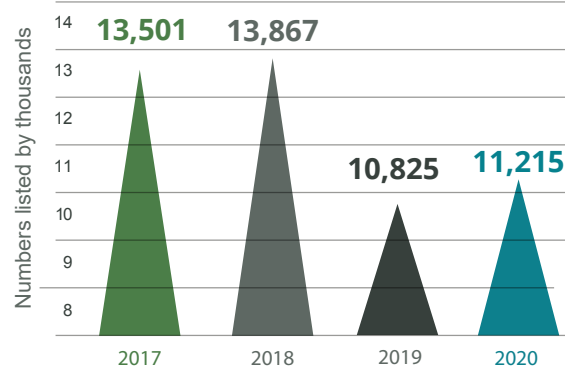
TOTAL APPEALS DECISIONS ISSUED



AVERAGE APPEALS DECISION ISSUED WITHIN 30 DAYS OF APPEAL



TOTAL APPEALS FILED



IowaWORKS Highlights from 2020



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





LABOR MARKET INFORMATION DIVISION

Federal – State Cooperative Programs

Current Employment Statistics

Local Area Unemployment Statistics

Occupational Employment Statistics

Quarterly Census of
Employment and Wages

Unemployment Insurance Statistics

Laborshed Studies

Educational Outcomes Measures

Employment and Training Administration

Workforce Needs Assessment Survey

Retaining Iowa's Talent, Iowa College
Student Survey

Dislocated Worker Analysis

Automated Current Employment
Statistics

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 of 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 STATISTICS

The Occupational Employment Statistics (OES) program collects detailed occupational wage and employment data on a sample of nearly 7,000 Iowa establishments. OES 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. OES is the premier source of detailed employment and wage information for over 800 occupations.

The OES 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. Another benefit of the new system will be the increased data analysis and reporting provided to users with the additional workforce statistics.

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 indicators 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 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, benefit, commuting times/distances, education level, job search resources, out-commute/in-commute and underemployment.

In fiscal year 2020, 22 individual community Laborshed studies were completed along with four regional Laborshed reports. 131 specific industry and occupational labor availability data were provided to local economic developers for business expansion and prospective recruitment.

This year was the second year that the Laborshed Studies program promised to deliver a completed Laborshed Study for the largest employing community in each county once every two years at no cost to local stakeholders. This expansion has updated numerous local area Laborshed Study data that were stale. In some instances, the Laborshed Studies were almost ten years old.

The southern half of the state began updating its studies this fiscal year and continues due to data collection challenges.

EDUCATIONAL OUTCOMES MEASURES

The LMI Division uses 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 program.

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.

In addition, IWD provided analysis by request for three different educational institutions covering seven projects across the state and reporting for the following departmental programs:

- GAP Exploratory Analysis
- Gainful Employment
- IWD, PROMISE JOBS
- IWD, Registered Apprenticeship
- Iowa Department for the Blind
- Iowa Department of Corrections
- Iowa Department of Education
- Iowa Vocational Rehabilitation
- Perkins Reporting
- Trade Adjustment Assistance Community College and Career Training
- Governor's STEM Advisory Council

Data sharing agreements have been established with the Department of Education, Department of Corrections, Vocational Rehabilitation Services, Department for the Blind, U.S. Department of Labor's Office of Apprenticeships, community college districts in Iowa, select private and regent colleges, Nebraska Department of Labor and the Department of Labor's State Wage Interchange System.

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 knowledge 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 statute, 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 yielding 10,613 responses. The results were published in July of 2019.

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 an organization has a mass layoff event, IWD holds a Rapid Response information session, usually at the location of the business. During this session, IWD staff asks participants to complete a Dislocated Worker Survey. The information from these surveys are aggregated, analyzed and distributed in the form of the Dislocated Worker Fact Sheet.

In FY20, the Research and Analysis Bureau completed six individual Dislocated Worker Fact Sheets, collected data from 27 employers and completed the annual report using all Dislocated Worker Survey data collected. These fact sheets provide workforce office staff, employers and prospective businesses with information about affected workforce in the area. The Dislocated Worker Analysis contains information related to the demographics, salary and wage levels, work experience, training needs, desired services, and future plans of the affected workers. For workforce professionals, the fact sheet also compiles information about the interest workers have in training programs designed to improve their knowledge and find new employment.

RETAINING IOWA'S TALENTS, COLLEGE STUDENT SURVEY

In November 2017, IWD released the Retaining Iowa's Talent report. Data were collected through an online survey given to college students across the state of Iowa in March, April, and May. Surveys were distributed to students enrolled in community colleges, state universities, and private institutions (both for-profit and non-profit) including career/technical schools that had one or more physical locations in Iowa. Student responses totaling 8,693 were used in the analysis.

The purpose of the survey was to gather information regarding students' intentions to either remain in Iowa or locate outside of Iowa following graduation or upon program completion. In addition, the survey asked students to rate what factors were most important to them when deciding where to locate and then provide their perception of Iowa when it came to those same factors.

This was the third iteration of the Retaining Iowa's Talent, College Student Survey. Previous studies were completed in 2008 and 2013. The study has been conducted approximately every five years in order to capture a majority of new Iowa post-secondary students.

GETTING IOWA FUTURE READY



Mission: Iowa Workforce Development Workforce Services delivers quality comprehensive services to strengthen Iowa's economy and workforce through integrated programs and services.





WORKFORCE SERVICES DIVISION

Workforce Innovation and Opportunity Act

Home Base Iowa

Job for Veterans State Grant

PROMISE JOBS

Registered Apprenticeship

Migrant Seasonal Farmworker/Monitor Advocacy System

Foreign Labor Certifications

Trade Adjustment Assistance

Work Opportunity Tax Credit

Federal Bonding Program

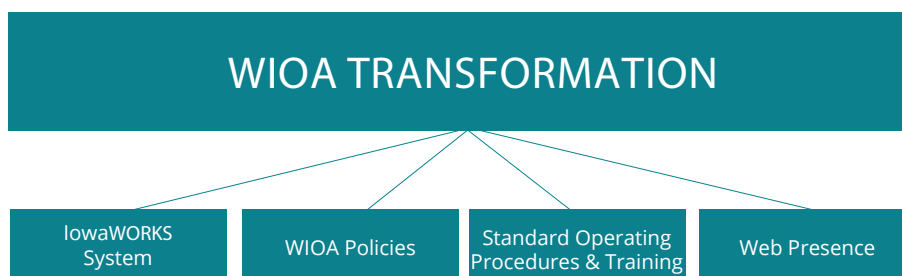
The Workforce Services Division provides policy, oversight and assurance of compliance for programs delivered by the American Job Centers, a statewide delivery system of IowaWORKS Centers, satellite and expansion offices.

These programs include, but are not limited to:

- Workforce Innovation and Opportunity Act (WIOA)
- 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)

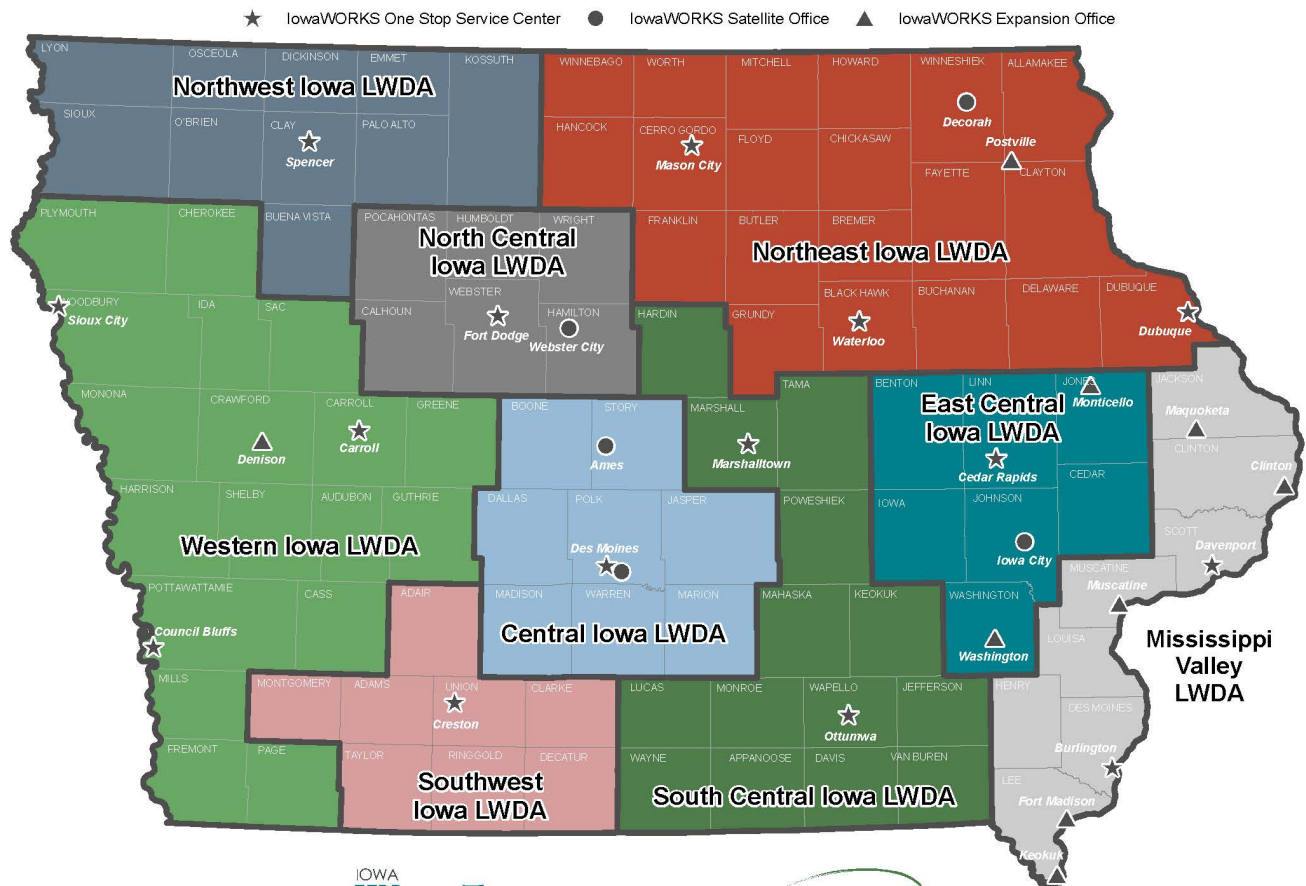
2020 has been a productive year for WIOA implementation in Iowa and at IWD. Last year, IWD launched the new, modernized data management system, IowaWORKS.gov. Since then, IWD has successfully leveraged the IowaWORKS system for improved service delivery and accessibility for job seekers and employers alike.



