



Iowa Workforce
Development

Fiscal Year 2025 Performance Report

Iowa Workforce Development

Welcome: Executive Director Townsend



I am pleased to present Iowa Workforce Development's (IWD) Performance Report for Fiscal Year 2025 (July 1, 2024 - June 30, 2025), as required under Iowa Code section 8E.210.

IWD is our state's premier workforce agency, serving both employers and job seekers to fulfill a mission that everyone shares – to unlock the possibilities in today's workforce and build our way toward the workforce Iowa will need for the future.

Building both for the present and longer term is a formidable challenge, but we believe Iowa has the expertise and the tools to make it happen. The teams that encompass Iowa Workforce Development are laser-focused on advancing the career and business goals of our fellow Iowans. We exist to help everyone else achieve their needs.

Toward this end, our agency has taken a number of bold actions in recent years:

- We've **revamped the process** for Iowans who need our services most, refocusing our unemployment system to make it a reemployment system that truly focuses on finding that next career.
- We've **aligned our workforce programs** to work much more closely together and in much more efficient ways for the Iowans who rely on them for that boost to their career.
- We've **created new divisions and offices** that more directly support the workforce needs of employers and help match them with the job seekers being trained or prepared in state programs.

Moving forward, we're committed to identifying those areas of our workforce that need our help the most – and who the people in them with untapped potential to help us increase the overall participation in our labor force.

I'm incredibly proud to lead the hardworking and talented team at IWD, and I invite you to join us in our efforts to make this work a reality each and every day across Iowa.

Thank you,

A handwritten signature in black ink that reads "Beth Townsend". The script is fluid and cursive.

Beth Townsend
Executive Director

Organizational Structure

Department of Workforce

American Job Centers	Comprised of one-stop centers and offices that provide a variety of services to meet the workforce and workplace needs of job seekers, dislocated workers, unemployed persons, and Iowa businesses
Business Engagement	Provides support and outreach to businesses across the State of Iowa
Disability Determination Services	Makes disability determinations for Iowans who apply for and receive Social Security Administration
Labor Market Information	Gathers, analyzes, and publishes information on the economy, workforce, and occupations
Unemployment Insurance	Collects unemployment insurance taxes, maintains the Iowa Unemployment Compensation Trust Fund, and makes payments to eligible jobless Iowans
Vocational Rehabilitation	Provides services to individuals who experience a disability with preparing for, obtaining, retaining, and advancing in employment
Workforce Services	Administers state and federally funded employment and training programs delivered by agency and partner program staff at regional one-stop centers and offices.
Financial Management	Responsible for monitoring, controlling, protecting, and reporting on IWD's financial resources

Executive Summary

This report is a representation of vision; generated to drive organizational change and performance while determining how to allocate resources and measure results. Our plans align department goals and strategies with the Governor’s priorities and customer and stakeholder needs.

IWD strives to be a high-performing agency with characteristics of modeling visionary leadership, valuing employees and partners, managing for innovation and by facts, a focus on service, results, and creating value.

Our highly trained professional staff historically meets or exceeds operational goals. IWD has an excellent working relationship with key partners at the local, state and federal levels. IWD is customer-centric focused and focused on becoming an agency for re-employment not just an unemployment agency.

Our Mission:

We power Iowa’s possibilities by connecting workers to opportunities and employers to workforce solutions.

Our Vision:

To create, enable and sustain the most future ready workforce in the nation.

Key Improvement Efforts

01	Revamped the Unemployment Process
02	Aligned our Workforce Programs
03	Created New Divisions and Offices

Major Accomplishments

01	Modernized the UI Benefits System that was 50 Years Old
02	All Four Title Programs are Under the IWD Umbrella Along with Vocational Rehabilitation Services
03	The Newest Division, Business Engagement Acts as a One-Stop-Shop for Employers

Strategic Initiatives



Strategic Initiative 1

Increase Iowa's Labor
Force Participation
Rate

To support this initiative, IWD utilized the IowaWORKS Mobile Workforce Center to increase the total number of individuals who register in IowaWORKS. IWD also aimed to increase the number of individuals with disabilities who register in IowaWORKS.

