



2019 ANNUAL REPORT



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 Veterans Affairs Committee. Director Townsend is a graduate of Kearney State College, Kearney, Nebraska, and the University of Nebraska Law School. She is a member of the Nebraska and Iowa state bar.

Director Townsend was appointed by Gov. Branstad and confirmed by Iowa Senate unanimously March 24, 2015. She previously served as the Director of the Iowa Civil Rights Commission. Prior to that, Director Townsend was in private practice in West Des Moines, Iowa, in the area of civil rights and employment law. Director Townsend also served as a member of the Judge Advocate General, United States Air Force. She retired from the Air Force Reserve after 21 years of active and reserve duty.

MISSION

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

VISION

Creating, enabling and sustaining the most Future Ready workforce in the nation.

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AGENCY OVERVIEW



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 Iowans 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.



CATHY ROSS, CHIEF OPERATIONS MANAGER

As Chief Operations Officer at Iowa Workforce Development, Cathy Ross is responsible for the overall operations of the agency. She brings more than 25 years of experience to Iowa Workforce Development. Her experience and leadership will focus on designing and implementing agency operations; establishing policies that promote agency culture and vision; developing and delivering technology-driven business services and solutions; providing outstanding customer

service; and leading the agency's senior leadership team. From 1996 to 2007, Ross was the president and co-founder of Baker Communications, Inc., a provider of innovative technology products and managed services. She led her team to \$20 million in revenue before the company was acquired by Iowa Telecom. Ross was also at AT&T from 1988 to 1996, serving in several sales leadership roles. Ross has a Bachelor of Business Administration degree from Iowa State University and is a lifelong resident of Iowa.

UNEMPLOYMENT INSURANCE AND AMERICAN JOB CENTER DIVISION

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.

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).

INFORMATION TECHNOLOGY, LABOR MARKET INFORMATION AND WORKFORCE SERVICES DIVISION

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.

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.

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



DIVISION OF LABOR **ROD ROBERTS, LABOR COMMISSIONER**

The Division of Labor is responsible for the administration of state and federal statutes 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.



WORKERS' COMPENSATION DIVISION **JOSEPH CORTESE II, WORKERS' COMPENSATION COMMISSIONER**

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.



FutureReadyIowa.gov provides career and job information for Iowans.

FUTURE READY IOWA INITIATIVE

Gov. Kim Reynolds' number one priority is ensuring Iowa has the skilled workforce necessary to sustain economic growth. The goal of Future Ready Iowa is for 70 percent of Iowa's workforce to have post-secondary education, training or a credential of value by 2025. Future Ready Iowa recognizes that education or training beyond high school is the new minimum to earn a living wage in a knowledge-based, global economy. In 2019, the Iowa Legislature passed \$16 million in new funding for key Future Ready Iowa programs.

Last-Dollar Scholarship Program

The Last-Dollar Scholarship program is designed to cover tuition and mandatory fees for Iowans to complete education and training up to an associate degree in an eligible program related to a high-demand occupation. The Iowa Legislature unanimously funded this program for the first time during the 2019 legislative session.

The Fall 2019 semester is the first semester the Last-Dollar Scholarship has been available. Early numbers show that more than 5,800 Iowa students have received the new Future Ready Iowa Last-Dollar Scholarship. More than \$6.6 million has been awarded for the fall semester, helping pave the way for more Iowans to acquire the education and training needed for good-paying, high-demand jobs. That's over half of the \$13 million appropriated by the Iowa Legislature for the 2019-20 academic year.

Summer Youth Internship Pilot Program

The Future Ready Iowa Summer Youth Internship Pilot Program provided \$215,778.67 in grant awards for organizations to create and carry out internship programs for low-income students who are at risk of not graduating from high school. The pilot programs were hosted during the summer of 2019. The programs focused on helping the students develop the skills necessary to be successful in any workplace. The curriculum includes a focus on paid work-based learning and exposure to high-demand occupations. Three organizations offered pilot programs with this funding for 113 participants, ages 14-21, who successfully completed the programs.

Employer Innovation Fund

The Employer Innovation Fund was created with \$1.2 million in funding from the Iowa Legislature during the spring 2019 legislative session. The purpose of the fund is to provide opportunities for Iowans to earn non-credit and for-credit postsecondary credentials leading to high-demand jobs in the state. Employers, community groups and other organizations

working with employers can apply to receive matching funds to support local, grassroots efforts to meet employer needs and help lowans successfully obtain needed credentials. The fund can also be utilized to address barriers lowans have when obtaining the needed education and training (examples include: childcare, transportation or books and equipment). This fund encourages employers to find creative, innovative ways to strengthen their local workforce.

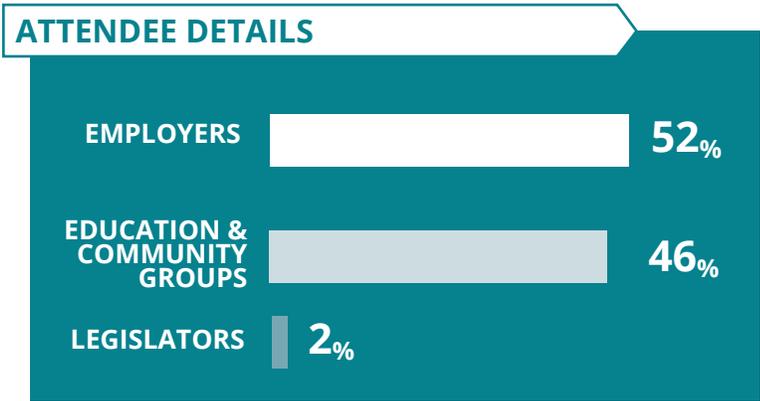
As of Dec. 1, two rounds of funding have been completed. Thirty-four awards have been offered, totaling \$955,899.69 need to check. A third round will wrap up before Dec. 31 to award the remaining \$244,100.31. These innovative projects will impact more than 1,300 lowans in the next year alone.



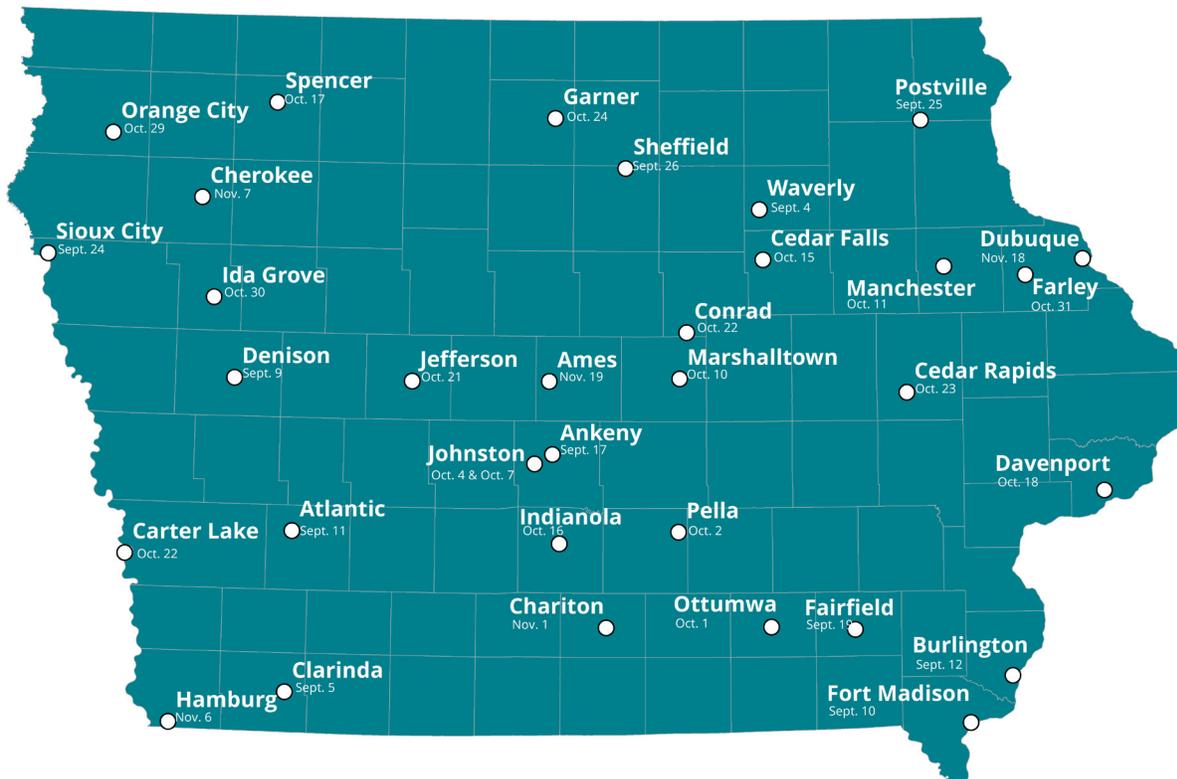
2019 EMPLOYER SUMMITS

34 EVENTS
SEPT. 4 - NOV. 19

TOTAL ATTENDANCE
1,642



LOCATIONS



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





A proud partner of the AmericanJobCenter[®] network

AMERICAN JOB CENTER DIVISION

Program Year 2018 Update

National Career Readiness Certificate

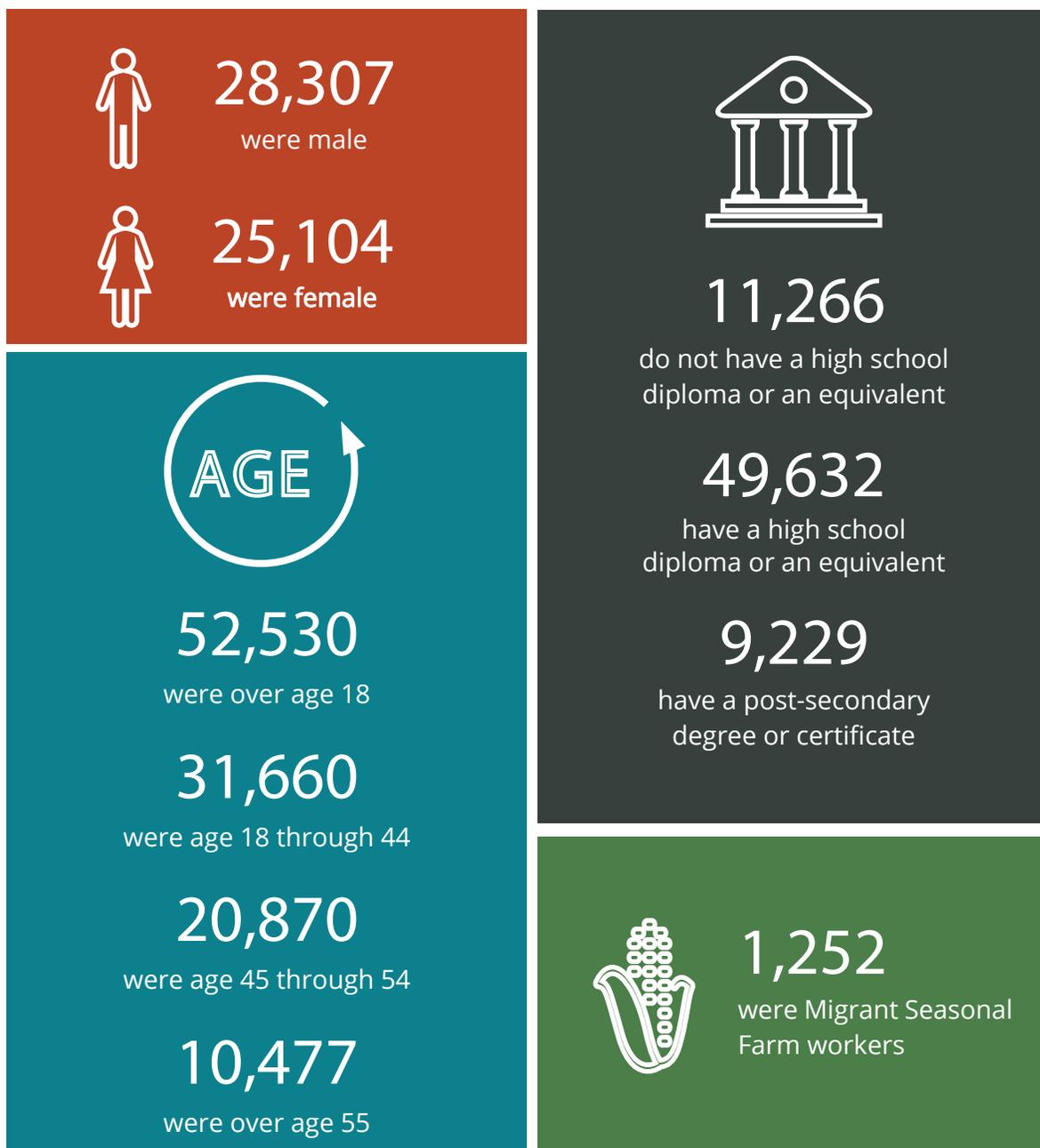
Offender Reentry Initiative

Online Job Banks

PROGRAM YEAR UPDATE

For Program Year 2018, IowaWORKS field offices served 50,729 individuals, including 3,564 Veterans and 10,477 people over age 55.