The Workforce Services Division continues to focus on the development of WIOA compliant policies. In 2020, the following policies were approved by the State Workforce Development Board and implemented: WIOA Administration and Governance, Eligible Training Provider List and Title IB Programs Oversight and Monitoring. All policies are published on Iowa’s ePolicy site. Continued policy development will provide a comprehensive foundation for WIOA compliance in Iowa.

IWD has also made tremendous progress on the WIOA System Transformation project. Comprehensive training and implementation of key WIOA provisions for stakeholder groups within the workforce system occurred over the past year. This is key to bringing Iowa into compliance with it’s WIOA governance structure at the local level, while allowing us to continue to provide the best services to Iowans. During this program year, the State WDB approved the transition of 15 Regions to 9 Local Workforce Development Areas (LWDAs) in Iowa. Continued efforts will ensue with the LWDAs to support their efforts towards WIOA compliance.

Local Workforce Development Area Map - 9 Areas



Updated May 26, 2020



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 hire 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 service members for employment, education and/or continued service; and service members are valued in communities which are welcoming, affordable, safe and family-friendly.

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2020 HIGHLIGHTS

2,287 Designated Home Base Iowa Businesses*

106 Approved Home Base Iowa Communities*

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

480 Veteran Profiles Submitted

*Statistics through November 2020

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 1,491 veterans, including the following:

770

Veterans with a significant barrier (including 546 disabled veterans)

507

Campaign veterans

71

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.

Another role of the Veterans Program Coordinator is to attend ongoing meetings with DOL Veterans Employment and Training Services (VETS) and Veterans' Readiness and Employment representatives to ensure Chapter 31 veterans are receiving appropriate service around the state and to discuss ways to continually improve services to Iowa's disabled veterans. The Veterans Program Coordinator also serves as the intermediary between the Department of Administrative Services (DAS) and the veteran applicant working within the DAS-HRE Employment Services Bureau.

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. In this program year, Iowa continued to excel in providing quality services to veterans and eligible persons.

Veteran Career Planners are located in Fort Dodge, Dubuque, Mason City, Spencer, Waterloo, Davenport, Cedar Rapids, Iowa City, Des Moines, Sioux City, Council Bluffs, Ottumwa, and Burlington. Services are provided in Marshalltown, Carroll and Creston on an appointment/referral basis.

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, and ensuring IowaWORKS business engagement team members are properly trained to provide information to employers about veteran hiring initiatives

LVER staff hold webinars and conduct outreach to employers regarding the Hire Vets Medallion Program (HVMP) which can help businesses increase their competitive hiring advantage and receive federal recognition as a veteran-employment leader.

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 of Needy Families (TANF) block grant. IWD provides PROMISE JOBS services; families are co-enrolled into other programs offered through the AJCs, as appropriate.

During PY19, PROMISE JOBS case managers, co-located in the AJC's served an average of 4,770 PROMISE JOBS families each month. Currently aligned with DHS service areas, IWD continues to work with other state agencies, DHS and the Department of Human Rights, on the Two-Generation Initiative, geared towards providing a whole family approach to public services. IWD and PROMISE JOBS also worked towards implementation of a new case management system in conjunction with DHS to enhance performance reporting.



Apprenticeship

Registered Apprenticeship is an employer-driven training model that combines on-the-job training with related classroom instruction and allows Registered Apprentices to earn a paycheck from day one.

REGISTERED APPRENTICESHIP

Iowa made great strides integrating Registered Apprenticeship (RA) into the state workforce system. Throughout the year, training sessions were delivered to the WIOA core partners to assist in the fundamental understanding and integration of the program. Beyond training, focus has been placed on the continued development and execution of pilot project implementation. Title IV (Iowa Department for the Blind), Title I and Title III staff continued with the pilot project to educate and recruit individuals with blindness or low vision into RA programs. During the pilot, core partners strengthened relationships and implemented a referral process to better utilize the integrated service model.

As of June 30, 2020, IWD had 760 active Registered Apprentices, and 171 Registered Apprentices completed their program. This is a 56% growth of active participants and 74% growth in the completion rate. Growth can be attributed to outreach efforts led by the Governor's office to grow high school RA programs, federal funding to sub-recipients, and integrating stronger referral processes.

Twenty-five sub-recipients continued under the State Expansion Grant (SAE). The SAE funding opportunity helped high school RA programs, Quality Pre-Apprenticeship programs and healthcare RA programs reimagine RA during COVID-19. Sub-recipients' budgets were realigned to assist each program to continue their programming through the global pandemic.

In April, IWD awarded additional grants under the Apprenticeship State Expansion Grant to continue growth of Registered Apprenticeship in healthcare. Additionally, IWD was awarded \$3.45 million dollars to continue the expansion of Registered Apprenticeship in healthcare and expand opportunities in agriculture. Business incentives will be provided to RA Sponsors through this funding opportunity to assist in the growth and development of programs in Iowa.

Job seeker and business referral processes were fine-tuned throughout the year to incorporate RA as a workforce solution. The processes were shared on several technical assistance calls with other states. Iowa's work was featured on WorkforceGPS' SAE Grant Administration Peer Resources, a resource for all SAE Grantees. In addition, Iowa was also included in WorkforceGPS' SAE Promising Practices briefs. Iowa's Earn and Learn website, Iowa's collaborative process with the Office of Apprenticeship state staff, and the Iowa Department of Corrections' RA program with the prison reentry population were all topics highlighted in the five-part promising practices briefs.

MIGRANT AND SEASONAL FARMWORKER/ MONITOR ADVOCACY SYSTEM

Monitor Advocates ensure employment and training services provided to Migrant Seasonal Farmworkers (MSFW) are qualitatively equivalent and quantitatively proportionate to the employment and training services provided to other job seekers. Meaning, MSFWs should receive all workforce development services, benefits and protections on an equitable and non-discriminatory basis. Based on the large number of MSFWs, Iowa is considered a Significant MSFW State, as defined by the Department of Labor. In 2020, Iowa moved to be ranked the fifteenth state in the nation of MSFWs that receive IowaWORKS Center services.

2020 was a remarkable year for Iowa's Monitor Advocacy System, with many new activities that brought strong growth and change. IowaWORKS staff received compliant system training as well as training about the Agricultural Recruitment System (ARS) to build and expand their knowledge of the Monitor Advocacy System. The new data management system allowed Iowa the ability to case-manage MSFWs and track required performance data.

During PY19, 4,478 MSFWs were offered services through outreach with 625 MSFWs becoming enrolled as participants and receiving individualized career services. In situations where the MSFWs were unable to visit an IowaWORKS Center, Outreach Workers provided services offsite. This enabled MSFWs more access to necessary services.

PY19 presented some unique challenges due to COVID-19. Outreach Workers continued to schedule onboarding events however, COVID-19 dramatically impacted that work as they also became the primary points of contact for all scheduling events related to COVID-19 testing for MSFWs. In addition to required outreach materials, Outreach Workers also provided information about COVID-19 to ensure the safety of all MSFWs. 56 onboarding and testing events were held this season and testing was offered to over 3,000 MSFWs. These efforts mitigated the impact of COVID-19 on Iowa's farming season and MSFWs.

Another area of focus in PY19 was on building relationships with agricultural employers and MSFWs. Outreach Workers spent time marketing the ARS and helped several new employers utilize this system. The relationships built with the MSFWs that worked in Iowa in 2019 helped the outreach workers recruit for ARS job orders in 2020. Iowa has had great success with the ARS due to the efforts of the outreach workers. Northern Iowa continues to have success for the third year in a row and much of this can be attributed to the work the outreach workers do.