In addition, IWD looked to increase the number of Veterans and transitioning service members and spouses who register and receive an individualized career service.

Lastly, IWD developed a pilot program to target outreach to individuals who have left the workforce for non-permanent reasons with the goal of bringing them back into the workforce.



Strategic Initiative 2

Improve Alignment of
Iowa's Workforce
Programs

With all four Title programs residing at IWD, the agency looked to increase co-enrollments with WIOA programs along with SNAP E&T, PROMISE JOBS, and Title I.

Tracked were new co-enrollments, new enrollments in each of the core programs, and new enrollments located by county to determine where to provide outreach.



Strategic Initiative 3

Use the Newly
Established Iowa Office
of Apprenticeship to
Expand Registered
Apprenticeship in Iowa
Workforce Development

When IWD took ownership of Registered Apprenticeship from the USDOL in 2024, our team immediately contacted all apprenticeship programs in Iowa with a menu of support within the first 100 days. The goal was to make sure all programs in Iowa are in compliance and that no programs are duplicative. The number of apprenticeship programs continues to increase each month.

Strategic Initiatives



Strategic Initiative 4

Improve Individualized Assistance to Employers Throughout the Business Cycle

The Business Engagement Division at IWD is responsible for assisting the employers and helping them navigate the workforce system at IWD. Initially set up at the request of Governor Reynolds in 2022, the division set out to reintroduce themselves to employers coming out of COVID.

In the first 100 days, over 5,000 visits to employers took place as the agency strived to go from being an “unemployment agency” to a “reemployment agency.”



Strategic Initiative 5

Continue to use the Reemployment Case Management Program to get Iowans Back to Work Faster

IWD’s Reemployment Case Management (RCM) program was launched in January 2022 to refocus IWD from acting as the state’s unemployment agency to being its reemployment agency. Since then, the program has become a national model for getting jobless individuals back to work as quickly as possible and has saved hundreds of millions of dollars in unneeded unemployment benefits.

Under RCM, jobless individuals who apply for unemployment benefits are contacted the week after filing their initial unemployment claims. RCM Career Planners connect with each unemployment claimant to connect them with local job opportunities and job-seeking services. With limited exceptions, Career Planners meet regularly with each individual receiving unemployment benefits to provide job-search guidance, refer them to specific services, and ensure that they are complying with job search requirements. This process continues until reemployment.

At the end of June 2025, the average duration of a claim for unemployment benefits in Iowa was 9.8 weeks, down significantly from the 13.0-week duration in January 2022, when RCM was launched.

Strategic Initiatives



Strategic Initiative 6

Expand
Work-Based Learning
Across the State

IWD launched a campaign in partnership with IDOE to encourage/assist every school district (about 120 initially) with little to no in-depth high school Work-Based Learning (WBL) to commit to providing students access to in-depth WBL options. This included facilitating dozens of meetings with employers and schools interested in working together, with a focus on starting or expanding internships, Registered Apprenticeships and Quality Pre-Apprenticeships.

IWD also conducted a statewide WBL survey of employers in summer 2024 to gauge interest in growing WBL, what kinds of WBL (internship was the top choice) companies valued, and whether employers would like to meet with IWD to discuss WBL. As a result, business engagement consultants held numerous WBL meetings with businesses across Iowa in fall 2024.

In addition, the IWD WBL Team, in collaboration with IDOE, hosted an eight-part WBL webinar series for employers and educators that ran most months from September 2024 through April 2025.



Strategic Initiative 7

Improve Service to
Iowans by Always
Operating with a
Customer-Centric Focus

The Unemployment Insurance Division is a staple at IWD and is important to Iowans who have earned benefits while being employed. Much of that work is done in person at one of our American Job Centers and over the phone. IWD is committed to reducing the average call center wait time to 15 minutes or less each month. Monthly customer service training sessions are provided to team members and customer complaints are tracked with the goal of having resolution as soon as possible.