Of that total, 116,416 received staff-assisted services and 50,186 were referred to employment opportunities. The entered employment rate for that period was 74.1 percent and the retention rate at six months was 74.0 percent. Further demographics are listed below.



NATIONAL CAREER READINESS CERTIFICATE

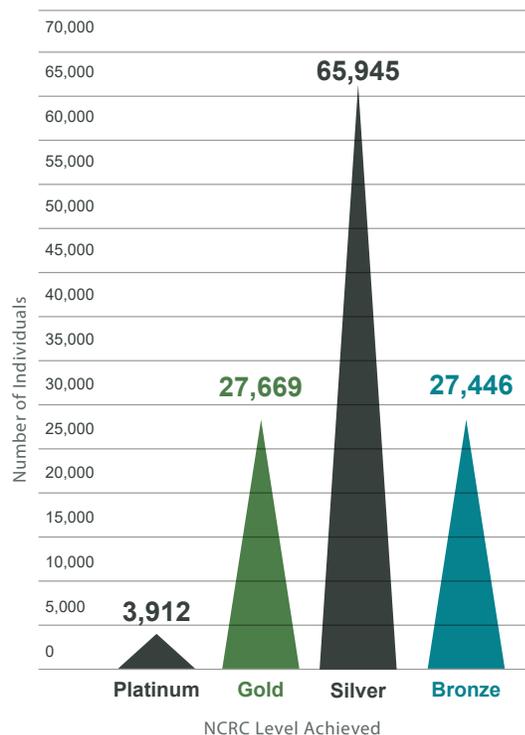
IWD continues to use ACT’s National Career Readiness Certificate® (NCRC), a WorkKeys® program, throughout the statewide delivery system of IowaWORKS Centers, satellite offices and expansion offices as well as in Iowa high schools. All Iowa residents are able to take the NCRC assessments at no cost.

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

Through October 2019, 125,010 Iowans earned an NCRC. This demonstrates a critical mass of the workforce with certified skill sets in Applied Math, Workplace Documents, and Graphic Literacy.



HIGH SCHOOL NCRC TESTING

High schools across the state continue to implement the National Career Readiness Certificate within existing curriculum. Testing ranges from freshmen to all graduating seniors. The total number of Iowans aged 14 to 19 holding an NCRC is 32,752.

During the 2018-2019 school year, 3,490 high school students were tested.



OFFENDER REENTRY 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 during 2019; when given the opportunity, this group of candidates may help fill employer vacancies with successful employees.



538

Offenders took the National Career Readiness Certificate assessment



139

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



330

Apprentices participating in Registered Apprenticeship programs while incarcerated

456,343

Offender Registered Apprenticeship On-the-Job training hours

40,840

Registered Apprenticeship Curriculum hours

ONLINE JOB BANKS

During PY18, IowaWORKS received 455,000 job orders from employers. 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.

The agency continues to look for ways to increase the number of available job opportunities posted on our main job bank, IowaWORKS.gov. Through the National Labor Exchange (NLx) and their indexing process, we are able to automatically post jobs from employer websites.

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 1,620 employers are currently being indexed.

Jobs posted with IWD automatically post to multiple websites, including IowaWORKS.gov, usnlx.com and vetcentral.usnlx.jobs. 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 AND SATELLITE LOCATIONS

Burlington IowaWORKS Center

1000 N Roosevelt Avenue, Suite # 9
Burlington, IA 52601
Phone: 319-753-1674
Fax: 319-753-5881
Email: Burlington.WFCC@iwd.iowa.gov

Carroll IowaWORKS Center

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

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: Region10.Web@iwd.iowa.gov

Council Bluffs IowaWORKS Center

Location: Omni Centré Business Mall
300 W Broadway, Suite 13
Council Bluffs, IA 51503
Phone: 712-352-3480
Fax: 712-352-3486
Email: Region13.Web@iwd.iowa.gov

Creston IowaWORKS Center

215 N Elm Street
Creston, IA 50801
Phone: 641-782-2119
Fax: 641-782-7060
Email: Region14.Web@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: Region9.Web@iwd.iowa.gov

Des Moines IowaWORKS Center

200 Army Post Road
Des Moines, IA 50315
Phone: 515-281-9619
Fax: 515-281-9640
Email: Region11.Web@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: Region1.Web@iwd.iowa.gov

Fort Dodge IowaWORKS Center

3 Triton Circle
Fort Dodge, IA 50501
Phone: 515-576-3131
Fax: 515-955-1420
Email: Region5.Web@iwd.iowa.gov

Marshalltown IowaWORKS Center

3405 S. Center Street
Marshalltown, IA 50158
Phone: 641-754-1400
Fax: 641-754-1443
Email: Region6.Web@iwd.iowa.gov

Mason City IowaWORKS Center

600 S Pierce Avenue
Mason City, IA 50401
Phone: 641-422-1524
Fax: 641-422-1543
Email: Region2.Web@iwd.iowa.gov

Ottumwa IowaWORKS Center

15260 Truman Street, IHCC North Campus
Ottumwa, IA 52501
Phone: 641-684-5401
Fax: 641-684-4351
Email: Region15.Web@iwd.iowa.gov

Sioux City IowaWORKS Center

2508 4th Street
Sioux City, IA 51101
Phone: 712-233-9030
Fax: 712-277-8438
Email: Region12.Web@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: Region3and4.Web@iwd.iowa.gov

Waterloo IowaWORKS Center

3420 University Avenue
Waterloo, IA 50701
Phone: 319-235-2123
Fax: 319-235-1068

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: Region1.Web@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: Region10.Web@iwd.iowa.gov

Ames IowaWORKS Satellite Office

901 Lincon Way
Ames, IA 50010
Phone: 515-725-5495
Fax: 515-281-9640
Email: Region11.Web@iwd.iowa.gov

Des Moines IowaWORKS Satellite Office

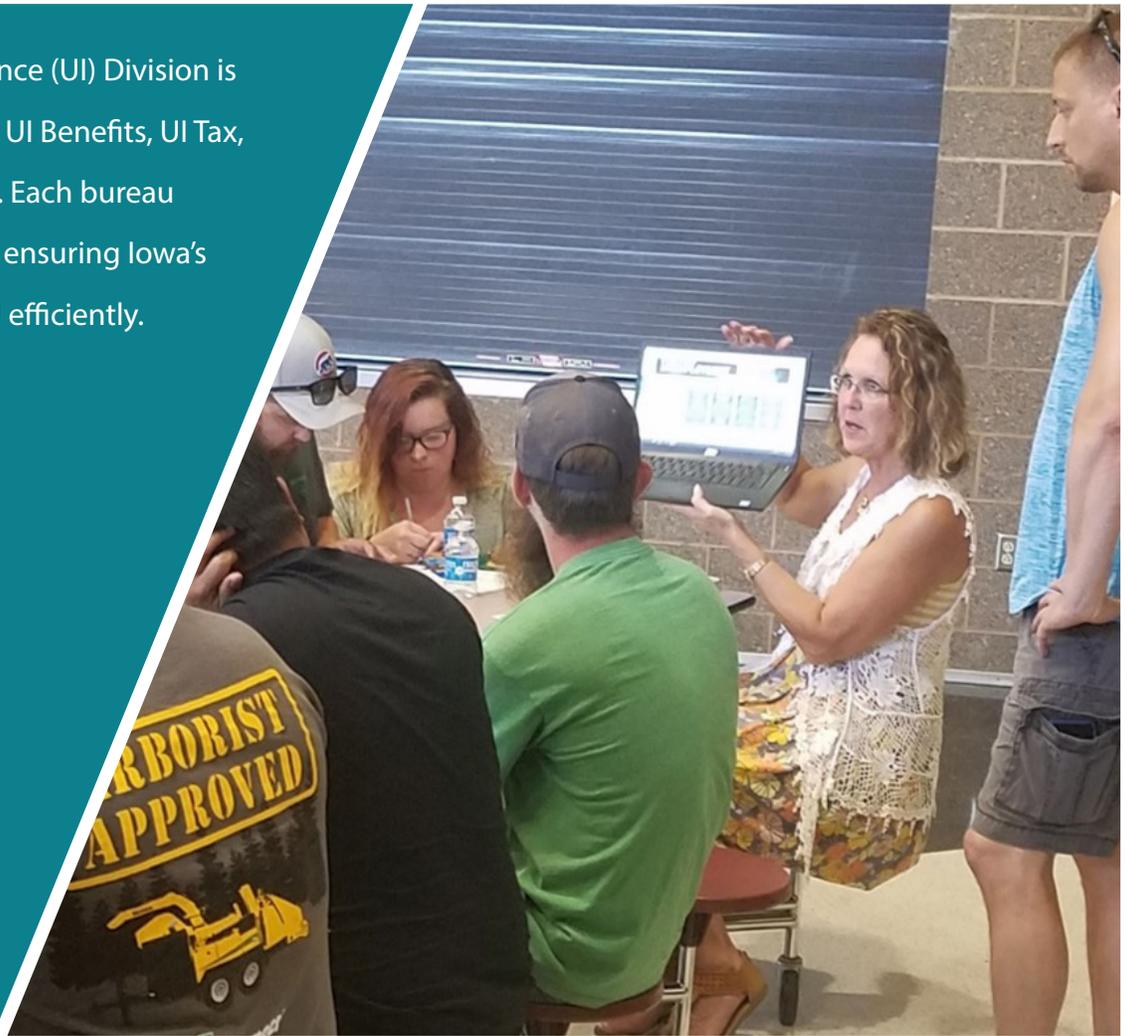
100 E. Euclid Ave, Suite 4
Park Fair Mall
Des Moines, IA 50313
Phone: 515-725-3601
Email: Region11.Web@iwd.iowa.gov

IowaWORKS



SNAPSHOTS FROM 2019

The Unemployment Insurance (UI) Division is comprised of four bureaus: UI Benefits, 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 Benefits