FOREIGN LABOR CERTIFICATION

The H-2A agricultural 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. During the last year, Iowa's agricultural employers filled 4,483 vacancies with foreign labor and submitted 265 job orders. All of these job orders were posted for U.S. domestic workers but not filled by domestic workers, resulting in the hiring of foreign labor. 2020 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 2019 were construction on farms and field work during the detasseling and harvest season.

The most notable change for the H-2A program during the last year was the increase in the number of housing inspections from 242 in 2019 to a total of 310. This large increase caused additional work for the SWA to get all inspections completed timely. All inspections were completed within the required time frame even with the increase in volume.

The H-2B temporary non-agricultural program permits employers, who meet the program requirements 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 89 job orders for a total of 1,040 workers during calendar year 2020. By having a dedicated Foreign Labor staff, the SWA was 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 labor 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.

During PY19, the Trade Bureau began a program redesign to better align with upcoming TAA regulation changes and to refine the workflow at the state level to better reflect actual case management/career planning occurring in each local area. This required a full review of policies and practices and making necessary adjustments where needed. This also required the development and implementation of comprehensive training modules for IowaWORKS staff to ensure new practices were followed. The Trade Bureau also created a number of new resource documents to improve access to program information for IowaWORKS staff and housed all these resources in a shareable document library.

Training continued to be the most widely used benefit under TAA for PY19 with 105 active participants during the period of July 1, 2019 through June 30, 2020. The second most utilized benefit was Reemployment Trade Adjustment Assistance (RTAA), a wage subsidy for adversely affected workers who find reemployment, but at a substantially lower wage than they were earning at the Trade-certified employer. 44 participants were actively receiving the RTAA benefit in PY19. Ongoing layoffs at several employers across the state continued to provide new pools of impacted workers eligible for Trade Act assistance. Each layoff was accompanied by a Worker Information Meeting at which state staff informed impacted workers of the TAA program and how to access benefits locally. Additionally, the TAA program assisted seven participants in securing and relocating for suitable employment opportunities outside their local areas.

The Trade Bureau continues to identify potential Trade-eligible layoffs and file petitions for USDOL investigation and eventual certification. Outreach capabilities have been increased by modernizing promotional materials and focusing on building communication bridges between local and state staff. This approach improved the quality of support for both IowaWORKS staff and participants. Next year, the focus will be placed on growing the number of petitions to continue to serve those affected by Trade.

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 2020 (October 1, 2019, through September 30, 2020), IWD certified 11,792 WOTC applications. Target groups with the highest number of certifications included: Supplemental Nutrition Assistance Program (SNAP) (4,655), Designated Community Resident (3,178) and Ex-felon (1,373).

Information Technology (IT) develops, manages and maintains IWD's technology-related assets (hardware, software, systems, 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 DIVISION

Infrastructure Engineering and End-User Services

Applications and Data Management

Enterprise Project Management Office

The IT Division is responsible for supporting, maintaining, securing, and modernizing all aspects of technology across IWD to ensure the best possible experience for its customers. Looking forward, IT will focus on supporting the Agency with continuation of modernizing legacy systems, particularly within Unemployment Insurance, and placing more focus on leveraging data assets to help make decisions and drive customer engagement.

INFORMATION TECHNOLOGY BUREAUS

Iowa Workforce Development's Information Technology Division supports and contributes to the agency's vision and mission by being a trusted partner and delivering modern, customer-centric and secure technology solutions. The IT Division is made up of the following Bureaus:

INFRASTRUCTURE ENGINEERING AND END-USER SERVICES

This Bureau consists of three separate teams covering IT Infrastructure, IT Security and End User Services teams, which combine to provide critical IT Operations and end user support services to the entire Agency and its partners. This Bureau ensures critical systems are operational, providing service to lowans online without disruption. The team includes service monitoring to ensure the agency's technology operations are online and available 24/7. Additionally, the IT Security team manages many layers of IT security and data protection to ensure IWD staff and sensitive data are always being safeguarded using industry best practices. This includes protecting sensitive data, staff awareness training, recovery planning and identity protection.

APPLICATIONS AND DATA MANAGEMENT BUREAU

This Bureau consists of a team 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 to meet the needs of internal agency team members, and lowans.

ENTERPRISE PROJECT MANAGEMENT OFFICE

This Bureau consists of Project Managers, Business Analysts and lines of business support staff (system administrators and developers), whose 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.

IMPORTANCE OF SYSTEMS MODERNIZATION

The agency continued supporting the modernization strategy for business critical legacy IT systems. These efforts are transforming the agency's disparate IT systems into modern, flexible applications that reduce operational expense, ease the reliance on aging IT systems and increase overall agency productivity. These legacy systems were developed decades ago using technologies and development languages available at the time and have been operating successfully for many years. As the components of some IT systems become obsolete and new IT staff are unfamiliar with the older coding mechanisms, it is crucial to continue the effort of modernizing IT systems and services throughout the agency.

IT ACCOMPLISHMENTS

COVID-19 PANDEMIC RESPONSE

IT was instrumental in ensuring a successful response to the global COVID-19 pandemic. They successfully and swiftly enabled remote working capabilities for the entire Agency within a very short period of time, allowing IWD team members to be able to effectively provide workforce services to its customers, particularly with administration of Unemployment Insurance (UI). The IT team successfully enhanced and modified its legacy unemployment benefits system to be able to process and administer almost \$3 billion in pandemic unemployment assistance to lowans. In addition, IT did the following:

- Increased Computing power on the UI Benefits system to handle unprecedented volumes of claims being filed.
- Doubled capacity of all layers of IWD applications and web servers to better cope with claim volume.
- Quickly scaled its resources to distribute remote desktops so that team members could work remotely.
- Distributed over 200 devices in two months to support augmented UI staffing levels, including over 50 people from other agencies who offered their services to assist with claims and calls.
- Deployed laptops and chrome books with soft phone capabilities so that employees could have easy access phone services.
- Stood up the entire UI call center within a week to be able to function remotely.
 - During its peak, IWD received 16,000 calls in one day. This is in contrast to averages of 400-500 a day during 'normal' peak periods.
- Leveraged Zoom Meetings to offer claimant and employer webinars to help with the change management side of the new CARES Act compensation and how it would impact them and what they mean - over 1,000 people in attendance.
- Made frequent updates to the IWD website with CARES Act information. At its peak, IowaWorkforceDevelopment.gov received over a million page views per week.
- IWD's Facebook following went from around 2,500 people to over 10,500 in the space of a month once the pandemic hit. IWD leveraged this as a means of communicating updates and information and answering customer questions.
- IT set up an unemployment insurance mailbox as another channel for customers to contact IWD and ask questions.

CONTACT CENTER MODERNIZATION

IT quickly adapted to the pandemic and recognized needs for changes within some of its existing technology to meet unprecedented work loads. This was most evident with the Unemployment Insurance customer call centers. Subsequently, IT has now revolutionized its legacy customer call center by implementing a modern, innovative cloud-based service using Amazon Web Services.

Previously, there were limitations on how many calls could be received to the call center. The cloud-based solution has eliminated this limitation. Every customer who calls in, however high the volume, will get connected. The day the new system went live, IWD had zero dropped calls for the first time in over six months. Another innovative change IWD deployed was leveraging an AI voicebot to help deflect calls by answering basic customer questions. It has resulted in a reduction of nearly 33% of all calls handled by a bot, rather than a call center agent. This equates to a reduction of over 7,000 calls each week. Finally, the UI leadership team has full call recording and transcription capabilities for every call coming into the UI Call Center, which will help with customer disputes and training opportunities for team members.

UNEMPLOYMENT INSURANCE (UI) MODERNIZATION AND SYSTEM TRANSFORMATION FOR UI BENEFITS, INTEGRITY, AND APPEALS

IWD worked diligently in the early part of the year (prior to pandemic) to request a proposal and secure a strategic partner to modernize the UI Benefits, Integrity and Appeals systems. Anticipated to be a 24-26 month effort, the UI Benefits, Integrity, and Appeals modernization will provide lowans with a state of the art Unemployment filing system, which will allow IWD UI staff to process claims, manage fraud and facilitate the appeals process more efficiently.

BUSINESS INTELLIGENCE AND DATA MANAGEMENT

IWD worked with a strategic partner to build a Data Warehouse where all Unemployment Insurance data could be consolidated and normalized, establishing a foundation for data dashboards and reporting for agency staff. This initiative will also create a framework to readily identify potential fraud and increase the agency's ability to implement preventative measures. Having a better understanding of Unemployment Insurance data will also help IWD and the State of Iowa exceed Federal Department of Labor performance standards and measures which, in turn, will help Iowa administer an even stronger UI program to serve its citizens.

UI TAX MODERNIZATION

Another critical part of the UI ecosystem is the employer-facing MyIowaUI Unemployment Tax system. This system has been in need of an overhaul for some time, and that work started in earnest this past year. The Software Engineering team upgraded the entire backend infrastructure of the UI tax system to a modern and secure framework. This has simplified operation, improved reliability, eliminated some proprietary software and significantly reduced technical debt.

Looking forward, the team will focus on the customer facing portal. This is a two year effort which will take the existing technology and framework in place, and bring it to modern day standards, making it easy for the application to be updated and maintained while providing a more intuitive customer interface.