Strategic Initiatives



Strategic Initiative 8

Reduce the Average Length of Time Between Vocational Rehabilitation Customer Job Readiness and Vocational Rehabilitation Customer Employment

IVRS understands the need to assist individuals with disabilities in finding employment quickly. As a result, IVRS participated in the Core 4 pilot project, which consists of members of each of the four Workforce Innovation and Opportunity Act (WIOA) core partners under Iowa Workforce Development. The project was implemented to directly impact this strategic initiative. The goal of Core 4 was to decrease the average length of time that Vocational Rehabilitation customers spend between Status 20-0 (vocational rehabilitation disability needs are met and the individual is considered job ready) and Status 22-0 (the individual is placed in competitive integrated employment and satisfied with that employment). The project utilizes an Integrated Resource Team (IRT) approach which leverages combining resources and funding to provide a support plan that is comprehensive and tailored to the specific needs of the individual. This pilot was recently implemented statewide due to the benefit to the customer.



Strategic Initiative 9

The Disability Determination Services Division will aim to be the Premier Producer in Disability Adjudication Services in the Nation

Iowa's award-winning DDS is one of the top performing agencies in the country. Often times, Iowa's DDS is asked to help out other states with their caseload. They pride themselves in exceeding goals on processing time, accuracy, clearances and aged cases. They embrace change and use implemented changes to drive the goal-setting process.

Agency Fiscal Year 2025 Performance Results / Indicators

Measure	FY25 Target	FY25 Actual	Comments & Analysis
Number of Childcare Slots Created Statewide	5000	5359	Via the childcare challenge grants funded with ARPA dollars, Iowa met its goal and created 5,359 new childcare slots across the state.
Number of People Trained for each UI Division Process	3	2	To ensure we have coverage and can continue to assist Iowans when team members are out of the office unexpectedly or when there is turnover in the UI Division, our goal is to have three team members trained for each process in the UI Division. Due to us implementing a modernized UI system on June 3, 2025, we currently have two people trained on each process.
Monthly Average UI Call Center Wait Time (in minutes)	15	8	To ensure individuals and employers get their questions answered promptly, we utilize team members from our Integrity Bureau, the American Job Centers and the Business Engagement Team to assist with answering the calls for the UI Call Center during periods of high call volume. We also monitor the questions we are receiving on our ACD line and update our website and IVRS (recording that customers hear on our ACD line when waiting to speak to a customer service agent) appropriately so that customers can get the information they need without having to speak to a customer service agent.
Percent New Employer Determinations w/in 90 Days	70	69	Tax Bureau has experienced a high staff turnover with large delays with hiring replacements due to various reasons. Tax Management has given the direction to work new items first which has increased the timeliness percentage. As the newer staff become more proficient and the staffing level increases, this percentage will increase. The Tax Bureau has also reallocated positions that were under-utilized within the Bureau to the account maintenance/new liability team to assist with the workload.
Percentage of Tax Performance System Cases Meeting Standards	98	98	New Liability Manager and Workforce Program coordinator perform regular quality checks of staff's work to ensure we are meeting the performance measure. The Workforce Program Coordinators and Managers overseeing the bulk of the Tax Bureau account process have a combined 50 years of experience which helps the newer staff develop excellent habits.