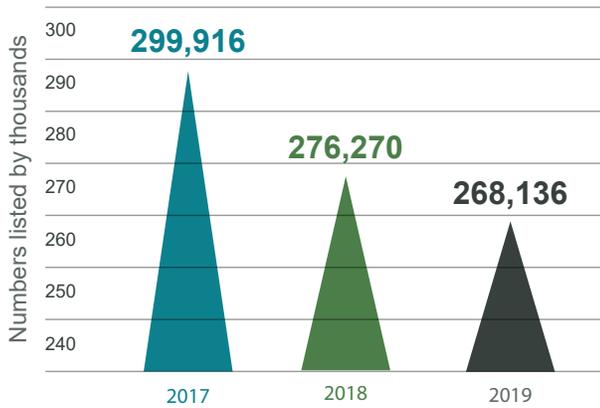
UI Tax

UI Integrity

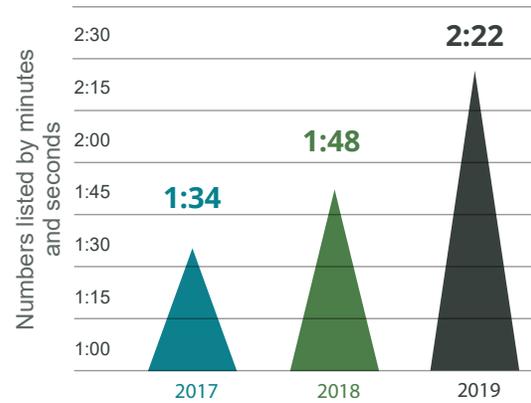
UI Appeals Bureau

UI BENEFITS CUSTOMER SERVICE

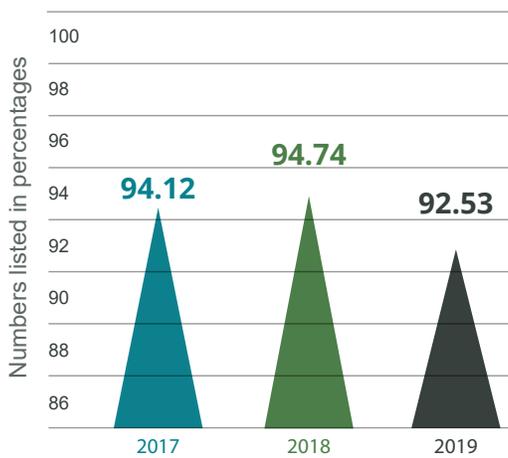
TOTAL CALLS PRESENTED



AVERAGE WAIT TIME

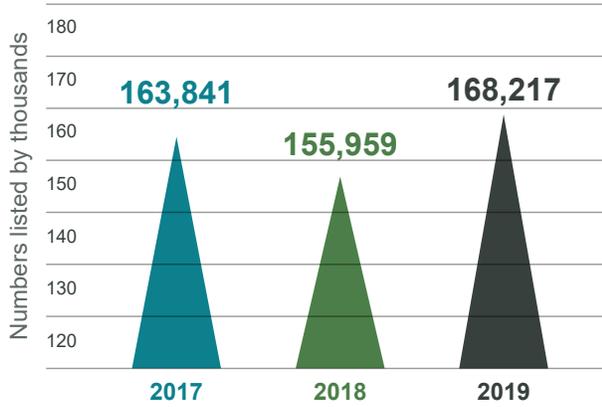


PERCENTAGE OF CALLS HANDLED

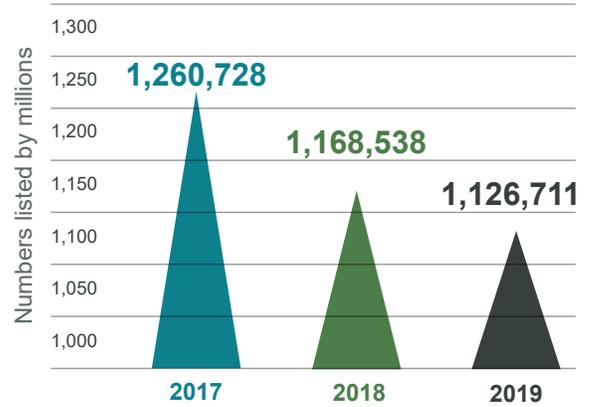


UI BENEFITS INFORMATION

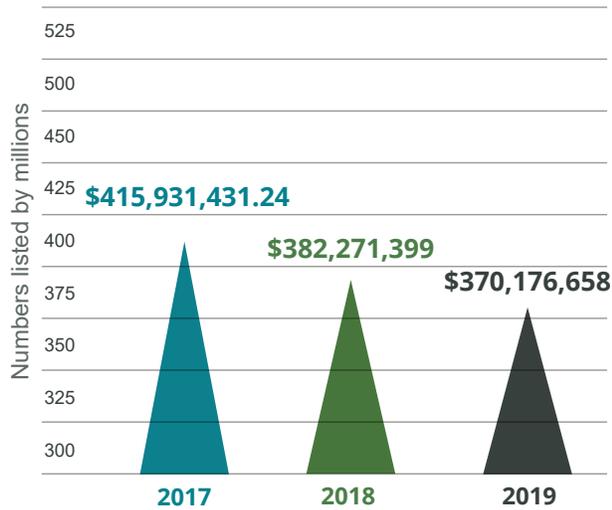
INITIAL CLAIMS FILED
STATE FISCAL YEAR



WEEKLY CLAIMS FILED
STATE FISCAL YEAR

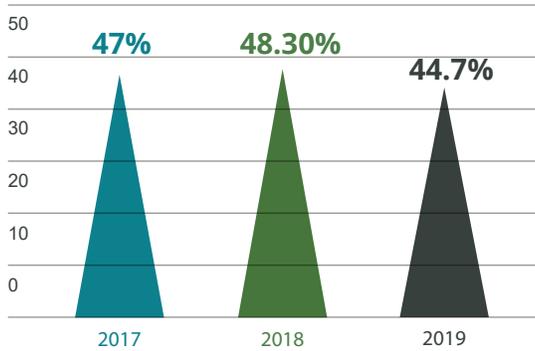


BENEFITS PAID
STATE FISCAL YEAR



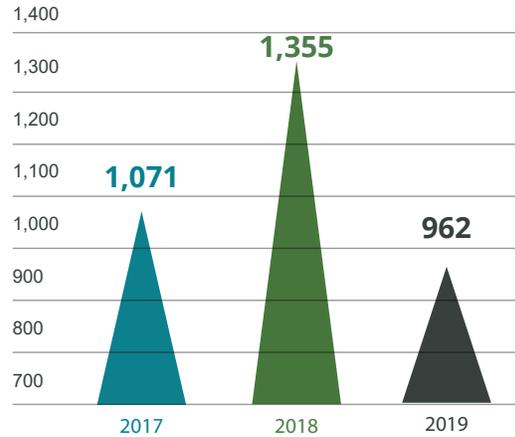
UI TAX BUREAU

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

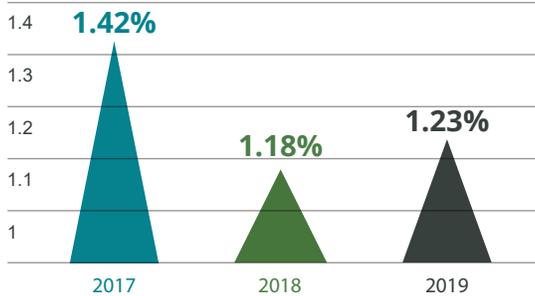


UI TAX MISCLASSIFICATION

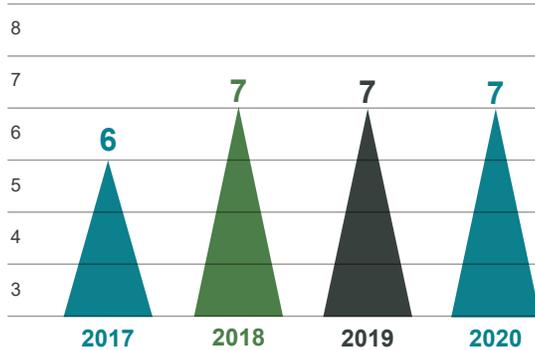
FIELD AUDITS COMPLETED



UI TAX RATE FOR AN AVERAGE EMPLOYER



UI TAX EMPLOYER CONTRIBUTION RATE TABLE





6,047
Workers Found



\$101,813,294
Wages Found



\$2,858,027
Total Contribution Added

Fiscal Year 2019, July 1, 2018 – June 30, 2019

UI INTEGRITY

FRAUD/NON-FRAUD



OVERPAYMENT TYPE

\$5,362,332.00

Fraud

\$6,104,312.00

Non-Fraud



TOTAL COLLECTIONS

\$2,910,890.00

Fraud

\$3,772,099.00

Non-Fraud

\$409,748,744.06

Contribution (Employer Tax)

\$416,431,733.06

Grand Total

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 2018

Within 30 days (U.S. DOL Standard 60%)
 94.0% Sept 30, 2018
 92.4% August 31, 2018
 96.1% July 31, 2018

Within 45 days (US DOL Standard 80%)
 98.0% Sept 30, 2018
 97.5% August 31, 2018
 99.3% July 31, 2018

4TH QUARTER 2018

Within 30 days (U.S. DOL Standard 60%)
 95.3% December 31, 2018
 96.9% November 30, 2018
 95.8% October 31, 2018

Within 45 days (U.S. DOL Standard 80%)
 98.6% December 31, 2018
 99.0% November 30, 2018
 98.6% October 31, 2018

1ST QUARTER 2019

Within 30 days (U.S. DOL Standard 60%)
 97.0% March 31, 2019
 95.9% February 28, 2019
 94.8% January 31, 2019

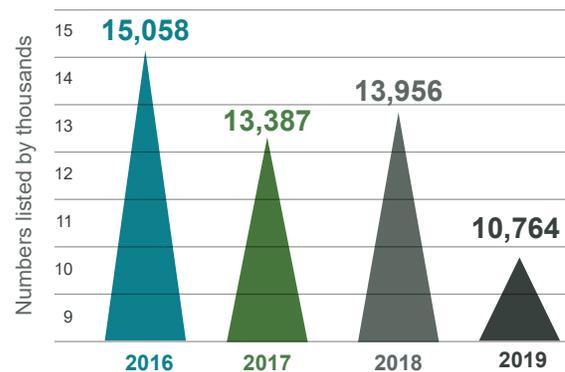
Within 45 days (US DOL Standard 80%)
 99.8% March 31, 2019
 99.1% February 28, 2019
 98.5% January 31, 2019

2ND QUARTER 2019

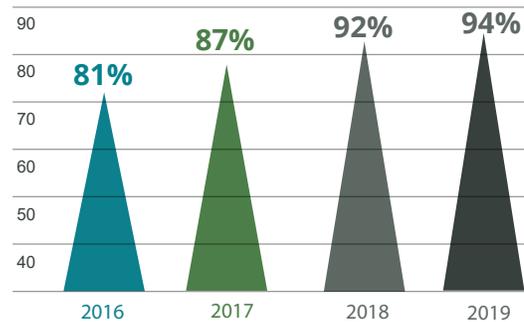
Within 30 days (U.S. DOL Standard 60%)
 82.9% June 30, 2019
 92.8% May 31, 2019
 92.9% April 30, 2019

Within 45 days (US DOL Standard 80%)
 97.7% June 30, 2019
 99.0% May 31, 2019
 96.6% April 30, 2019

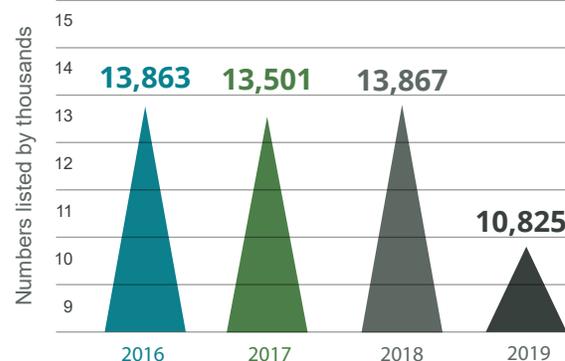
TOTAL APPEALS DECISIONS ISSUED



AVERAGE APPEALS DECISION ISSUED WITHIN 30 DAYS OF APPEAL



TOTAL APPEALS FILED



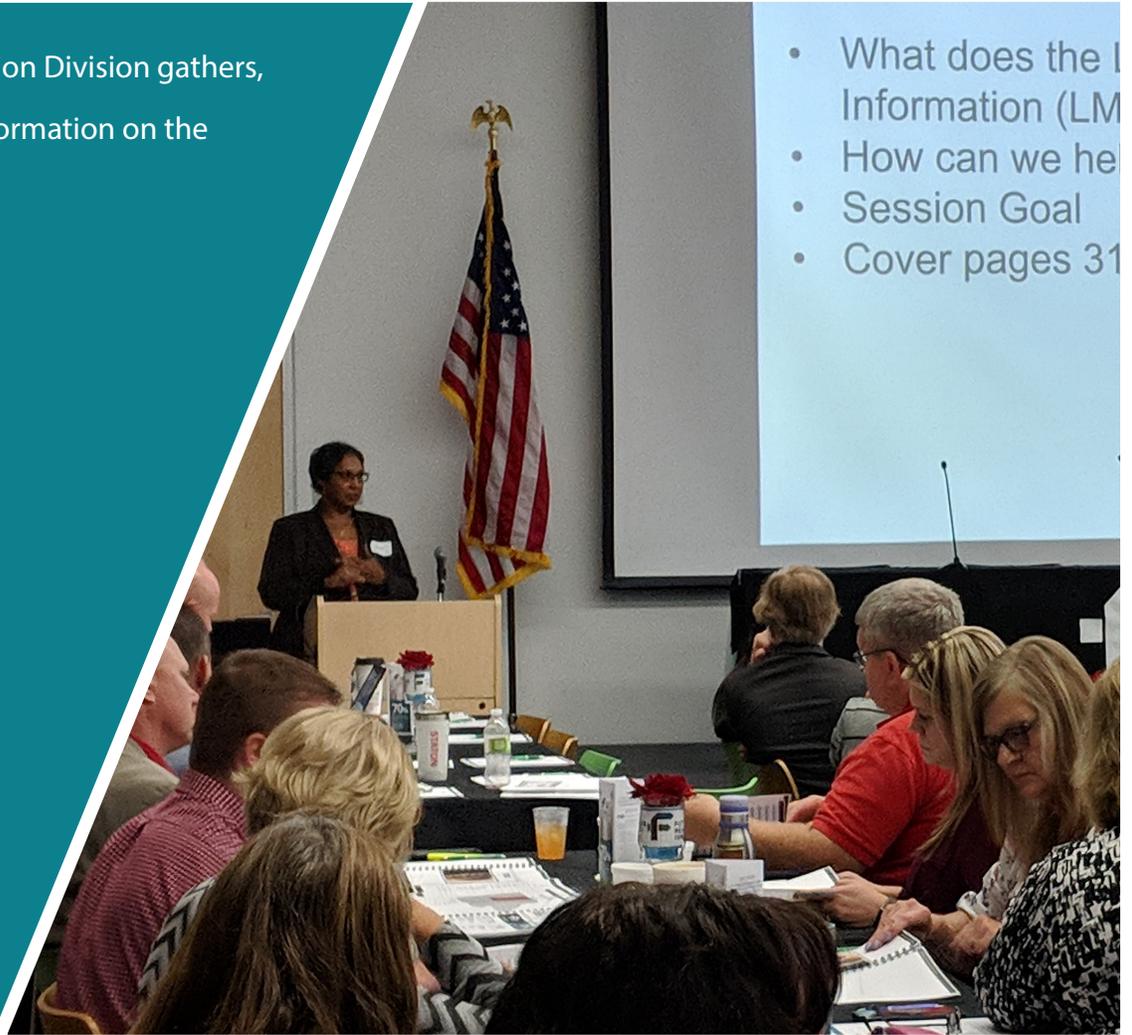
IowaWORKS



SNAPSHOTS FROM 2019

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

- What does the Labor Market Information (LMI) Division do?
- How can we help you?
- Session Goal
- Cover pages 31



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, LMI staff provide customized analyses of the information collected, and develops products to meet specific customer needs. The following is a description of the products and programs the LMI division worked on during 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.