WORKFORCE SERVICES MOBILE APPLICATION

As a follow up to the Workforce Services Modernization launch in June 2019, IWD released the IowaWORKS Mobile Application, letting users take workforce services anywhere. The mobile application allows users to register for IowaWORKS, search for work, view office locations and customize profile features. Since launching in September, there have been over 200 downloads, providing lowans another way to access critical workforce services.

AMERICAN JOB CENTER RELOCATIONS

During the previous calendar year, Burlington, Marshalltown and Davenport offices relocated to larger facilities, allowing the agency to offer additional and expanded services. All field office moves were completed seamlessly with zero disruption to service. IWD also opened a second job center location in Des Moines to further assist constituents across the metro. All of these job centers feature modern technology services which will enhance customer experience.

STATE WORKFORCE DEVELOPMENT BOARD REGION TRANSFORMATION

IT supported the Iowa State Workforce Development Board (SWDB) by making improvements to the SWDB website. During state-wide transformation of Local Workforce Development Areas (LWDAs), the team updated IowaWORKS and created new LWDA websites for each area.

WORKERS COMPENSATIONS SYSTEMS MODERNIZATION ENHANCEMENTS

Following the success of the new Workers Compensation eFiling System (WCES) launch in July 2019, enhancements have been made to the online system to notify claimants in real time when their request for a hearing assignment has been scheduled. Previously, when these were handled manually, scheduling and notification took two weeks to complete. These improvements also provide individuals with access to all of their case files electronically.

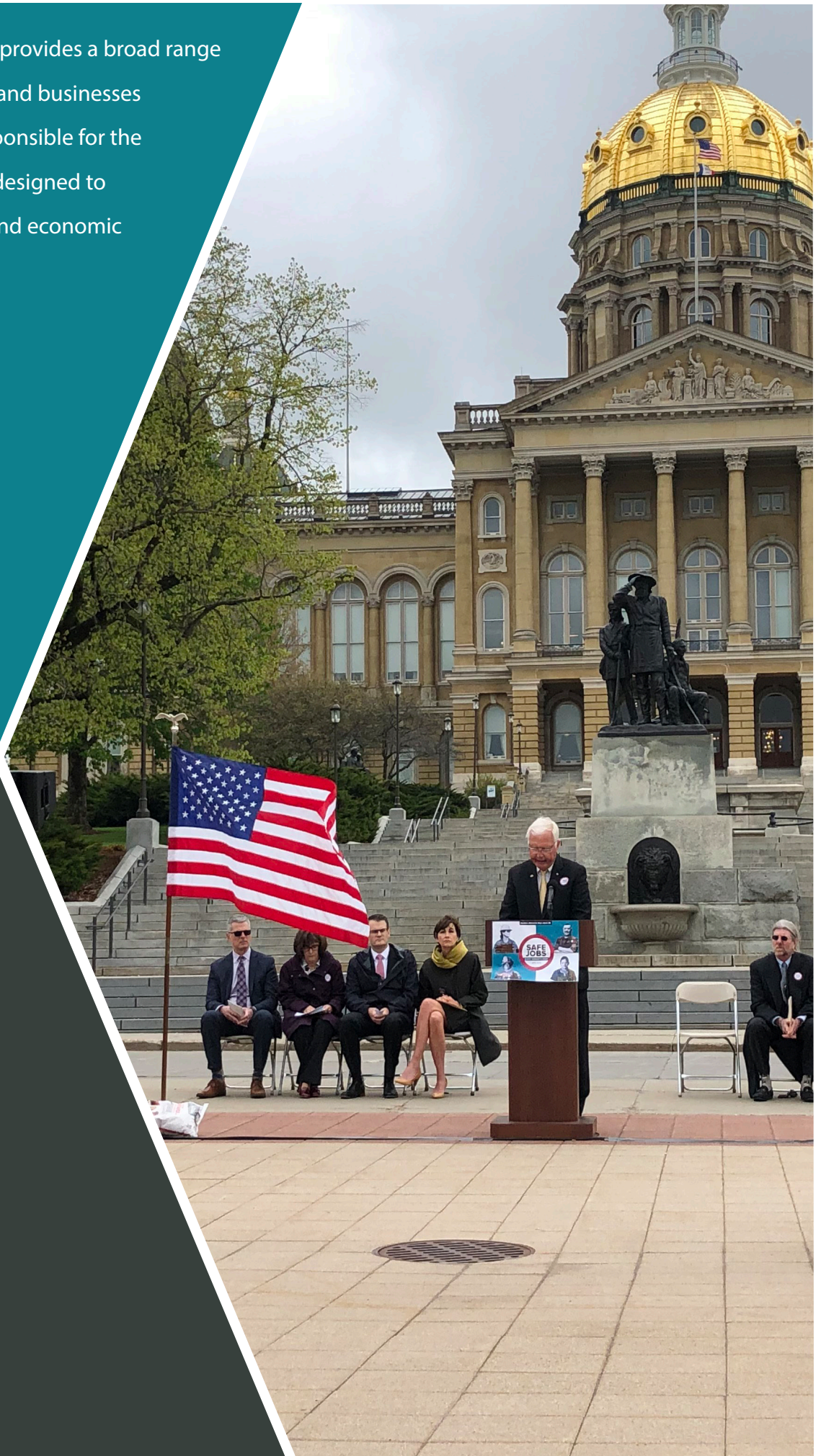
DIVISION OF LABOR SYSTEMS MODERNIZATION

IWD IT has continued to partner with the Division of Labor to begin scoping a platform upgrade for their licensing and permit system, AMANDA. Scoping is currently underway with a local strategic partner contracted with the State of Iowa. Modernizing the AMANDA system will allow for a better staff and customer communication, enhanced security, and search functionality.

FOIA RECORDS REQUESTS EPAYMENTS

As of June, 2019, all Divisions of IWD can collect an ePayment for the processing of FOIA records requests. Automation of this process will negate the need for requesters to submit checks and will save a lot of administrative time. This effort was a collaboration between IWD IT, OCIO and US Bank to combine the current records request platform, NextRequest, to a form-based payment integration with US Bank.

The Iowa Division of Labor provides a broad range of services to 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.





DIVISION OF LABOR

Amusement Ride Inspections

Athletic Commission

Asbestos Permits & Licenses

Boiler Inspection

Bureau of Labor Statistics

Child Labor & Wage
Enforcement

Contractor Registration

Elevator Inspection

Iowa OSHA Consultation

Iowa OSHA Enforcement

Division of Labor programs protect individuals who ride on elevators, escalators and amusement rides and enter buildings with an asbestos abatement project or public buildings with boilers. The Division of Labor also protects employees from dangers in the workplace, the right to be paid wages as well as supports Iowa's children from dangers in workplaces and seeks to enhance their educational experiences.

Together businesses and government can build a culture of safety, which provides an economic benefit to employers and employees throughout Iowa. Employers and businesses that support workplace safety and health initiatives develop healthier, more productive employees.

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 FY20 = 1,473

Self Inspections in FY20 = 413

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 FY20 = 73

Professional Boxing Licenses issued in FY20 = 29

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 FY20 = 559

Permits Issued in FY20 = 91

Total Permits and Licenses Issued in FY20 = 650

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 FY20 = 2,474

Private Inspections in FY20 = 16,112

Total Inspections in FY20 = 18,586

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 FY20 = 544

Wage Claims Settled in FY20 = 674

Wage Claim Amount Collected in FY20 = \$397,845

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 FY20 = 36

Claims Closed in FY20 = 35

Work Permits Issued in FY20 = 6,006

Civil Penalties Collected in FY20 = \$21,710

SECOND INJURY FUND

Amount Collected in FY20 = \$654,355.43

CONTRACTOR REGISTRATION

Registrations Issued in FY20 = 13,099

Citations Issued in FY20 = 460

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 FY20 = 8,615

Other State Inspections in FY20 = 2,167

State Acceptances in FY20 = 477

State Re-Inspections in FY20 = 1,681

3rd Party Inspections in FY20 = 2,185

3rd Party Re-Inspections in FY20 = 718

Total Inspections in FY20 = 15,843

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

Education Seminars in FY20 = 65

Ten-Hour Classes in FY20 = 6

Attendance in FY20 = 158

Consultations Conducted in FY20 = 360

Employees Covered in FY20 = 36,549

Serious Hazards Identified in FY20 = 1,590

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).

VOLUNTARY PROTECTION PROGRAM (VPP)

Active Facilities in FY20 = 42

Inactive Facilities in FY20 = 0

New Facilities in FY20 = 1

Consultation 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.