Agency Fiscal Year 2025 Performance Results / Indicators

Measure	FY25 Target	FY25 Actual	Comments & Analysis
Percent First UI Payments w/in 21 Days of Filing	87	94	Our current Advisors have a little more tenure now which gives them more confidence to make quicker decisions. With the implementation of IowaWORKS, we have better reporting then the mainframe and can determine which claims have issues that are within 15-21 days. This report as well as other production reports will be run weekly to ensure that we continue to meet payment timeliness.
Percent of Cases Meeting Benefit Accuracy Standards	75	63	This continues to a priority for the team. Managers review BTQ and fact-finding review scores with their team members monthly. Additional training will be provided during slower months. We are assigning more fact-findings to the Advisors with the highest scores. With the implementation of IowaWORKS, all information is housed within the claim so both the Advisor and Quality Control can easily access needed documents.
Percentage of Initial Accuracy for Claims	95	96	The DDS surpassed the SSA initial claims performance accuracy goal and maintained it's top 10 in the nation outcomes for overall decisional accuracy.
Initial Claims Average Processing Time in Days	100	81	In FY25 DDS further decreased the amount of time it takes to process an initial claim by 13.5 days. The DDS has some of the lowest processing time in the country, averaging just 81 days compared to the national average of 190 days.
% of Budgeted Continuing Disability Reviews Completed	100	100	At the request of SSA the DDS made a "soft landing" on the continuing disability review target clearing 100.6% and meeting one of SSA's key program integrity workloads.
% of 180+ Day Cases at Start of FFY Cleared by End of FFY	100	99	The DDS cleared all aged initial cases and maintains one of the lowest aged case rates in the nation.
% of Associated User Assistance Provided to Louisiana	0	21	Ramp up of capacity support continues and the DDS adjudicated 8,767 delayed cases for the disabled citizens of Louisiana, exceeding targets by 2,535 cases or 9.9%.
Number of Times the Medical Language Analysis Tool was Used	27,183	48,746	The DDS leads the country in the use of IMAGEN, SSA's medical evidence analysis tool with usage over 90% on closed cases.
Number of Co-Enrollments with Other WIOA Programs	0	185	FY25 was a baseline year for WIOA coenrollment data for Adult Education and Literacy programs.
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Agency Fiscal Year 2025 Performance Results / Indicators

Measure	FY25 Target	FY25 Actual	Comments & Analysis
Number of New CDL Training Facilities Built	9	5	Nine awards were made for the construction of new or existing structures. Five of the nine subrecipients constructed new buildings or made significant structural updates to their current buildings. The remaining four made updates to their programs by the purchase of additional vehicles used for the program. The program has moved into ongoing monitoring to ensure compliance is maintained through the end of 2031.
Number of Individuals Served via Entry Level Driver Training	1,642	608	Y25 was a close out year for the ELDT program. 11 programs ended their programs early, resulting in only 35 of the 46 initial subrecipients completing participation. One of the 11 terminations resulted in a loss of potentially 450 drivers, dramatically impacting the original estimated goal. The program has moved into ongoing monitoring to ensure compliance is maintained through the end of 2031.
Percent LMI Contract Deliverables Timely	100	94	The Bureau of Labor Statistics Bureau delivered all expected data and reporting deliverables on time with the exception of one Occupational Employment Wage Statistics (OEWS) Survey mid-panel data deliverable. The current survey data collection environment has become extremely challenging. The OEWS Survey of employers is not mandatory in Iowa and requires significant staff resources with continued level federal funding.
Percent of State with Current Labor Availability Data	100	72	The Laborshed Studies team had significant turnover beginning in the second half of FY24. In FY25, the team was still being trained and becoming experts in Laborshed Study data collection, data, methodology, and processes.
# of Dashboards, Web Pages, and Visualizations Completed	5	9	The demand for workforce data visualizations and dashboards has grown and the Labor Market Information was able to create new dashboards and data visualizations for numerous areas of Iowa Workforce Development: Unemployment Insurance, Workforce Services, IowaWORKS, Iowa Office of Apprenticeship, etc.