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 142,000 businesses and government agencies each month, representing 689,000 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 redesign is underway and is actively being tested by state users for release in the next few years. The new web data processing system will be on the BLS intranet in lieu of individual's desktops. 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. In addition, the program 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.

LABORSHED STUDIES

Laborshed Studies have assisted economic development efforts throughout the state for the past 19 years and continue to be a unique labor market information tool utilized for retention and recruitment of business. The studies are conducted by IWD in partnership with the Iowa Economic Development Authority (IEDA), local economic development groups, utilities, community colleges, and local officials. A Laborshed is defined as the geographic region from which an employment center (community) attracts its commuting workforce regardless of political boundaries.

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

In fiscal year 2019, 45 individual community Laborshed studies were completed along with eight regional Laborshed reports. 144 specific industry and occupational labor availability data were provided to local economic developers for business expansion and prospective recruitment.

This year was the first 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 northern half of the state was covered during this fiscal year. The southern part of Iowa will be updating their studies in FY20.

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 six 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, all 15 community college districts in Iowa, select private and regent colleges, Nebraska Department of Labor and the Department of Labor's Wage Record Interchange System.

EMPLOYMENT AND TRAINING ADMINISTRATION

IWD is funded by 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 2018-2020 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 launched the in-house redesigned labor market information website www.iowalmi.gov January of 2016. The site is topic-driven, dynamic, customer-friendly, and is easily updated by staff using the Tableau platform. 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 provided. The website continues to be a work in progress as staff continues to review and respond to customer's needs, add new information, update existing data and products, publish quality enhancements and plan for future training opportunities.

Many of our products were updated with data and additional visualizations were included 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 which provides 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 FY19, the Research and Analysis Bureau completed six individual Dislocated Worker Fact Sheets, collected data from 21 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.

IOWA WORKFORCE DEVELOPMENT



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)

2019 has been a busy year for WIOA implementation in Iowa and at IWD. One of the most notable accomplishments this year was the launch of our new, modernized case management system, IowaWORKS.gov. This system improves services and accessibility for job seekers and employers alike, while ensuring the integrity of our programs and services.



Standardization of policies and procedures was a main focus of the Workforce Services Division this year. A new policy website launched this year, which provides a simple repository and consistent format for policies across all programs. Comprehensive WIOA-compliant policies for Title I programs (Adult, Dislocated Worker, and Youth) were published, and additional program policies will follow throughout the year.

IWD further committed to WIOA implementation as our number one priority by establishing a WIOA System Transformation and Realignment project, which encompasses comprehensive training and implementation of key WIOA provisions for stakeholder groups within the workforce system. This commitment will bring Iowa into compliance, while allowing us to continue to provide the best services to Iowans.



HOME BASE IOWA

Mission: Provide veterans and transitioning service members and their families with opportunities and benefits for 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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2019 HIGHLIGHTS

2,340 Designated Home Base Iowa Businesses*

99 Approved Home Base Iowa Communities*

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

534 Veteran Profiles Submitted

*Statistics through November 2019

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.

Specially trained Workforce Advisors, who are all disabled veterans, work with eligible Veterans and eligible spouses who have significant barriers to employment. These barriers may include service-connected disabilities, homelessness, long-term unemployment, low income as defined by WIOA, an offender, aged 18-24, or lacking a high school diploma or equivalency. Services include developing an employment plan, career planning, group and individual employment counseling, assessment testing, referrals to other supportive service agencies, and identifying training opportunities. Active outreach is conducted within community and veteran service organizations, businesses, unions, and local counseling and social service agencies to ensure veterans know about and receive services for which they are eligible.

DISABLED VETERANS OUTREACH PROGRAM (DVOP)

Iowa continued to excel at providing and documenting individualized career services to veterans who self-attest to having a significant barrier to employment. Iowa continues to provide DVOPs trainings and closely monitors the team's documentation in the case management system. The Veteran Program Coordinator continues to monitor the DVOPs' service management and documentation while providing training as needed. Case Reviews continue to be conducted by the Veteran Program Coordinator on a monthly basis. Ongoing meetings occur with Veterans Employment and Training Service (VETS), Vocational Rehabilitation and Employment (VR&E) and IWD management to discuss ways to continually improve service to Iowa's disabled veterans. Iowa has had several meetings with VR&E and our memorandum of understanding has been signed by all parties.

In addition to the other barriers mentioned, a DVOP specialist is focused on providing individualized career services to incarcerated veterans and recently released offenders. The goal is to reduce the recidivism rate for veteran offenders, integrate incarcerated veterans into the workforce and connect veterans with VA Health Care.

Veteran representatives are based 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.

The Veteran Program Coordinator is located in Des Moines for collaboration with our DVOPs and VA VR&E counselors to ensure Chapter 31 veterans are receiving appropriate services to achieve their employment goals.

For the last reporting period, IWD field offices served 3,564 veterans, including the following:

1,016

Veterans with a significant barrier (including 546 disabled veterans)

638

Campaign veterans

588

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

312

Military Spouses and/or dependents

LOCAL VETERAN EMPLOYMENT REPRESENTATIVE (LVER)

Two statewide LVER staff conduct outreach to employers and employer organizations regarding the benefits of hiring veterans, assists with Home Base Iowa and ensures IowaWORKS business services team members are properly trained to provide information to employers about veteran hiring initiatives.

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

IWD continues to partner with the Department of Administrative Services (DAS) to provide training to all state agency hiring managers regarding the benefits of hiring veterans and to assist veteran applicants with the application process. The Veteran Program Coordinator is also the intermediary between DAS and the veteran applicant working within the DAS-HRE Employment Services Bureau.

PROMISE JOBS

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

During 2019, PROMISE JOBS case managers, co-located in the AJCs, served an average of 4,770 PROMISE JOBS families each month. In addition, IWD continued to strategically refill staff positions based on caseload sizes, which equalized the average caseload size statewide. This ensures that PROMISE JOBS families receive intensive and supportive case management.

IWD continues to work with two other state agencies, the Department of Human Services and the Department of Human Rights, on the Two-Generation Initiative, geared toward providing a whole-family approach to public services. As a result of these efforts this year, IWD and DHS developed specific shared-system access for PROMISE JOBS staff to view income documents submitted to DHS. This resulted in a significant reduction of sanctions (cancellation of benefits) impacting families.



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 in integrating Registered Apprenticeship (RA) into the state workforce system. Throughout the year, several training sessions occurred with core WIOA partners to assist in the fundamental understanding and integration of the program.

A pilot program was created by the Iowa Department for the Blind, WIOA Title I and Title III staff to educate and recruit individuals who are blind into RA programs. During this partnership, core partners strengthened their relationship and created a defined referral processes, utilizing the integrative service model. Iowa looks forward to seeing progress during the next year.

Closing out 2019, IWD had 541 active apprentices, and 99 Registered Apprentices completed their program. In an effort to improve IWD's performance, most of the AJCs were monitored, and corrective action plans were established. Notable progress has been made, which is expected to continue during the next year.

IWD created various funding opportunities to assist in meeting programmatic goals; funding was competitively awarded to twenty-five sub-recipients. Job seeker and business referral processes were created and 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 Apprenticeship Connections, a resource for all State Apprenticeship Expansion Grantees, published by Maher & Maher. In addition, Iowa presented at the U.S. DOL Region 5 Dislocated Worker/Trade Adjustment Assistance (TAA) Roundtable in Chicago on integrating RA into the state workforce system.

MIGRANT AND SEASONAL FARMWORKER/ MONITOR ADVOCACY SYSTEM

Monitor Advocates ensure the 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 jobseekers. This means MSFWs should receive all workforce development services, benefits and protections on an equitable and non-discriminatory basis. Iowa is considered a significant MSFW state. For 2019, Iowa remained a top ten state in the nation of MSFWs that receive AJC Services.

2019 was a transformational year for Iowa's Monitor Advocacy System, with many new activities that brought strong growth and change. The AJCs received training to build and expand their knowledge of the Monitor Advocacy System. The new case management system was launched, which allowed Iowa the ability to begin case-managing MSFWs and track required performance data.

Iowa's AJCs served 623 MSFWs in their local offices. They were offered the full range of AJC services. In situations where the MSFWs were not able to visit an AJC, Outreach Workers took the AJC services to them. During 2019, 3,891 MSFWs were offered AJC services during outreach.

A change was made to the geographic areas covered by the Outreach Workers. The assigned areas were adjusted to align with the Iowa National Farmworker Jobs Program (NFJP) areas, and it significantly reduced the hours needed to drive to conduct outreach. This allowed the Outreach Workers to contact more MSFWs and agricultural employers.

Historically, Iowa has had a large number of farm labor contractors; this year was similar, with a significant number of farm labor contractors. The Outreach Workers contacted 22 farm labor contractors and offered AJC services to them and their workers. By making contact with the farm labor contractors, the Outreach Workers were able to talk to the workers and inform them of their worker rights and the compliant system.

Iowa's Outreach Workers partnered with local organizations to hold a supply drive for MSFWs. The supply drive was successful, and boxes were distributed at onboarding events to MSFWs that had newly arrived to Iowa. Nearly all of the AJCs participated in this supply drive.

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 4,276 vacancies with foreign labor and submitted 234 job orders. There were 199 interstate job orders entered in Iowa after being received from other State Workforce Agencies (SWAs). 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. 2019 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 complete implementation of a contract for H-2A housing inspections. In addition, the SWA hired a full time staff member dedicated to FLC duties. Previously, all H-2A housing inspections were conducted by the MSFW Outreach Workers, which placed Iowa out of compliance of the Monitor Advocacy System. This contract now rectifies those compliance issues.

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 experienced a substantial increase in the number of requested job orders and the number of requested workers. Iowa received 19 job orders for a total of 159 workers during calendar year 2019. By having a dedicated FLC Advisor, 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 2019 totaled 19 bonds.

TRADE ADJUSTMENT ASSISTANCE

The Trade Act of 1974 as amended, established Trade Adjustment Assistance (TAA) to provide assistance to workers who have been adversely affected by foreign trade. The TAA Program provides opportunities to obtain the skills, credentials, resources, and support necessary to (re)build skills for future jobs. Any member of a worker group certified by the U.S. Department of Labor may be eligible to receive the following benefits and services at a local IowaWORKS Center: training, employment and case management services, job search allowances, relocation allowances, and income support in the form of Trade Readjustment Allowances (TRA). In addition, Reemployment Trade Adjustment Assistance (RTAA) provides wage supplements for reemployed older workers whose reemployment resulted in lower wages than those earned in their trade- affected employment. Trade participants may also be eligible for the Health Care Tax Credit administered through the IRS.