IOWA OSHA ENFORCEMENT

IOWA OSHA ENFORCEMENT INSPECTIONS

Fatality/Accident Inspections in FY20 = 18

Complaint Inspections in FY20 = 158

Programmed Inspections in FY20 = 203

Referral Inspections in FY20 = 246

Follow-Up Inspections in FY20 = 0

Other Related Inspections in FY20 = 85

Total Inspections in FY20 = 710

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 FY20 = 600

Willful Violations in FY20 = 3

Repeat Violations in FY20 = 4

Other Violations in FY20 = 461

Failure To Abate Violations in FY20 = 0

Total Violations in FY20 = 1,068

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 FY20 = \$2,222,921

Willful Penalties in FY20 = \$246,624

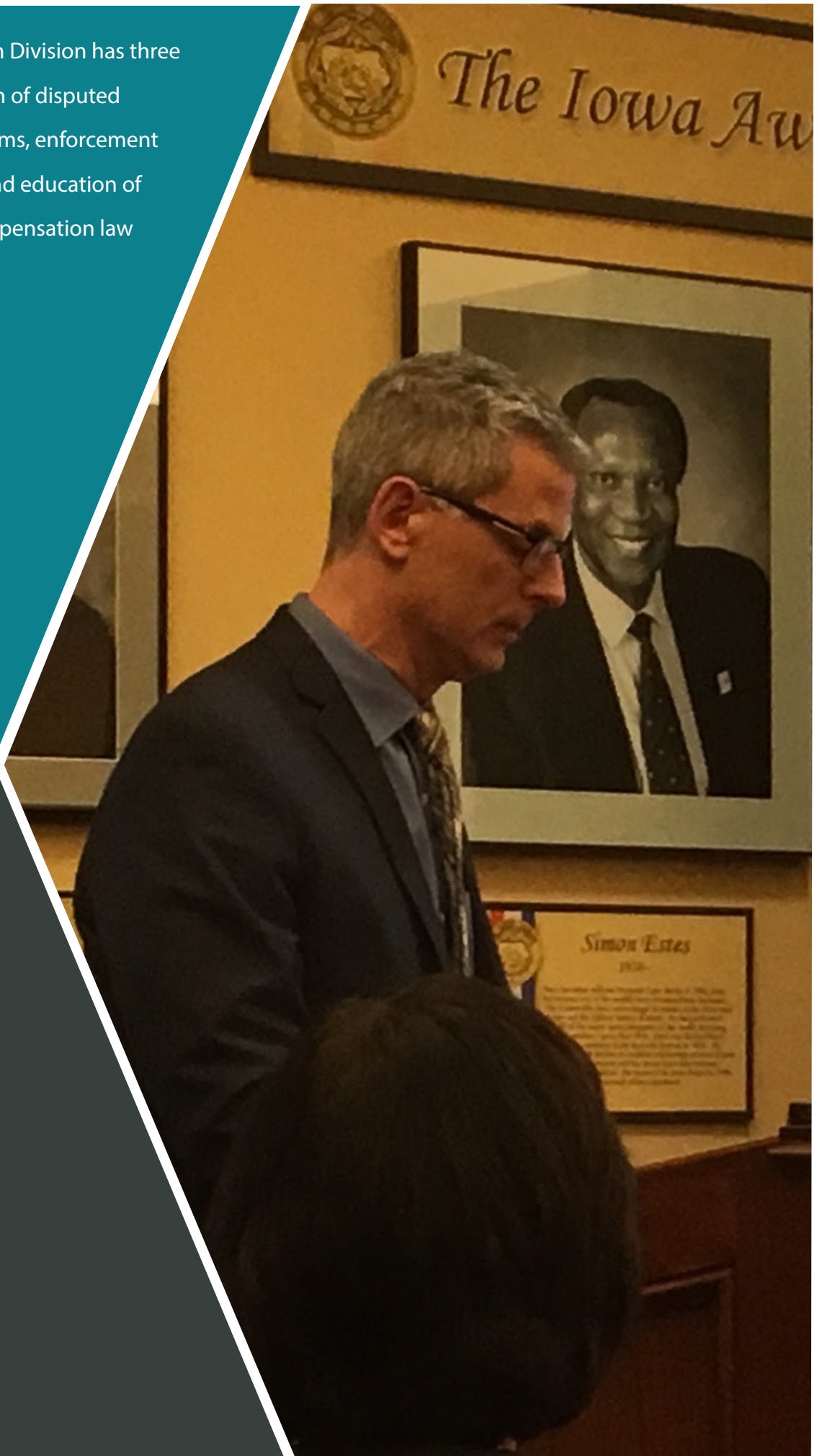
Repeat Penalties in FY20 = \$66,899

Other Penalties in FY20 = \$1,114,438

Failure To Abate Penalties in FY20 = \$0

Total Penalties in FY20 = \$3,650,882

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.





WORKERS' COMPENSATION DIVISION

Hearing–Level Adjudication

Online Filing & Docket System

Appeal–Level Adjudication

Enforcement

Compliance

Education

The Workers' Compensation Commissioner oversees this division of IWD. The division continued to reassess and revise its processes during FY20 in order to provide more prompt adjudication and effective compliance enforcement. The number of contested case hearings was reduced significantly in the second half of FY20 due to the COVID 19 pandemic crisis. The division has also continued to invest significant time to implement much needed technological advances. 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 FY20, the division's deputy commissioners conducted 201 contested case hearings and issued 300 decisions. The average time for a case to remain pending from the date of the initiating petition until issuance of a decision decreased from 605 to 602 days. The average time from hearing to decision increased from 101 to 137 days. In addition to deputy commissioners contested case hearings, they also issued 105 alternate medical care decisions.

Annual reports showing claim adjusting actions were required to be filed via Electronic Data Interchange (EDI) protocols. The division once again 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 15,000 work related injuries are reported; however, in FY20, 3111 petitions for workers' compensation benefits were filed, which was a decrease of 1,082 petitions compared to the 4,193 petitions filed in FY19. Workers' Compensation hearing-level adjudication procedures resemble those used in the district court for non-injury cases. The decrease in petitions is due, in part, to a rule change which designates how alleged injuries are to be pleaded, all under a single filing fee. Following the rule change, a filing fee was due on each petition; as a result, parties consolidated pleadings into fewer petitions whenever possible.

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 137 days in FY20, an increase from the average of 101 days in FY19.

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 FY20 from 237 to 124.

COMPLIANCE

Compliance administrators monitor injury and claim payment reporting, acting as ombudsmen. The requests for information about law decreased slightly from 9,072 in FY19 to 8,946 in FY20. They reviewed 4,778 settlements for approval compared to 4,780 settlements approved in FY19. 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. Since the start of the WCES paperless system on July 22, 2019, through FY20, the division has handled 57,941 electronic filings.

ENFORCEMENT

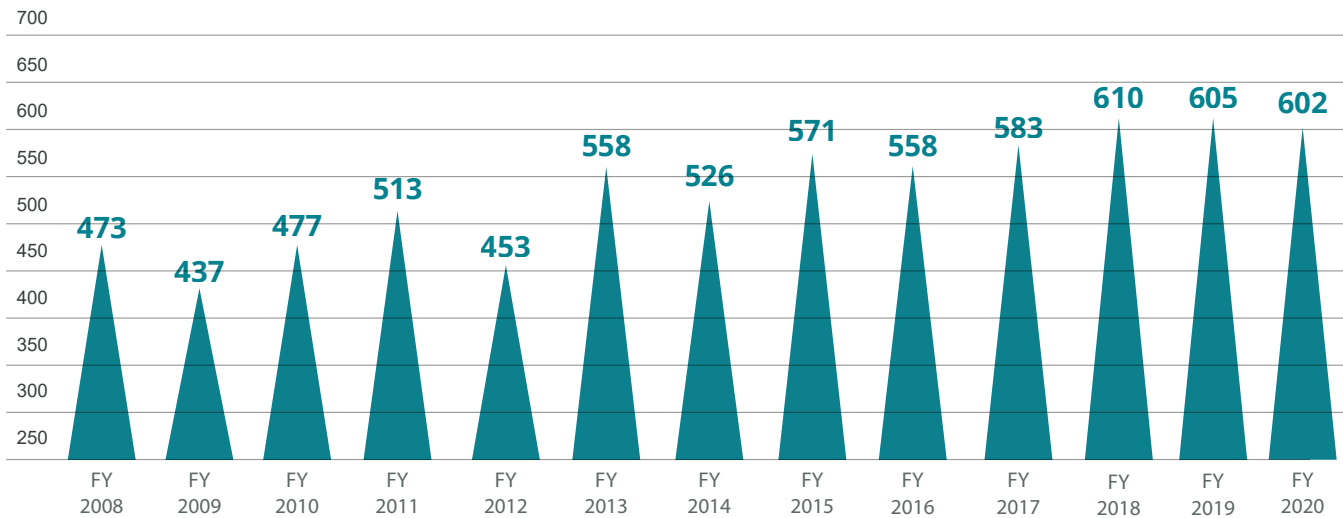
The Workers' Compensation Division has increased its focus on requirements to file First Reports of Injury and assessing \$1,000.00 fines or failure to do so. The division hopes to enforce 86.13 assessments for late commencement of benefits through the compliance division with WCES.