Agency Fiscal Year 2025 Performance Results / Indicators

Measure	FY25 Target	FY25 Actual	Comments & Analysis
# of Web Locations Created w Data for the 6 Workforce Areas	6	0	A shift in priorities occurred when the Labor Market Information Division was selected for the LMI Institute Data User Academy. It was determined with local stakeholders that a career explorer tool was needed. Iowa's Career Explorer was created instead, workforce.iowa.gov/career-explorer .
Number of Internal IWD Areas/Divisions Assisted	3	7	Iowa Workforce Development's Labor Market Information Division continues to make the case and provide examples of how data visualization and dashboards provide insights and understanding into services, programs, metrics, customers, and the economy through data visualizations and dashboards. Multiple areas of IWD are now seeking to visualize their data for their teams and stakeholders.
Number of Financial Audit Findings	4	4	
Number of Employee Services Audit Findings	4	0	
Number of Communications Audit Findings	4	0	
Percentage of Job Retention of Core 4 Pilot Participants	0	100	Titles I, III, and IV within Iowa Workforce Development collaborated to create a pilot project to improve job placement and retention of individuals with disabilities working with the Title IV - Voc Rehab division. The pilot started in three American Job Centers (IowaWORKS locations). Through the pilot, the divisions established a process to determine which individuals with disabilities were best served by this new collaborative process. Although the number of individuals who achieved job retention was low, it was determined to be a successful process and was thus implemented statewide.
# of Meetings w/ Voc Rehab in Areas w/ Job Club Programs	0	7,848	Initially, the Vocational Rehabilitation division offered job club opportunities for individuals with disabilities. Through collaboration amongst the divisions of Iowa Workforce Development, it was determined that this service was duplicated within other divisions. As a result, the Vocational Rehabilitation division joined efforts and began offering joint job club opportunities and programs to individuals with disabilities. This substantially increased the success for the VR division.
# of Init Career Profiles & 1st Employer Contacts in 30 Days	2	35	The Vocational Rehabilitation Division, through it's Disability Innovation Fund Grant, focused on rapid placement of individuals with a mental health diagnosis because studies indicate that work is a positive contributing factor in managing mental health. Due to the nature of rapid placement, it is critical for the first employer contact to occur in 30 days or less. Through the efforts of the Individual Placement and Supports pilot, 35% of employer contacts occurred in 30 days or less, improving employment outcomes for individuals with a mental health diagnosis.

Agency Fiscal Year 2025 Performance Results / Indicators

Measure	FY25 Target	FY25 Actual	Comments & Analysis
# of Mtgs w Candidates for Placement in Their Final Semester	23	28	Many individuals with disabilities in a college program require intensive meetings prior to their final semester. This goal focused on those individuals who needed extra assistance in the final semester. It was anticipated that approximately 23 individuals would require placement services, however the total reached 28. Other individuals in post-secondary education had meetings prior to their final semester, or received placement services through the college's placement office.
# of Job Candidates Placed in an Occupation Matching Degree	170	142	The target was intended to be 40% and we achieved 69%. The Vocational Rehabilitation division recognized that job placements of individuals with disabilities often were outside of an occupation that matched the post-secondary program supported during service delivery. These jobs often paid low wages and did not match the individual's career goals. Staff were trained to provide better assessment activities prior to post-secondary training and to seek out employment opportunities that matched the individual's career goal following graduation. This resulted in higher placements in jobs that matched the individual's post-secondary credential, resulting in improved economic sufficiency for Iowans with disabilities.
Number of Registered Apprenticeship Program Completers	2,399	2,167	While this stretch goal was not met, this is still a strong number of apprenticeship program completions and is comparable to previous years. During this timeframe, Iowa was transitioning from DOL to SAA organizationally. DOL support was very limited, which may have impacted the timing of approving completed apprentices. Finally, many factors contribute to apprenticeship completions including the economy, job satisfaction and retention at the individual employer level.
# of Employers - State & Fed Funded WBL Programs	0	0	The goal was to leverage state and federal funding for WBL, but it became very difficult to find funding within Federal agencies that was accessible for employers to use for WBL.
# of School Districts w No/Little Access to WBL to start WBL	30	9	The fact that this number is lower is a good thing and indicates the goal was met. Fewer than ten districts across the state of Iowa had little to no access to WBL programs for students.
# of Mtgs w School Districts to Start Offering WBL	120	231	IWD's Work Based Learning team within Business Engagement worked tirelessly to share WBL options and opportunities for school districts, far exceeding this goal.