To determine if an employee group is impacted by foreign trade, a petition for Trade Adjustment Assistance is submitted to the U.S. Department of Labor to analyze the facts and issue a decision. During the 2019 calendar year, the Iowa TAA Unit submitted 19 petitions for Trade Adjustment Assistance to the U.S. Department of Labor for certification; 7 petitions were certified, 10 are pending, and 2 were not certified. The 7 TAA Certifications impacted 305 adversely affected employees in Iowa. There are an additional 9 active Trade certifications from previous years impacting 1,068 adversely affected employees in Iowa.

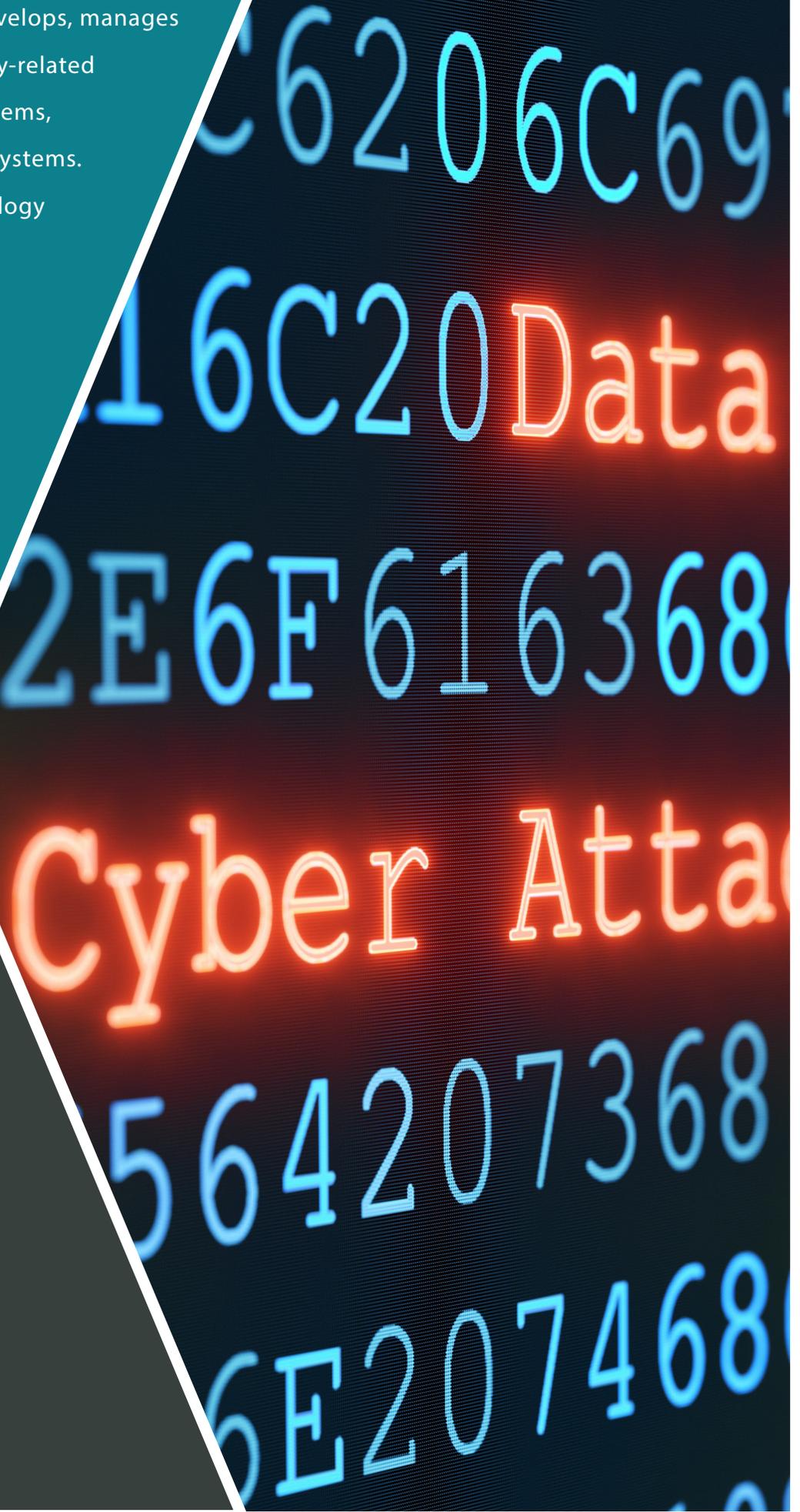
WORK OPPORTUNITY TAX CREDIT

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 target groups with barriers to employment. During Federal Fiscal Year 2019 (October 1, 2018 through September 30, 2019), IWD certified 30,121 WOTC applications. Target groups with the highest number of certifications included: Supplemental Nutrition Assistance Program (SNAP) (14,608), Long-term Temporary Assistance for Needy Families (TANF) (3,100), Designated Community Resident (5,814) and Ex-felon (2,498).

Iowa maintained processing time frames within two months of application receipt. The processing time frame was maintained even as the state experienced an increase in the number of applications received.

In addition to launching this module in the new case management system, the WOTC team moved from a paper environment to electronically storing documentation.

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

SERVICE DELIVERY

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
- Applications and Data Management
- Enterprise Project Management Office

In addition to the support of business critical legacy systems, the IT Division continues to modernize those systems and is continually looking to innovate while managing risk.

INFRASTRUCTURE ENGINEERING AND END-USER SERVICES

This Bureau is composed of network, storage, monitoring and security engineers and administrators who are responsible for maintaining infrastructure (servers, network, storage, IT security, computers, mobile devices, etc.) used by the agency. This Bureau also includes the IWD Help Desk, which is responsible for providing technical assistance to all IWD's employees and partners.

The team manages the agency's technology 'backbone' – its data centers and networks. They plan, design, implement, and maintain server configurations, security protocols and network configurations while ensuring minimal to no system down time. The bureau ensures that agency servers and networks meet or exceed established security requirements. They provide technology assistance to the agency's employees by setting up hardware and software, troubleshooting technical issues and performing root cause analysis to reduce instances of technical problems.

COMPLETED PROJECTS

DISASTER RECOVERY SOLUTION

The Infrastructure Engineering and End-User Services Bureau provides services to the agency in the event of an IT-related disaster. In October 2019, an IT Disaster Recovery Plan was successfully tested in support of the IWD Unemployment Insurance Division. The simulation resulted in the recovery of business critical applications in less than 2 hours. Overall, this operation consists of IT services such as virtual workstations, network drives/files, and all production related to IT servers. This allows the agency to fall into the Disaster Recovery Site with minimal loss of data.

IMPROVEMENTS AT AMERICAN JOB CENTERS

During the relocation of three IowaWORKS American Job Centers this year, the Infrastructure Engineering and End-User Services Bureau successfully facilitated the installation of IT services. These moves were completed with minimal to no business interruption. The offices were updated with public facing resource stations with tablet computers to assist customers and direct them to the services they need. Additionally, virtual workstations were installed to help the facilities provide modern, customer-centric resources. New offices opened in the following locations: Des Moines, Marshalltown, and Davenport.

ENTERPRISE STORAGE UPGRADE

In order to increase performance across the agency's IT servers and services, the Engineering and End-User Services Bureau upgraded the enterprise storage platform to use all flash (solid state) disk storage.

SECURITY AND MONITORING

IWD continues to improve its back end infrastructure by enhancing its security posture. The Engineering and End-User Services Bureau replaces all networking switches in the agency to a modern technology platform. This operation expanded system monitoring to check and alert on all production service issues across servers, applications, and websites.

This bureau implemented a Network Access controller, which uses a set of policies to interrogate and secure network access to all end user devices connected to the agency. This process evaluates security-policy compliance and mitigates network threats by enforcing security policies. A Multi-Factor Authentication (MFA) was also implemented for all externally established connections to the agency's IT network. This allows the agency to follow the best practice standards to keep data and IT assets secured.

ASSET MANAGEMENT

The Engineering and End-User Services Bureau completed an inventory project and tagged all IT assets (over 3,000) in the agency. This allows the agency to monitor and manage IT assets using a systemized approach.

APPLICATIONS AND DATA MANAGEMENT BUREAU

This bureau is composed of a team of Application Support personnel, Software Developers and Database Administrators who are responsible for ensuring functionality IWD's legacy systems are kept current and up to date, as well as developing new software to meet the needs of internal agency team members, and State of Iowa constituents.

As part of the Unemployment Insurance Modernization Program, the primary focus for this team has been on Modernizing the Unemployment Insurance employer facing tax system known as MyIowaUI. Starting in April 2019, this is a 2-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.

ENTERPRISE PROJECT MANAGEMENT OFFICE

This bureau is composed of project managers, business systems analysts and support staff who deliver projects and initiatives across all divisions of IWD, aligning these projects to business strategy, predominantly systems modernization. The team sets out to ensure standardization of project governance, processes and Portfolio Management best practices. They work with end users, business unit managers, other agencies and external customers to understand business needs and develop requirements and specifications for systems and applications. The team acts as intermediaries between technical developers or third-party vendors and end users with the goal of aligning business needs with system design and usability.

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 built decades ago using technologies 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.

COMPLETED PROJECTS

WORKFORCE SERVICES MODERNIZATION (IOWAWORKS CASE MANAGEMENT SYSTEM)

As the largest modernization effort ever undertaken at IWD, this multi-year project successfully went live in June 2019 and replaced the legacy WIOA non-compliant case management system with a new, vendor-hosted solution known as IowaWORKS.gov. The electronic system provides a robust Labor Exchange database as well as modern employment

and training services to lowans. A successful result of this project is that IWD can now more easily comply with Federal reporting mandates and provide. The Participant Individual Record Layout (PIRL) was developed by the U.S. Departments of Labor and Education as a part of the Workforce Innovation and Opportunity Act (WIOA) performance accountability related provisions. Through systems modernization, several individually required reports have been merged into one report, which is now automatically generated by the new IowaWORKS system. The purpose of the combined report is to better reflect program outcomes related to workforce service programs.

WORKERS COMPENSATION E-FILING SYSTEM

IWD successfully implemented a new Workers Compensation Electronic Filing System in July 2019. The new web-based, vendor-hosted system, reduces administrative efforts by providing services to the injured workers, their employers, their legal counsel, and the insurance companies that support them. Two external vendors were engaged to analyze, design and develop of the new platform, including a large data conversion and electronic data interchange standard upgrade.