EDUCATION

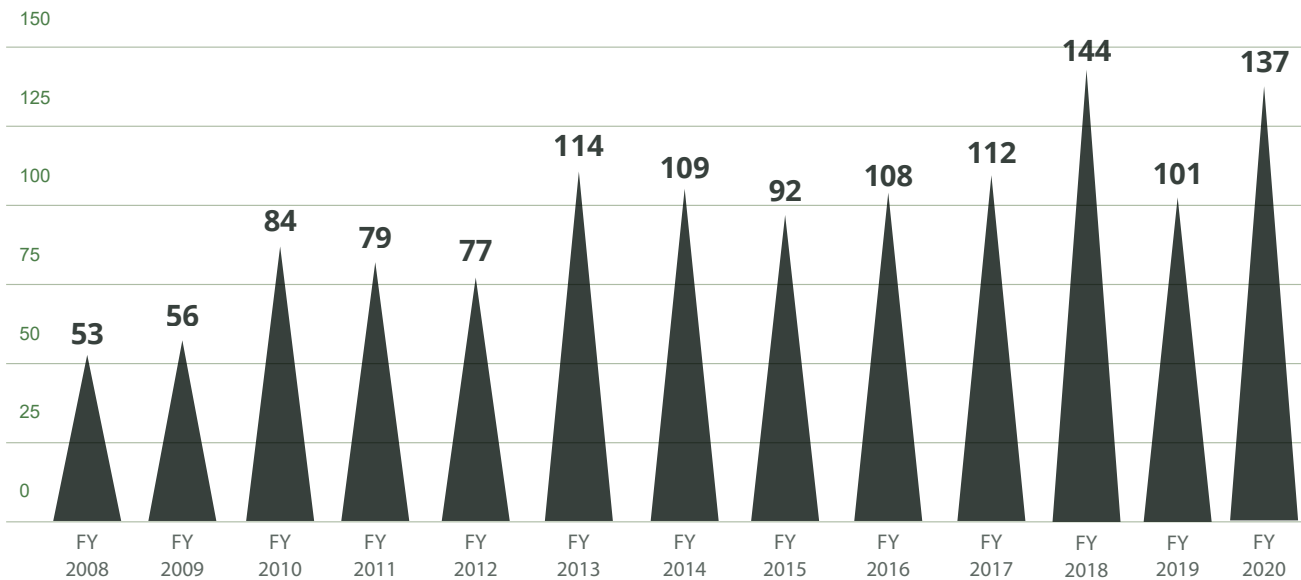
The division provides information about workers' compensation law and procedures to the public on the web, including news and updates, EDI materials, weekly benefit schedules, summaries of recent appeal decisions and access to the hearing schedule.

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.

AVERAGE DAYS FROM PETITION TO DECISION



AVERAGE DAYS FROM HEARING TO DECISION





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FISCAL YEAR 2020 **EXPENDITURE REPORT**

By Division

By Program

By Funding Source

FY 2020 EXPENDITURE REPORT BY DIVISION

GRAND TOTAL OF EXPENDITURES IN 2020

2020 BUDGET: **\$1,452,155,221**
 2020 EXPENDITURES: **\$1,340,159,138**
 2020 EXPENDITURES PERCENTAGE: **92.29%**

DIRECTOR'S OFFICE	'20 BUDGET	'20 EXP	% EXP
INDIRECT COST, DIRECTOR'S	\$1,061,968	\$933,568	88%
FUTURE READY IOWA, LUMINA TIDE CENTER	\$150,000	\$150,000	100%
FUTURE READY IOWA COORDINATOR	\$468,544	\$178,605	38%
FUTURE READY IOWA, PENALTY AND INTEREST	\$100,000	\$76,992	77%
HOME BASE IOWA, PENALTY AND INTEREST	\$200,000	\$103,483	52%
DIRECTOR'S OFFICE, PENALTY AND INTEREST	\$150,000	\$148,294	99%
TOTALS	\$2,130,512	\$1,590,942	75%

COMMUNICATIONS	'20 BUDGET	'20 EXP	% EXP
INDIRECT COST	\$345,112	\$351,696	102%
APPRENTICESHIP/ACCELERATOR GRANT, 1ST INCREMENT	\$85,000	-	0%
APPRENTICESHIP/ACCELERATOR GRANT, 2ND INCREMENT	\$39,122	\$8,313	21%
PENALTY AND INTEREST, OTHER	\$50,000	\$32,331	65%
TOTALS	\$519,234	\$392,340	76%

ADMINISTRATIVE SERVICES DIVISION	'20 BUDGET	'20 EXP	% EXP
INDIRECT COSTS, ADMIN	\$578,893	\$662,578	114%
INDIRECT COSTS, ACCOUNTING	\$1,297,951	\$1,184,928	91%
UNEMPLOYMENT, FINANCIAL MANAGEMENT	\$170,300	\$183,294	108%
INDIRECT COSTS, PERSONNEL	\$254,357	\$169,467	67%
INDIRECT COSTS, PREMISES	\$569,933	\$528,739	93%
INDIRECT COSTS, OVERHEAD	\$1,279,900	\$1,361,351	106%
INDIRECT COST, PRINTING	\$104,642	-\$67,327	-64%
INDIRECT COSTS, PREVIOUS YEAR'S SURPLUS	\$114,353	\$24,072	21%
TRADE ACT, ACCOUNTING	\$30,000	\$88,705	296%
PENALTY AND INTEREST, FINANCIAL SERVICES	\$103,500	\$60,980	59%
PENALTY AND INTEREST, OVERHEAD	\$125,000	\$55,485	44%
STATE APPROPRIATIONS, I3 SYSTEM	\$237,517	\$237,517	100%
PENALTY AND INTEREST, I3 SYSTEM	\$15,000	\$28,693	191%
PENALTY AND INTEREST, WORKERS' COMP IT	\$250,000	\$226,307	91%
PENALTY AND INTEREST, INFRASTRUCTURE FIELD OFFICES	\$65,000	\$24,810	38%
PENALTY AND INTEREST, INFRASTRUCTURE 150 DSM	\$ 50,000	\$64,752	130%
TOTALS	\$5,246,346	\$4,384,351	92%

INFORMATION TECHNOLOGY DIVISION	'20 BUDGET	'20 EXP	% EXP
IT SERVICES BUREAU	\$3,881,400	\$4,393,923	113%
IT SERVICES BUREAU	\$190,100	\$264,797	139%
IT SERVICES BUREAU	\$350,000	\$354,353	101%
IT SERVICES BUREAU	\$481,650	\$606,209	126%
IT, ACES PROGRAM	\$826,397	\$798,867	97%
IT, OTHER DIRECT UI COSTS, AUTOMATION	\$1,624,900	\$1,291,745	79%
IT, IWORKS	\$152,000	\$94,791	62%
IT, WORKERS' COMPENSATION	\$104,200	\$41,915	40%
IT, RESEA	\$10,000	-	0%
TOTALS	\$7,620,647	\$7,846,600	103%

LABOR COMMISSION	'20 BUDGET	'20 EXP	% EXP
ATHLETIC COMMISSION, ACTUAL RECEIPTS	\$80,171	\$39,336	49%
BLS, COF 50-50, FEDERAL SHARE	\$15,735	\$18,164	115%
BLS, COF 50-50, STATE SHARE	\$23,064	\$22,844	99%
BLS, ROSH, 50-50, FEDERAL SHARE	\$94,219	\$103,082	109%
BLS, ROSH, 50-50, STATE SHARE	\$171,377	\$110,115	64%
LABOR ESTATE BEQUEATH	\$44,774	-	0%
BOILER INSPECTION, ACTUAL RECEIPTS	\$901,225	\$901,225	100%
ELEVATOR INSPECTION, ACTUAL RECEIPTS	\$2,203,707	\$2,203,707	100%
CONTRACTOR REGISTRATION, ACTUAL RECEIPTS	\$661,543	\$661,543	100%
LABOR, 100% STATE (AB, LA, LH, MW)	\$941,189	\$825,283	88%
OSHA, 100% FEDERAL	\$4,811	\$2,829	59%
OSHA, 90-10, FEDERAL SHARE	\$730,279	\$831,415	114%
OSHA, 90-10, STATE SHARE	\$259,483	\$160,814	62%
OSHA, 50-50, FEDERAL SHARE (AB, CT, HE, LA, SF)	\$1,975,043	\$2,172,037	110%
OSHA, 50-50, STATE SHARE (AB, CT, HE, LA, SF)	\$2,830,170	\$2,302,443	81%
TOTAL	\$10,936,790	\$10,354,837	95%

WORKERS' COMPENSATION DIVISION	'20 BUDGET	'20 EXP	% EXP
MISC. RECEIPTS, ACTUAL REVENUE RECD, SFY 19	\$411,230	\$411,230	100%
STATE APPROPRIATION, WORK COMP (WC,WJ,WT), CARRYOVER	\$341,423	\$341,423	100%
STATE APPROPRIATION, WORK COMP (WC,WJ,WT)	\$3,321,044	\$2,872,105	86%
TOTALS	\$4,073,697	\$3,624,758	89%