Agency Fiscal Year 2025 Performance Results / Indicators

Measure	FY25 Target	FY25 Actual	Comments & Analysis
Number of Individuals Who Register in lowaworks.gov	66,117	50,191	FY25 target was not reached. We had a significant amount of individuals who were routinely impacted by seasonal layoffs registered the previous year and subsequently did not have to register again during FY25.
# of Indiv. w/ Disabilities who Participate	162	361	FY25 was a baseline year for job developments with individuals with disabilities. A targeted approach to increase the number of co-enrollments with Vocational Rehabilitation and Title III program for individuals to receive one-on-one services to gain meaningful employment. This initiative has also increased marketing of the Ticket to Work program which has increased the number of enrolled individuals with disabilities.
# Outreach Services to Increase Awareness in Target Counties	0	288	FY25 target was exceeded. We will continue to provide outreach to targeted communities where there is high unemployment rate and/or low workforce participation rate. Events have included outreach to libraries, employer Meet & Greets, and high school events in targeted counties.
# of RESEA Sub Appointments for UI Claimants	0	3,480	FY25 target was a baseline year for RESEA Sub Appointments. The Reemployment Services and Eligibility Assessment (RESEA) team of Career Planners meet with Unemployment Insurance (UI) Recipients to maintain UI integrity and connect them to the services available in the American Job Centers. Individuals begin with an initial appointment and then can be scheduled for subsequent (sub) appointments with a Career Planner. Sub RESEA appointments provide resume instruction, discuss ongoing barriers with the customer, schedule the customer for mock interviews, and review that the customer is completing an earnest search for work.

Agency Fiscal Year 2025 Performance Results / Indicators

Measure	FY25 Target	FY25 Actual	Comments & Analysis
Number of New Co-Enrollments for WIOA	2,137	1,589	FY25 target was set from baseline data established the prior year. From SFY24, when the target was set, to SFY25, federal funding for the WIOA Title I Youth and Adult programs was reduced by \$969,000. This reduces the program capacity to enroll participants, further reducing the ability to co-enroll into another program. Additionally, Co-enrollments start strong at the beginning of a new year, when fresh funding is received, but reduces drastically as the year goes on, with 66% of co-enrollments happening in the first four months of the program year. Co-enrollments will continue to follow this pattern as funding for these programs is reduced at the federal level.
# Individuals Newly Enrolled in Each WIOA Core Program	56,748	52,159	In conjunction with reduced funding, two of Iowa's six local areas procured new Title I service providers reducing the number of participants enrolled in those areas as providers worked to build relationships with existing participants and ramp up outreach to find and enroll new participants. All WIOA core programs, with the exception of Title III, saw a reduction in enrollments during SFY25.
Number of New Enrollments for SNAP E&T	467	507	An increased number of SNAP E&T service providers across the state allowed for more slots for participants, as well as a refined referral process helped the program achieve its goal.
# of New Co-Enrollments for PROMISE JOBS and WIOA Title I	30	28	While the goal was narrowly missed, PJ and WIOA Title I co-enrollment did increase by nearly 87%. Increased training and referrals from the PJ program to TI helped to increase co-enrollment.
Number of Individuals in Iowa's Workforce	1,709,200	1,735,700	
Number of Co-Enrollments with Other WIOA Programs - Title I Adult	2,137	701	Co-enrollments for WIOA Title I and Title III (WP) exceeded the target, totalling 2,596 I FY25.
Number of Co-Enrollments with Other WIOA Programs - Title I DW	0	321	
Number of Co-Enrollments with Other WIOA Programs - Title I Youth	0	253	
Number of Co-Enrollments with Other WIOA Programs - WP	0	1,321	
Percent of WIOA Participants Entering Employment	63	76	Using federal reporting measures, during Program Year 2024/SFY25, 76% of Wagner-Peyser participants reported wages in the second quarter after exiting the program, meaning 76% of participants entered employment.
Number of Co-Enrollments with Other WIOA Programs - Title I Adult	2,137	701	Co-enrollments for WIOA Title I and Title III (WP) exceeded the target, totalling 2,596 I FY25.