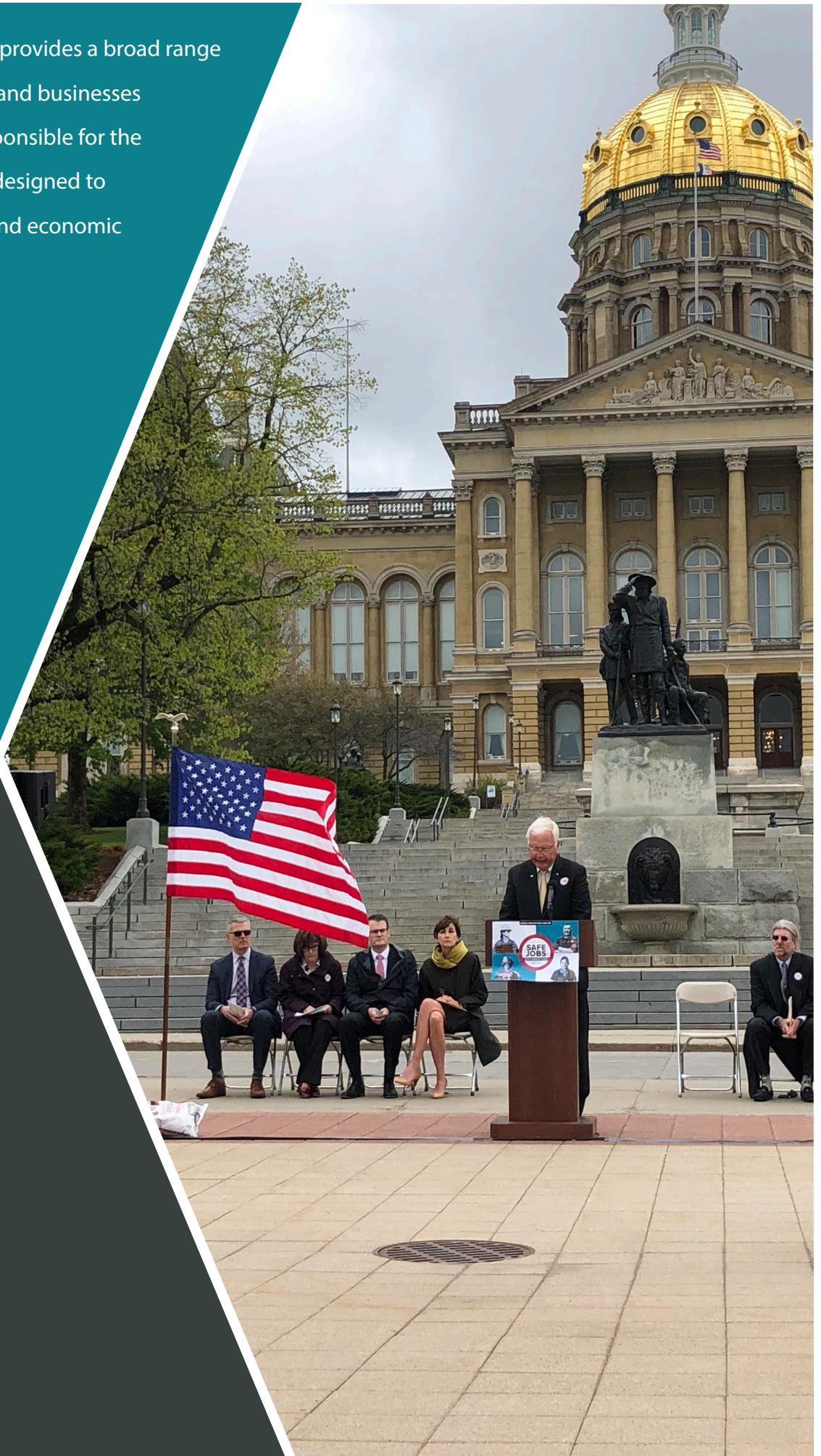
LEXISNEXIS

A suite of LexisNexis identity verification products and reporting was delivered in the second quarter, 2019. The goal is to streamline the identity authentication process during Unemployment Insurance benefits enrollment, scan and monitor existing active claimants identities for ongoing risk(s), locate and contact debtors and aid fraud investigation. This project will improve operational efficiencies, reduce the impact of fraud and abuse within the unemployment insurance program, as well as increase overpayment recovery.

DATA WAREHOUSE

In an effort to better define and manage business critical Unemployment Insurance Data, IWD implemented a central Data Warehouse in September 2019 to consolidate all the data sources for Unemployment Insurance. The project is currently in progress to migrate and normalize data from several source systems, including MainFrame data, with the objective to allow the Agency to make better, data driven decisions, allow business users quicker access to data. Staff and managers in Unemployment Insurance will be able to fulfill ad hoc requests from places like the Federal Department of Labor, State of Iowa Legislature, produce metrics suites and dashboards to meet their needs, and will eventually enable predictive analytics on important items such as fraud reporting.

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 FY19 = 2,178

Self Inspections in FY19 = 525

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 FY19 = 70

Professional Boxing Licenses issued in FY19 = 41

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 FY19 = 1,991

Permits Issued in FY19 = 95

Total Permits and Licenses Issued = 2,072

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 FY19 = 2,392

Private Inspections in FY19 = 19,852

Total Inspections in FY19 = 22,244

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 FY19 = 549

Wage Claims Settled in FY19 = 541

Wage Claim Amount Collected in FY19 = \$237,631.33

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 FY19 = 70

Claims Closed in FY19 = 67

Work Permits Issued in FY19 = 7,368

Civil Penalties Collected in FY19 = \$5,650

SECOND INJURY FUND

Amount Collected in FY19 = \$652,522.68

CONTRACTOR REGISTRATION

Registrations Issued in FY19 = 18,554

Citations Issued in FY19 = 348

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 FY19 = 8,162

Other State Inspections in FY19 = 2,186

State Acceptances in FY19 = 426

State Re-Inspections FY19 = 1,754

3rd Party Inspections in FY19 = 2,225

3rd Party Re-Inspections in FY19 = 988

Total Inspections in FY19 = 15,741

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 FY19 = 134

Ten-Hour Classes in FY19 = 14

Attendance in FY19 = 294

Consultations Conducted in FY19 = 348

Employees Covered in FY19 = 33,013

Serious Hazards Identified in FY19 = 1,718

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 FY19 = 41

Inactive Facilities in FY19 = 0

New Facilities in FY19 = 4

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 FY19 = 25

Complaint Inspections in FY19 = 151

Programmed Inspections in FY19 = 243

Referral Inspections in FY19 = 257

Follow-Up Inspections in FY19 = 0

Other Related Inspections in FY19 = 76

Total Inspections in FY19 = 752

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 FY19 = 818

Willful Violations in FY19 = 0

Repeat Violations in FY19 = 11

Other Violations in FY19 = 441

Failure To Abate Violations in FY19 = 0

Total Violations in FY19 = 1,266

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 FY19 = \$1,556,108

Willful Penalties in FY19 = \$0

Repeat Penalties in FY19 = \$216,132

Other Penalties in FY19 = \$428,458

Failure To Abate Penalties in FY19 = \$0

Total Penalties in FY19 = \$2,200,698

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 FY19 in order to provide more prompt adjudication and effective compliance enforcement. The division has also invested significant time to map processes to prepare for 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.

The division's deputy commissioners conducted 484 contested case hearings and issued 520 decisions. The average time for a case to remain pending from the date of the initiating petition until issuance of a decision decreased from 610 to 605 days. The average time from hearing to decision decreased from 144 to 101 days.

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 16,000 injuries are reported; however, in FY19, only 4,193 petitions for workers' compensation benefits were filed, which was an increase of 276 petitions compared to the 3,917 petitions filed in FY18. Workers' Compensation hearing-level adjudication procedures resemble those used in the district court for non-injury cases.

The following is the hearing-level adjudication process:

- An injured worker files a petition seeking benefits.
- A period for preparing the case for hearing through motions, discovery and investigation follows.
- The deputy commissioners conduct hearings in Des Moines (or one of seven other cities around the state) to decide claims.
- The average time from the date of a hearing to the date of an issued decision was 101 days in FY19, a decrease from the average of 144 days in FY18.

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 FY19 from 313 to 237.

COMPLIANCE

Compliance administrators monitor injury and claim payment reporting, acting as ombudsmen. The requests for information about law decreased from 10,333 in FY18 to 9,072 in FY19. They reviewed 4,780 settlements for approval compared to 5,162 settlements approved in FY18. 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.

ENFORCEMENT

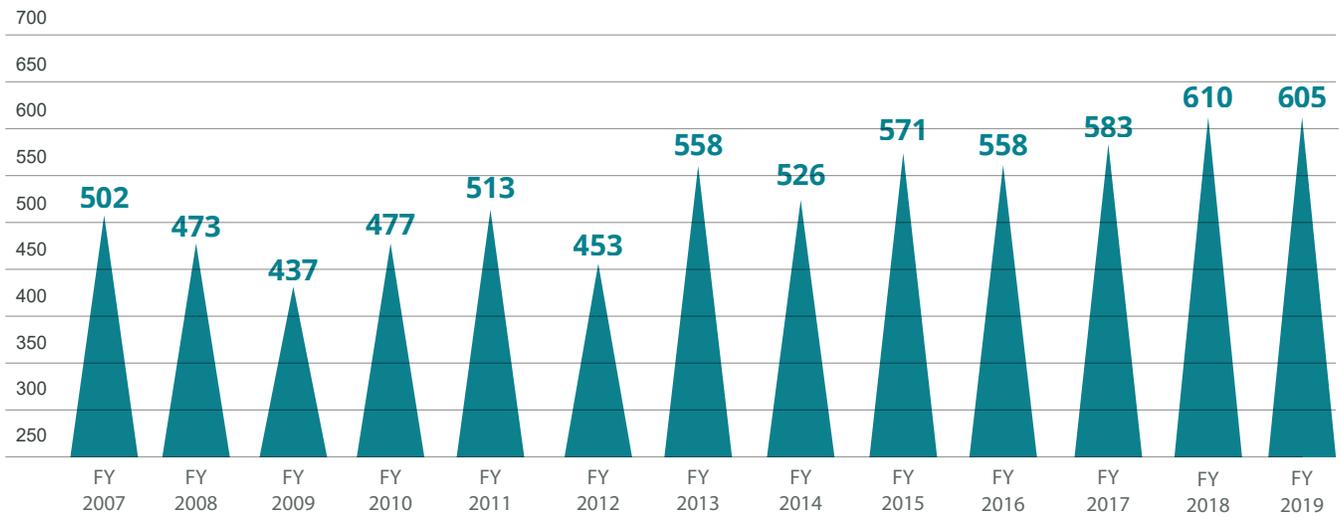
The Workers' Compensation Division has increased its focus on requirements to file First Reports of Injury and assessing \$1,000.00 fines for failure to do so. The division hopes to enforce 86.13 assessments for late commencement of benefits through the compliance division with WCES.

EDUCATION

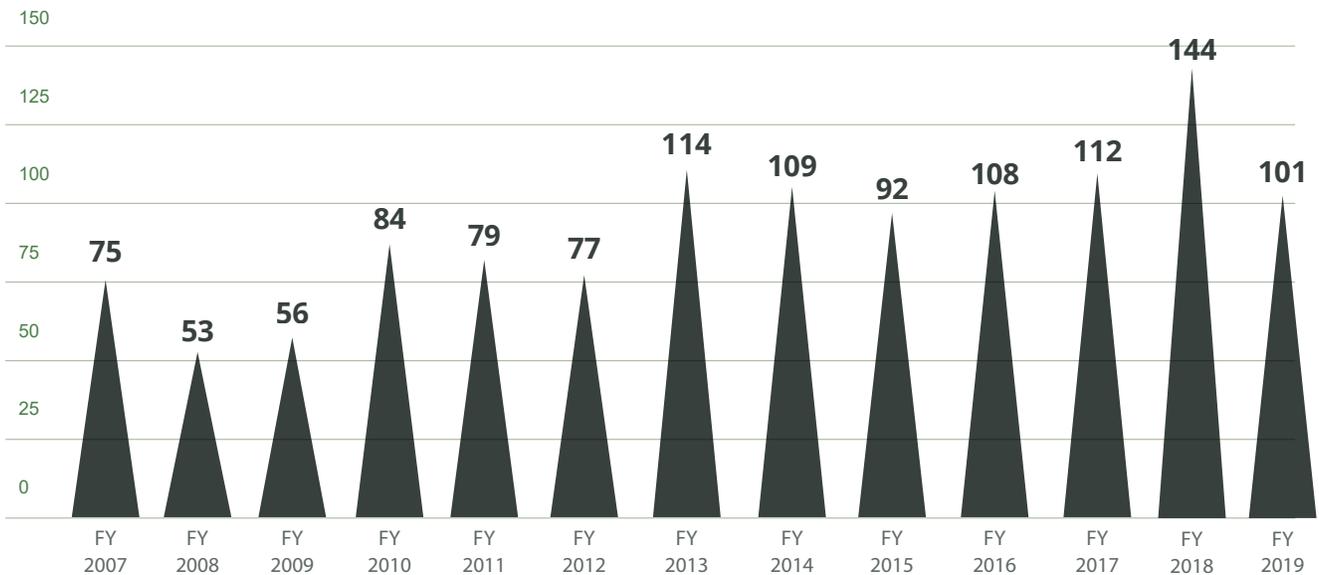
The division provides information about workers' compensation law and procedures to the public on the web, including news and updates, EDI materials, weekly benefit schedules, summaries of recent appeal decisions and access to the hearing schedule.

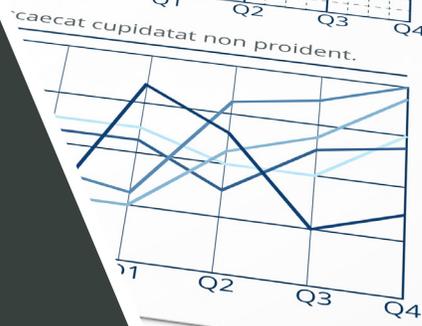
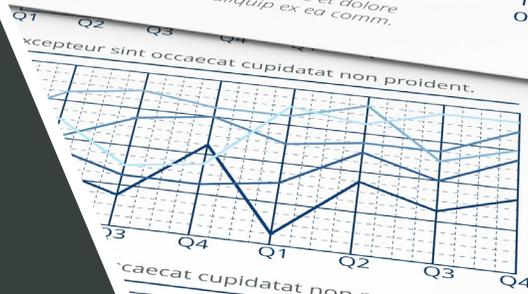
The division issues publications disseminating information about workers' compensation laws and procedures at meetings, conferences or seminars for attorneys, insurance personnel, employee groups and employer groups.