UNEMPLOYMENT OPERATIONS	'20 BUDGET	'20 EXP	% EXP
UI APPEALS	\$2,929,800	\$2,815,932	96%
UI, ADMINISTRATION	\$560,600	\$802,382	143%
UI, OVERHEAD	\$10,000	-	0%
UI, TAX	\$4,623,600	\$3,725,494	81%
UI, QUALITY CONTROL	\$1,394,500	\$1,299,780	93%
UI, INSPECTIONS	\$1,180,000	\$1,343,968	114%
UI, CALL CENTER	\$8,185,900	\$9,325,662	114%
UI, RECOVERY UNIT	\$1,676,000	\$1,632,348	97%
UI, DUA ADMINISTRATION	\$13,385,029	\$8,850,837	66%
UI, DUA BENEFITS	\$1,228,590,196	\$1,228,585,096	100%
STATE APPROPRIATIONS, MISCLASSIFICATION	\$379,631	\$298,055	79%
REED ACT, 2009, IDAHO PROJECT	\$34,742,771	\$2,408,107	7%
TRUST FUND, VSW PROJECT & STC MARKETING	\$1,003,178	-	0%
UNEMPLOYMENT, AUTOMATION, SBR'S	\$44,493	-	0%
UNEMPLOYMENT, AUTOMATION, INTEGRITY	\$950,000	\$761,529	80%
WAGNER PEYSER	\$28,300	\$26,635	94%
TAX SPECIFIC, PENALTY AND INTEREST, & IDR	\$250,000	\$120,660	48%
TOTALS	\$1,299,933,998	\$1,261,996,485	97%

LABOR MARKET INFORMATION DIVISION	'20 BUDGET	'20 EXP	% EXP
AMOS	\$100,000	\$99,042	99%
APPRENTICESHIP/ACCELERATOR GRANT, 2ND INCREMENT	\$52,245	\$51,260	98%
INFORMATION AND POLICY	\$391,600	\$393,280	100%
LMI, PENALTY AND INTEREST	\$300,000	\$66,313	22%
LABORSHED	\$900,000	\$419,754	47%
LMI - MISC RECEIVABLES	\$97,700	\$19,858	20%
LABORSHED, WAGNER PEYSER	\$69,500	\$75,699	109%
ECONOMIC DEVELOPMENT OUTCOMES	\$55,000	\$19,352	35%
MOU REIMBURSEMENTS	\$13,000	-	0%
CLEARINGHOUSE FOR WORK-BASED LEARNING	25,803	-	0%
LMI, TRADE ACT , ADMINISTRATION	\$8,000	\$4,075	51%
LMI, TRADE ACT, CASE MANAGEMENT	\$72,000	\$23,905	33%
WDQI ROUND 6	\$626,852	\$519,962	83%
CES	\$105,977	\$101,188	95%
ES-202	\$415,588	\$414,438	100%
LAUS	\$227,112	\$220,607	97%
MANDATORY EDUCATION REPORTING	\$150,000	\$54,680	36%
OES/BLS	\$427,113	\$379,247	89%
ONE STOP LMI	\$425,000	\$ 453,534	107%
TOTALS	\$4,462,490	\$3,316,194	74%

WORKFORCE ADMINISTRATION	'20 BUDGET	'20 EXP	% EXP
APPRENTICESHIP/ACCELERATOR GRANT, 1ST INCREMENT	\$844,443	\$441,602	52%
APPRENTICESHIP/ACCELERATOR GRANT, 2ND INCREMENT	\$612,091	\$329,353	54%
APPRENTICESHIP/ACCELERATOR GRANT, 3RD INCREMENT	\$982,768	\$172,683	18%
FRI SUMMER YOUTH INTERN PROGRAM	\$1,200,000	\$546,247	46%
FOREIGN LABOR CERTIFICATION, EST.	\$516,355	\$181,375	35%
GOVERNOR'S 10%, NCRC PROGRAM	\$400,000	\$202,660	51%
PENALTY AND INTEREST, WORKFORCE ADMIN	\$75,000	\$29,888	40%
PENALTY AND INTEREST, QUALITY ASSURANCE	\$434,100	\$413,381	95%
PROMISE JOBS	\$9,670,968	\$8,314,578	86%
PROMISE JOBS, QUALITY ASSURANCE	\$442,000	\$435,260	95%
PROMISE JOBS, FSSG	\$80,000	\$78,650	98%
STATE APPROPS, ONE-STOPS, STATE BOARD, LIBRARIES	\$6,675,650	\$6,675,650	100%
STATE APPROPS, ONE-STOPS, P AND I FUNDS	\$1,766,084	\$713,644	40%
STATE APPROPS, SATELLITE OFFICES, UI RESERVE FUND	\$2,850,000	\$2,850,000	100%
STATE APPROPRIATIONS, OFFENDER, FIELD (INCL WA)	\$458,052	\$426,897	93%
TAA ADMINISTRATION, FIELD OPERATIONS	\$720,000	\$473,248	66%
TAA TRAINING	\$17,264,326	\$1,537,133	9%
TAA CASE MANAGEMENT	\$193,974	\$327,918	169%
TICKET TO WORK	\$275,335	\$216,435	79%
IOWA ACCESS GRANT	\$16,495	-	0%
UNEMPLOYMENT, BASIC FUNDS, FIELD OPERATIONS	\$3,581,300	\$3,351,610	94%
UNEMPLOYMENT, RESEA GRANT, FIELD OPERATIONS (INCL FN)	\$2,247,600	\$1,691,825	75%
VETERAN'S DVOP, FIELD OPERATIONS (INCL WA)	\$1,733,566	\$1,646,925	95%
WAGNER PEYSER, FIELD OPERATIONS (INCL WA/WX) WORKFORCE	\$5,056,493	\$3,935,298	78%
INNOVATION AND OPPORTUNITY ACT	\$17,078,972	\$11,259,372	66%
WIOA NDWG EMERGENCY GRANT	\$1,000,000	\$218,915	22%
WOTC	\$313,598	\$167,344	53%
FIDELITY BONDING DEMOSTRATION GRANT	\$35,249	-	0%
TOTALS	\$76,082,419	\$46,202,631	61%

RESERVED FUNDS

	'20 BUDGET
IT, ACES PROGRAM	\$201,250
FOREIGN LABOR CERTIFICATION	\$56,250
LABOR COMMISSION, FEDERAL FUNDS, COF LABOR	\$3,925
COMMISSION, FEDERAL FUNDS, ROSH LABOR	\$24,295
COMMISSION, FEDERAL FUNDS, OSHA 90-10 LABOR	\$210,678
COMMISSION, FEDERAL FUNDS, OSHA 100%LABOR	\$1,575
COMMISSION, FEDERAL FUNDS, OSHA 50-50 LABOR	\$643,600
MARKET, LAUS	\$53,767
LABOR MARKET, OES	\$106,641
LABOR MARKET, CES	\$25,937
LABOR MARKET, ES-202	\$101,742
LABOR MARKET, ONE STOP	\$110,748
RESEA	\$473,934
TAA TRAINING	\$7,421,213
UI, BASELINE	\$5,830,119
VETERAN'S DVOP	\$419,638
WOTC	\$67,150
TOTALS	\$15,753,092

CONTINGENCY FUNDS**'20 BUDGET**

FOREIGN LABOR CERTIFICATION	-
ATHLETIC COMMISSION	-\$40,835
INDIRECT	\$258,096
LABOR COMMISSION, MISC RECEIPTS, ACTUAL RECEIPTS	\$3,951
LABOR COMMISSION, STATE APPROPRIATIONS	\$1,994,618
LMI, ONE-STOP	\$134,716
LABOR SURVEYS	-\$77,842
PENALTY AND INTEREST, UNOBLIGATED	\$2,888,948
PENALTY AND INTEREST, PERMANENT LOANS	\$2,100,000
PENALTY AND INTEREST, PRE-PAID AND INDIRECT LOANS	\$2,100,000
TRADE ACT, ADMIN	\$1,724,188
TRADE ACT, CASE MANAGEMENT	\$628,207
UI BASELINE	\$8,670,162
UI AUTOMATION	\$2,358,535
UI, RESEA PROGRAM	\$614,724
VETERAN'S PROGRAMS	\$460,137
WAGNER PEYSER	\$2,021,639
WAGNER PEYSER, GOV 10%	\$234,298
WOTC	\$175,679
TOTALS	\$25,395,996

FY 2020 EXPENDITURE REPORT BY PROGRAM

**GRAND TOTAL OF
EXPENDITURES IN 2020**

2020 BUDGET: **\$214,124,707**
2020 EXPENDITURES: **\$103,065,563**
2020 EXPENDITURES PERCENTAGE: **48.13%**

U.S. DEPARTMENT OF LABOR – ETA	'20 BUDGET	'20 EXP	% EXP
FOREIGN LABOR CERTIFICATION	\$516,355	\$181,375	35%
APPRENTICESHIP/ACCELERATOR GRANT	\$2,615,669	\$1,003,211	38%
DISABILITY GRANT	\$634,298	\$202,660	32%
GOVERNOR'S 10%	\$34,742,771	\$2,408,107	7%
REED ACT/TRUST FUND PROJECTS	\$19,860,970	\$2,427,257	12%
TRADE ADJUSTMENT ASSISTANCE	\$5,981,106	\$2,053,274	34%
UNEMPLOYMENT, AUTOMATION	\$33,403,762	\$24,962,456	75%
UNEMPLOYMENT, BASE	\$2,872,324	\$1,691,825	59%
UNEMPLOYMENT, RESEA	\$1,241,975,225	\$1,237,435,933	100%
UNEMPLOYMENT, DUA	\$2,193,70	\$1,646,925	75%
VETERANS PROGRAMS	\$7,327,932	\$4,132,424	56%
WAGNER PEYSER	\$35,249	-	0%
WORK OPP TAX CREDIT (WOTC)	\$489,277	\$167,344.18	34%
WORKFORCE DATA QUALITY INITIATIVE	\$626,852	\$519,962	83%
WORKFORCE INNOVATION & OPP. ACT	\$18,078,972	\$11,478,287	63%
TOTALS	\$1,137,354,468	\$1,290,311,041	94%

U.S. DEPARTMENT OF LABOR – OSHA	'20 BUDGET	'20 EXP	% EXP
OSHA, 100%	\$4,811	\$2,829	59%
OSHA/BLS, 50-50	\$1,975,043	\$2,172,037	110%
OSHA, 90-10	\$730,279	\$831,415	114%
TOTALS	\$2,710,133	\$3,006,281	111%

U.S. DEPARTMENT OF LABOR – BLS	'20 BUDGET	'20 EXP	% EXP
BUREAU LABOR STATS, COF 50-50	\$15,735	\$18,164	115%
BUREAU LABOR STATS, ROSH, 50-50	\$94,219	\$103,082	109%
CURRENT EMPLOYMENT STATS (CES)	\$105,977	\$101,188	95%
EMPL & WAGE CENSUS (ES-202)	\$415,588	\$414,438	100%
EMPLOYMENT STATISTICS (ACES)	\$826,397	\$798,867	97%
LOCAL AREA UNEMPL STATS (LAUS)	\$227,112	\$220,607	97%
OCCUPATIONAL EMPL STATS (OES)	\$427,113	\$379,247	89%
ONE STOP LABOR MARKET INFO	\$559,716	\$453,354	81%
TOTALS	\$ 2,671,587	\$2,489,128	93%

DEPARTMENT OF HEALTH & HUMAN SERVICES	'20 BUDGET	'20 EXP	% EXP
PROMISE JOBS	\$10,185,068	\$8,806,608	86%
TOTALS	\$10,185,068	\$8,806,608	86%

STATE APPROPRIATIONS	'20 BUDGET	'20 EXP	% EXP
STATE APPROPP, AMOS	\$100,000	\$99,042	99%
STATE APPROPP, LABOR	\$6,223,852	\$3,421,499	55%
STATE APPROPP, I3	\$237,517	\$237,517	100%
STATE APPROP, FIELD OPS & CARRYOVER	\$6,675,650	\$10,239,293	153%
STATE APPROP, FRI COORDINATOR	\$150,000	\$150,000	100%
STATE APPROP, FRI SUMMER YOUTH	\$468,544	\$178,605	38%
STATE APPROP, EMPLOYER INNOVATION FUND	\$1,200,000	\$546,247	46%
STATE APPROP, WORK COMP	\$3,425,244	\$2,914,020	85%
STATE APPROP, OFFENDER RE-ENTRY PRG STATE	\$458,052	\$426,897	93%
APPROPP, MISCLASSIFICATION	\$379,631	\$298,055	79%
STATE APPROP, UI RESERVE FUND	\$2,850,000	-	0%
PENALTY & ITNEREST, APPROP, FIELD	\$1,766,084	-	0%
TOTALS	\$23,934,574	\$18,511,177	85.06%
OTHER SOURCES	'20 BUDGET	'20 EXP	% EXP
ATHLETIC COMMISSION	\$39,336	\$39,336	100%
BOILER INSPECTIONS	\$901,225	\$901,225	100%
ELEVATOR INSPECTIONS	\$2,203,707	\$2,203,707	100%
CONTRACTOR REGISTRATION	\$661,543	\$661,543	100%
LABOR ESTATE BEQUEATH	\$44,774	-	0%
IOWA ACCESS GRANT	\$16,495	-	0%
LABOR SURVEYS	\$19,858	\$19,858	100%
LABORSHED	\$900,000	\$419,754	47%
ECONOMIC DEVELOPMENT OUTCOMES	\$55,000	\$19,352	35%
LMI EDUCATION MOU	\$13,000	-	0%
CLEARINGHOUSE FOR WORKBASED LEARNING	\$25,803	-	0%
PENALTY AND INTEREST, OTHER	\$8,718,948	\$978,008	11%
MANDATORY EDUCATION REPORTING	\$150,00	\$54,680	36%
TICKET TO WORK	\$275,335	\$216,435	79%
WORK COMP, MISC. RECEIPTS	\$752,653	\$752,653	100%
TOTALS	\$14,777,677	\$6,266,551	42%
RESERVED REVENUE	'20 BUDGET	'20 EXP	% EXP
FOREIGN LABOR CERTIFICATION			
LABOR FEDERAL FUNDS	\$56,250	\$0	0%
LMI FEDERAL FUNDS	\$884,703	\$0	0%
BLS, ACES PROGRAM	\$398,835	\$0	0%
RESEA	\$201,250	\$0	0%
VETERANS, RESERVE	\$473,934	\$0	0%
TAA, RESERVE	\$419,638	\$0	0%
WOTC RESERVE	\$7,421,213	\$0	0%
UNEMPLOYMENT, BASE, RESERVE	\$67,150	\$0	0%
TOTALS	\$5,830,119	\$0	0%
	\$15,753,092	\$0	0%
NON-RESERVED REVENUE	'20 BUDGET	'20 EXP	% EXP
INDIRECT COST POOL	\$10,768,352	\$10,768,352	100.00%
TOTALS	\$10,768,352	\$10,768,352	100.00%

FY 2020 MONTHLY EXPENDITURE REPORT BY FUNDING SOURCE

FEDERAL FUNDS

US DEPARTMENT OF LABOR	'20 BUDGET	'20 EXP	% EXP
BUREAU OF LABOR STATISTICS	\$3,339,092	\$2,489,128	75%
EMPLOYMENT AND TRAINING ADMINISTRATION	\$60,276,380	\$21,759,445	36%
OCCUPATIONAL SAFETY & HEALTH ADMIN.	\$3,594,836	\$3,006,281	84%
UNEMPLOYMENT DIVISION	\$1,325,279,242	\$1,268,551,595	96%
DEPARTMENT OF EDUCATION	\$188,803	\$54,680	29%
TOTALS	\$1,392,678,353	\$1,295,861,130	93%

US DEPARTMENT OF HUMAN SERVICES PROMISE

JOBS PROGRAM	\$10,185,068	\$8,806,608	86%
TOTALS	\$10,185,068	\$8,806,608	86%

STATE GENERAL FUNDS

	'20 BUDGET	'20 EXP	% EXP
AMOS	\$100,000	\$99,042	99%
FIELD OFFICES	\$6,675,650	\$10,239,294	153%
I3 ACCOUNTING SYSTEM	\$237,517	\$237,517	100%
LABOR PROGRAMS	\$6,223,852	\$3,421,499.	55%
WORKER'S COMPENSATION	\$3,425,244	\$2,914,020	85%
FUTURE READY IOWA	\$1,818,544.21	\$874,852	48%
MISCLASSIFICATION	\$379,631	\$298,055	79%
OFFENDER RE-ENTRY PROGRAM	\$458,052	\$426,897	93%
TOTAL	\$19,318,490	\$18,511,177	96%

OTHER SOURCES

	'20 BUDGET	'20 EXP	% EXP
ATHLETIC COMMISSION	\$39,336	\$39,336	69.52%
BOILER INSPECTIONS	\$901,225	\$901,225	27.97%
ELEVATOR INSPECTIONS	\$2,203,707	\$2,203,707	42.52%
CONTRACTOR REGISTRATION	\$661,543	\$661,543	21.56%
LABOR ESTATE BEQUEATH	\$44,774	-	31.12%
IOWA ACCESS GRANT	\$16,495	-	100.00%
LABORSHED	\$919,858	\$439,612	\$16,495
PENALTY AND INTEREST	\$10,485,032	\$978,008	\$729,765
ECONOMIC DEVELOPMENT OUTCOMES	\$55,000	\$19,352	\$3,361,022
REVOLVING ACCOUNT INTEREST	\$2,850,000	-	\$36,245
TICKET TO WORK	\$275,335	\$216,435	100.00%
WORKER'S COMPENSATION, COPYING	\$752,653	\$752,653	100.00%
TOTALS	\$19,204,958	\$6,211,871	32%

TOTAL OF ALL SOURCES

\$1,441,386,869 \$1,329,390,785 92%

*Indirect and Supply Room are not included as they do not represent revenue. They are distribution accounts.

The logo for Iowa Workforce Development features the word "IOWA" in a small, dark teal, sans-serif font above the word "WORKFORCE" in a large, dark teal, serif font. Below "WORKFORCE" is the word "DEVELOPMENT" in a smaller, dark teal, sans-serif font. The background of the page is white with large, abstract geometric shapes in teal, green, and red.

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: uiclaimshelp@iwd.iowa.gov

Tax
Phone: 888-848-7442

IowaWORKS Centers

iowaworks.gov
Hours (locations listed on page 14)
Monday, Tuesday, Thursday Friday: 8:30 a.m. – 4:30 p.m.
Wednesday: 9 a.m. – 4:30 p.m.

Workers' Compensation

Mailing Address:
1000 E. Grand Avenue, Des Moines, IA 50319

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

Labor Services

Mailing Address:
1000 E. Grand Avenue, Des Moines, IA 50319

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