AVERAGE DAYS FROM PETITION TO DECISION



AVERAGE DAYS FROM HEARING TO DECISION





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FISCAL YEAR 2019 **EXPENDITURE REPORT**

By Division

By Program

By Funding Source

FY 2019 EXPENDITURE REPORT BY DIVISION

GRAND TOTAL OF EXPENDITURES IN 2019

2019 BUDGET: **\$214,124,707**2019 EXPENDITURES: **\$103,065,563**2019 EXPENDITURES PERCENTAGE: **48.13%**

DIRECTOR'S OFFICE	'19 BUDGET	'19 EXP	% EXP
INDIRECT COST, DIRECTOR'S	\$745,100	\$796,755	107%
FUTURE READY IOWA, LUMINA TIDE CENTER	\$25,563	\$25,563	100%
FUTURE READY IOWA COORDINATOR	\$150,000	\$150,000	100%
FUTURE READY IOWA, PENALTY AND INTEREST	\$150,000	\$191,648	128%
HOME BASE IOWA, PENALTY AND INTEREST	\$380,000	\$173,964	46%
DIRECTOR'S OFFICE, PENALTY AND INTEREST	\$80,000	\$102,593	128%
TOTALS	\$1,530,663	\$1,440,524	94%

COMMUNICATIONS	'19 BUDGET	'19 EXP	% EXP
INDIRECT COST	\$ 451,800	\$456,612	101%
APPRENTICESHIP/ACCELERATOR GRANT, 1ST INCREMENT	\$85,000	-	0%
APPRENTICESHIP/ACCELERATOR GRANT, 2ND INCREMENT	\$210,923	\$128,925	61%
PENALTY AND INTEREST, OTHER	\$75,000	\$38,908	52%
TOTALS	\$822,723	\$624,446	76%

ADMINISTRATIVE SERVICES DIVISION	'19 BUDGET	'19 EXP	% EXP
INDIRECT COSTS, ADMIN	\$304,000	\$317,123	104%
INDIRECT COSTS, ACCOUNTING	\$1,116,100	\$1,121,328	100%
UNEMPLOYMENT, FINANCIAL MANAGEMENT	\$50,000	\$39,730	79%
INDIRECT COSTS, PERSONNEL	\$177,900	\$179,363	101%
INDIRECT COSTS, PREMISES	\$653,600	\$644,380	99%
INDIRECT COSTS, OVERHEAD	\$1,182,900	\$1,085,465	92%
INDIRECT COST, PRINTING	\$75,300	\$78,482	104%
INDIRECT COSTS, PREVIOUS YEAR'S SURPLUS	\$94,350	\$94,350	100%
TRADE ACT, ACCOUNTING	\$98,400	\$66,250	67%
PENALTY AND INTEREST, FINANCIAL SERVICES	\$15,000	-	0%
PENALTY AND INTEREST, OVERHEAD	\$300,000	\$(10,847)	-4%
STATE APPROPRIATIONS, I3 SYSTEM	\$249,178	\$240,483	97%
PENALTY AND INTEREST, I3 SYSTEM	\$25,000	\$19,067	76%
PENALTY AND INTEREST, WORKERS' COMP IT	\$520,000	\$177,398	34%
PENALTY AND INTEREST, INFRASTRUCTURE FIELD OFFICES	\$500,000	-	0%
PENALTY AND INTEREST, INFRASTRUCTURE 150 DSM	\$ 15,000	\$2,018	13%
PENALTY AND INTEREST, INFRASTRUCTURE 1000 GRAND	\$300,000	\$ 316,179	105%
TOTALS	\$5,676,728	\$4,370,766	77%

INFORMATION TECHNOLOGY DIVISION	'19 BUDGET	'19 EXP	% EXP
IT SERVICES BUREAU	\$4,117,300	\$4,073,776	99%
IT SERVICES BUREAU	\$117,600	\$140,369	119%
IT SERVICES BUREAU	\$325,000	\$355,382	109%
IT SERVICES BUREAU	\$920,500	\$1,109,339	121%
IT, ACES PROGRAM	\$762,762	\$741,365	97%
IT, OTHER DIRECT UI COSTS, AUTOMATION	\$392,866	\$823,232	210%
IT, IWORKS	\$135,900	\$137,960	102%
IT, WORKER'S COMPENSATION	\$149,500	\$180,377	121%
IT, RESEA	\$61,798	\$61,938	100%
PENALTY AND INTEREST, TYBERA, CASE MANAGEMENT	-	\$12,978	100%
IT, CASE MANAGEMENT GRANT	\$353,703	\$353,703	100%
TOTALS	\$7,336,929	\$7,990,420	109%

LABOR COMMISSION	'19 BUDGET	'19 EXP	% EXP
ATHLETIC COMMISSION, ACTUAL RECEIPTS	\$137,554	\$72,473	53%
BLS, COF 50-50, FEDERAL SHARE	\$14,672	\$14,637	100%
BLS, COF 50-50, STATE SHARE	\$23,145	\$15,752	68%
BLS, ROSH, 50-50, FEDERAL SHARE	\$97,463	\$102,944	106%
BLS, ROSH, 50-50, STATE SHARE	\$159,381	\$112,998	71%
LABOR ESTATE BEQUEATH	\$65,000	\$20,226	31%
BOILER INSPECTION, ACTUAL RECEIPTS	\$2,934,828	\$ 820,904	28%
ELEVATOR INSPECTION, ACTUAL RECEIPTS	\$4,978,390	\$2,116,698	43%
CONTRACTOR REGISTRATION, ACTUAL RECEIPTS	\$2,694,178	\$580,876	22%
LABOR, 100% STATE (AB, LA, LH, MW)	\$925,921	\$722,900	78%
OSHA, 100% FEDERAL	\$17,118	\$19,756	115%
OSHA, 90-10, FEDERAL SHARE	\$706,853	\$ 768,142	109%
OSHA, 90-10, STATE SHARE	\$232,502	\$111,130	48%
OSHA, 50-50, FEDERAL SHARE (AB, CT, HE, LA, SF)	\$1,831,268	\$1,925,775	105%
OSHA, 50-50, STATE SHARE (AB, CT, HE, LA, SF)	\$2,785,553	\$2,154,400	77%
TOTAL	\$17,603,825	\$9,559,612	54%

WORKERS' COMPENSATION DIVISION	'19 BUDGET	'19 EXP	% EXP
MISC. RECEIPTS, ACTUAL REVENUE RECD, SFY 18	\$416,837	\$416,837	100%
STATE APPROPRIATION, WORK COMP (WC,WJ,WT), CARRYOVER	\$292,862	\$292,862	100%
STATE APPROPRIATION, WORK COMP (WC,WJ,WT)	\$3,309,044	\$2,967,621	90%
TOTALS	\$4,018,743	\$3,677,320	92%

UNEMPLOYMENT OPERATIONS

	'19 BUDGET	'19 EXP	% EXP
UI APPEALS	\$3,510,800	\$3,196,178	91%
UI, ADMINISTRATION	\$573,900	\$407,236	71%
UI, OVERHEAD	\$10,000	\$81,383	814%
UI, TAX	\$4,805,200	\$4194262	87%
UI, QUALITY CONTROL	\$1,062,000	\$1,355,717	128%
UI, INSPECTIONS	\$1,150,000	\$1,180,066	103%
UI, CALL CENTER	\$8,367,700	\$7,351,225	88%
UI, RECOVERY UNIT	\$1,256,400	\$1,284,325	102%
UI, DUA ADMINISTRATION	\$16,772	\$11,455	68%
UI, DUA BENEFITS	\$114,500	\$70,934	62%
STATE APPROPRIATIONS, MISCLASSIFICATION	\$487,245	\$487,245	100%
REED ACT, 2009, IDAHO PROJECT	\$36,090,966	\$1,348,195	4%
TRUST FUND, VSW PROJECT & STC MARKETING	\$1,003,178	-	0%
UNEMPLOYMENT, AUTOMATION, SBR'S	\$1,032,036	\$151,254	15%
UNEMPLOYMENT, AUTOMATION, INTEGRITY	\$950,000	\$710,511	75%
WAGNER PEYSER	\$69,400	\$95,592	138%
TAX SPECIFIC, PENALTY AND INTEREST, & IDR	\$161,500	\$62,097	38%
TOTALS	\$60,661,597	\$21,987,674	36%

LABOR MARKET INFORMATION DIVISION

	'19 BUDGET	'19 EXP	% EXP
AMOS	\$100,000	\$100,000	100%
APPRENTICESHIP/ACCELERATOR GRANT, 2ND INCREMENT	\$89,740	\$80,020	89%
INFORMATION AND POLICY	\$363,200	\$373,511	103%
LMI, PENALTY AND INTEREST	\$270,000	\$242,597	90%
LABORSHED	\$900,000	\$717,217	80%
LMI - MISC RECEIVABLES	\$12,548	\$12,548	100%
LABORSHED, WAGNER PEYSER	\$71,000	\$43,019	61%
ECONOMIC DEVELOPMENT OUTCOMES	\$55,000	\$36,245	66%
MOU REIMBURSEMENTS	\$13,000	-	0%
CLEARINGHOUSE FOR WORK-BASED LEARNING	50,000	24,197	48%
LMI, TRADE ACT , ADMINISTRATION	\$7,500	\$6,310	84%
LMI, TRADE ACT, CASE MANAGEMENT	\$72,500	\$34,238	47%
WDQI ROUND 6	\$948,393	\$321,541	34%
CES	\$102,565	\$100,336	98%
ES-202	\$389,722	\$381,103	98%
LAUS	\$197,365	\$185,321	94%
MANDATORY EDUCATION REPORTING	\$150,000	\$65,055	43%
OES/BLS	\$418,051	\$417,502	89%
ONE STOP LMI	\$525,000	\$ 525,224	105%
TOTALS	\$4,735,584	\$3,690,984	78%

WORKFORCE ADMINISTRATION

	'19 BUDGET	'19 EXP	% EXP
APPRENTICESHIP/ACCELERATOR GRANT, 1ST INCREMENT	\$1,004,989	\$160,546	16%
APPRENTICESHIP/ACCELERATOR GRANT, 2ND INCREMENT	\$822,176	\$210,435	26%
FRI SUMMER YOUTH INTERN PROGRAM	250,000	31,456	13%
FOREIGN LABOR CERTIFICATION, EST.	\$225,000	\$31,456	73%
DISABILITY GRANT	\$1,003,505	\$909,802	91%
GOVERNOR'S 10%, NCRC PROGRAM	\$525,000	\$356,138	68%
PENALTY AND INTEREST, WORKFORCE ADMIN	\$50,000	\$20,183	40%
PENALTY AND INTEREST, PASS THRU	\$300,000	\$246,154	82%
PROMISE JOBS	\$9,663,068	\$9,295,598	96%
PROMISE JOBS, QUALITY ASSURANCE	\$442,000	\$435,260	98%
PROMISE JOBS, FSSG	\$80,000	\$66,831	84%
STATE APPROPS, ONE-STOPS, STATE BOARD, LIBRARIES	\$7,925,650	\$7,925,650	100%
STATE APPROPS, ONE-STOPS, P AND I FUNDS	\$1,766,084	\$1,766,084	100%
STATE APPROPS, SATELLITE OFFICES, UI RESERVE FUND	\$1,600,000	\$1,600,000	100%
STATE APPROPRIATIONS, OFFENDER, FIELD (INCL WA)	\$465,722	\$457,080	98%
TAA ADMINISTRATION, FIELD OPERATIONS	\$510,500	\$565,615	111%
TAA TRAINING	\$19,273,141	\$2,008,815	10%
TAA CASE MANAGEMENT	\$429,900	\$248,528	58%
TICKET TO WORK	\$804,038	\$528,702	66%
IOWA ACCESS GRANT	\$16,495	-	0%
UNEMPLOYMENT, BASIC FUNDS, FIELD OPERATIONS	\$2,635,700	\$2,451,071	93%
UNEMPLOYMENT, RESEA GRANT, FIELD OPERATIONS (INCL FN)	\$1,525,956	\$1,469,859	96%
VETERAN'S DVOP, FIELD OPERATIONS (INCL WA)	\$1,555,304	\$1,353,275	87%
WAGNER PEYSER, FIELD OPERATIONS (INCL WA/WX)	\$5,600,700	\$5,039,426	90%
WORKFORCE INNOVATION AND OPPORTUNITY ACT	\$17,423,497	\$12,208,692	70%
WOTC	\$249,600	\$204,511	82%
TOTALS	\$76,148,026	\$49,723,816	65%

RESERVED FUNDS

	'19 BUDGET
IT, ACES PROGRAM	\$201,250
FOREIGN LABOR CERTIFICATION	\$56,250
LABOR COMMISSION, FEDERAL FUNDS, COF	\$3,925
LABOR COMMISSION, FEDERAL FUNDS, ROSH	\$24,295
LABOR COMMISSION, FEDERAL FUNDS, OSHA 90-10	\$188,075
LABOR COMMISSION, FEDERAL FUNDS, OSHA 100%	\$2,725
LABOR COMMISSION, FEDERAL FUNDS, OSHA 50-50	\$500,150
LABOR MARKET, LAUS	\$53,767
LABOR MARKET, OES	\$106,641
LABOR MARKET, CES	\$25,937
LABOR MARKET, ES-202	\$101,742
LABOR MARKET, ONE STOP	\$110,948
RESEA	\$758,295
TAA TRAINING	\$5,358,443
UI, BASELINE	\$6,126,704
VETERAN'S DVOP	\$415,441
WOTC	\$64,310
TOTALS	\$14,099,528

CONTINGENCY FUNDS**'19 BUDGET**

FOREIGN LABOR CERTIFICATION	\$33276
ATHLETIC COMMISSION	-\$33,313
INDIRECT	-\$171,273
LABOR COMMISSION, MISC RECEIPTS, ACTUAL RECEIPTS	\$9,709
LABOR COMMISSION, STATE APPROPRIATIONS	\$1,715,376
LMI, ONE-STOP	\$144,051
OFFENDER RE-ENTRY	\$62,252
PENALTY AND INTEREST, UNOBLIGATED	\$1,994,378
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	\$674,596
UI BASELINE	\$5,801,863
UI AUTOMATION	\$2,528,995
UI, RESEA PROGRAM	\$379,147
VETERAN'S PROGRAMS	\$317,322
WAGNER PEYSER	\$1,364,406
WAGNER PEYSER, GOV 10%	\$225,043
WOTC	\$178,430
TOTALS	\$21,490,361

FY 2019 EXPENDITURE REPORT BY PROGRAM

GRAND TOTAL OF EXPENDITURES IN 2019

2019 BUDGET: **\$214,124,707**
2019 EXPENDITURES: **\$103,065,563**
2019 EXPENDITURES PERCENTAGE: **48.13%**

U.S. DEPARTMENT OF LABOR – ETA	'19 BUDGET	'19 EXP	% EXP
FOREIGN LABOR CERTIFICATION	\$258,276	\$164,106	63.54%
APPRENTICESHIP/ACCELERATOR GRANT	\$2,212,828	\$579,927	26.21%
DISABILITY GRANT	\$1,003,505	\$909,802	90.66%
GOVERNOR'S 10%	\$750,043	\$356,138	47.48%
REED ACT/TRUST FUND PROJECTS	\$36,090,966	\$1,348,195	3.74%
TRADE ADJUSTMENT ASSISTANCE	\$22,790,725	\$2,929,754	12.86%
UNEMPLOYMENT, AUTOMATION	\$5,907,075	\$1,684,997	28.53%
UNEMPLOYMENT, BASE	\$29,586,763	\$21,914,703	74.07%
UNEMPLOYMENT, RESEA	\$1,966,901	\$1,531,797	77.88%
UNEMPLOYMENT, DUA	\$131,272	\$82,389	62.76%
VETERANS PROGRAMS	\$1,872,627	\$1,353,275	72.27%
WAGNER PEYSER	\$7,241,406	\$5,315,997	73.41%
WORK OPP TAX CREDIT (WOTC)	\$428,030	\$204,511	47.78%
WORKFORCE DATA QUALITY INITIATIVE	\$948,393	\$321,541	33.90%
WORKFORCE INNOVATION & OPP. ACT	\$17,777,201	\$12,562,396	70.67%
TOTALS	\$128,966,009	\$51,259,528	39.75%
U.S. DEPARTMENT OF LABOR – OSHA	'19 BUDGET	'19 EXP	% EXP
OSHA, 100%	\$17,118	\$19,756	115.42%
OSHA/BLS, 50-50	\$1,831,268	\$1,925,775	105.16%
OSHA, 90-10	\$706,853	\$768,142	108.67%
TOTALS	\$2,555,238	\$2,713,673	106.20%
U.S. DEPARTMENT OF LABOR – BLS	'19 BUDGET	'19 EXP	% EXP
BUREAU LABOR STATS, COF 50-50	\$14,672	\$14,637	99.76%
BUREAU LABOR STATS, ROSH, 50-50	\$97,463	\$102,944	105.62%
CURRENT EMPLOYMENT STATS (CES)	\$102,565	\$100,336	97.83%
EMPL & WAGE CENSUS (ES-202)	\$389,722	\$381,103	97.79%
EMPLOYMENT STATISTICS (ACES)	\$762,762	\$741,365	97.19%
LOCAL AREA UNEMPL STATS (LAUS)	\$197,365	\$185,321	93.90%
OCCUPATIONAL EMPL STATS (OES)	\$418,051	\$417,502	99.87%
ONE STOP LABOR MARKET INFO	\$669,051	\$550,224	82.24%
TOTALS	\$ 2,651,651	\$2,493,431	94.03%
DEPARTMENT OF HEALTH & HUMAN SERVICES	'19 BUDGET	'19 EXP	% EXP
PROMISE JOBS	\$10,185,068	\$9,797,689	96.20%
TOTALS	\$10,185,068	\$9,797,689	96.20%

STATE APPROPRIATIONS

	'19 BUDGET	'19 EXP	% EXP
STATE APPROPP, AMOS	\$100,000	\$100,000	100.00%
STATE APPROPP, LABOR	\$5,850,957	\$3,117,180	53.28%
STATE APPROPP, I3	\$249,178	\$240,483	96.51%
STATE APPROPP, FIELD OPS & CARRYOVER	\$7,925,650	\$7,925,650	100.00%
STATE APPROPP, FRI COORDINATOR	\$150,000	\$150,000	100.00%
STATE APPROPP, FRI SUMMER YOUTH	\$250,000	\$31,456	12.58%
STATE APPROPP, WORK COMP	\$3,458,544	\$3,147,998	91.02%
STATE APPROPP, OFFENDER RE-ENTRY PRG	\$527,974	\$457,080	86.57%
STATE APPROPP, MISCLASSIFICATION	\$487,245	\$487,245	100.00%
STATE APPROPP, UI RESERVE FUND	\$1,600,000	\$1,600,000	100.00%
PENALTY & ITNEREST, APPROP, FIELD	\$1,766,084	\$1,766,084	100.00%
TOTALS	\$22,365,632	\$19,023,176	85.06%

OTHER SOURCES

	'19 BUDGET	'19 EXP	% EXP
ATHLETIC COMMISSION	\$104,241	\$72,473	69.52%
BOILER INSPECTIONS	\$2,934,828	\$820,904	27.97%
ELEVATOR INSPECTIONS	\$4,978,390	\$2,116,698	42.52%
CONTRACTOR REGISTRATION	\$2,694,178	\$580,876	21.56%
LABOR ESTATE BEQUEATH	\$65,000	\$20,226	31.12%
INDIRECT RESERVE FUND	\$94,350	\$94,350	100.00%
IOWA ACCESS GRANT	\$16,495	-	0.00%
LABOR SURVEYS	\$12,548	\$12,548	100.00%
LABORSHED	\$900,000	\$717,217	79.69%
ECONOMIC DEVELOPMENT OUTCOMES	\$55,000	\$36,245	65.90%
LMI EDUCATION MOU	\$13,000	-	0.00%
CLEARINGHOUSE FOR WORKBASED LEARNING	\$50,000	\$24,197	48.39%
PENALTY AND INTEREST, OTHER	\$9,335,878	\$1,594,938	17.08%
MANDATORY EDUCATION REPORTING	\$150,000	\$65,055	43.37%
FUTURE READY IOWA, LUMINA TIDE CENTER	\$25,563	\$25,563	100.00%
TICKET TO WORK	\$804,038	\$528,702	65.76%
WORK COMP, MISC. RECEIPTS	\$709,699	\$709,699	100.00%
TOTALS	\$22,943,207	\$7,419,692	32.34%

RESERVED REVENUE

	'19 BUDGET	'19 EXP	% EXP
FOREIGN LABOR CERTIFICATION	\$56,250	\$0	0.00%
LABOR FEDERAL FUNDS	\$719,800	\$0	0.00%
LMI FEDERAL FUNDS	\$399,035	\$0	0.00%
BLS, ACES PROGRAM	\$201,250	\$0	0.00%
RESEA	\$758,295	\$0	0.00%
VETERANS, RESERVE	\$415,441	\$0	0.00%
TAA, RESERVE	\$5,358,443	\$0	0.00%
WOTC RESERVE	\$64,310	\$0	0.00%
UNEMPLOYMENT, BASE, RESERVE	\$6,126,704	\$0	0.00%
TOTALS	\$14,099,528	\$0	0.00%

NON-RESERVED REVENUE

	'19 BUDGET	'19 EXP	% EXP
INDIRECT COST POOL	\$10,358,373	\$10,358,373	100.00%
TOTALS	\$10,358,373	\$10,358,373	100.00%

TOTALS FROM PAGES 55-56

\$214,124,707	103,065,563	48.13%
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FY 2019 MONTHLY EXPENDITURE REPORT BY FUNDING SOURCE

FEDERAL FUNDS

US DEPARTMENT OF LABOR	'19 BUDGET	'19 EXP	% EXP
BUREAU OF LABOR STATISTICS	\$3,316,246	\$2,493,431	75.19%
EMPLOYMENT AND TRAINING ADMINISTRATION	\$61,113,168	\$24,697,448	40.41%
OCCUPATIONAL SAFETY & HEALTH ADMIN.	\$3,275,038	\$2,713,673	82.86%
UNEMPLOYMENT DIVISION	\$80,567,975	\$26,562,080	32.97%
DEPARTMENT OF EDUCATION	\$213,000	\$89,252	41.90%
TOTALS	\$148,485,427	\$56,555,885	38.09%
US DEPARTMENT OF HUMAN SERVICES			
PROMISE JOBS PROGRAM	\$10,185,068	\$9,797,689	96.20%
TOTALS	\$10,185,068	\$9,797,689	96.20%

STATE GENERAL FUNDS

	'19 BUDGET	'19 EXP	% EXP
AMOS	\$100,000	\$100,000	100.00%
FIELD OFFICES	\$7,925,650	\$7,925,650	100.00%
I3 ACCOUNTING SYSTEM	\$249,178	\$240,483	96.51%
LABOR PROGRAMS	\$5,850,957	\$3,117,180	53.28%
WORKER'S COMPENSATION	\$3,458,544	\$3,147,998	91.02%
FUTURE READY IOWA	\$400,000	\$181,456	45.36%
MISCLASSIFICATION	\$487,245	\$487,245	100.00%
OFFENDER RE-ENTRY PROGRAM	\$527,974	\$457,080	86.57%
TOTAL	\$18,999,548	\$15,657,092	82.41%

OTHER SOURCES

	'19 BUDGET	'19 EXP	% EXP
ATHLETIC COMMISSION	\$104,241	\$72,473	69.52%
BOILER INSPECTIONS	\$2,934,828	\$820,904	27.97%
ELEVATOR INSPECTIONS	\$4,978,390	\$2,116,698	42.52%
CONTRACTOR REGISTRATION	\$2,694,178	\$580,876	21.56%
LABOR ESTATE BEQUEATH	\$65,000	\$20,226	31.12%
INDIRECT RESERVE FUND	\$94,350	\$94,350	100.00%
IOWA ACCESS GRANT	\$16,495	-	0.00%
LABORSHED	\$912,548	\$729,765	79.97%
PENALTY AND INTEREST	\$11,101,962	\$3,361,022	30.27%
ECONOMIC DEVELOPMENT OUTCOMES	\$55,000	\$36,245	65.90%
REVOLVING ACCOUNT INTEREST	\$1,600,000	\$1,600,000	100.00%
FUTURE READY IOWA	\$25,563	\$25,563	100.00%
TICKET TO WORK	\$804,038	\$528,702	65.76%
WORKER'S COMPENSATION, COPYING	\$709,699	\$709,699	100.00%
TOTALS	\$26,096,291	\$10,696,524	40.99%
TOTAL OF ALL SOURCES	\$203,766,334	\$92,707,190	45.50%

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



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.

Benefits
Phone: 866-239-0843
Email: uicclaimshelp@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

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