

2024



IOWA

Iowa Workforce  
Development

# 2024 Annual Report

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## State Fiscal Year 2024

For any questions about the information in this report, including the programs, data, or contacts, please contact the Iowa Workforce Development Communications Bureau at: [communications@iwd.iowa.gov](mailto:communications@iwd.iowa.gov).

You can also visit the IWD website, which contains information on all agency programs and initiatives: <https://workforce.iowa.gov>.

Additional contact information for the agency is included at the end of this report.

# INTRODUCTION

## Agency Overview

Iowa Workforce Development (IWD) is a state agency committed to providing employment services for individual job seekers and to serving employers by helping them find the skilled workforce they need. IWD connects both groups through a variety of programs, including IowaWorks.gov, the state's largest job bank.

This annual report covers IWD's service to Iowans during Fiscal Year 2024, which ended on June 30, 2024. This was the first complete fiscal year following the implementation of a new state government alignment that relocated some state programs to simplify government structure and consolidate areas of expertise:

- The Iowa Division of Labor and the Workers' Compensation Division were moved from Iowa Workforce Development to the Iowa Department of Inspections, Appeals, and Licensing.
- At the same time, Iowa Vocational Rehabilitation Services was moved from the Department of Education to become its own division within IWD.
- The Disability Determination Services Bureau of IVRS also became its own division within IWD.



### Beth Townsend, Executive Director

Director Townsend is the Executive Director of Iowa Workforce Development (IWD), a state agency that helps Iowans find jobs and employers find a skilled workforce. As such, she prepares, administers, and controls the budget of the agency and its divisions.

Director Townsend has been in her current position since 2015, was reappointed in 2019 and 2023, and confirmed by the Iowa Senate each time. She practiced law in Iowa until she was appointed as the Director of the Iowa Civil Rights Commission in 2011.

Director Townsend previously served in the United States Air Force as a member of Judge Advocate General and retired in 2010 as a Lieutenant Colonel from the Air Force Reserve after 21 years of active and reserve duty.

# OUTREACH: TAKING IWD TO IOWANS

## Mobile Workforce Center

In early 2024, IWD launched the IowaWORKS Mobile Workforce Center, an exciting new tool that helps us deliver high-quality services throughout the state – the same services that are available at the state's IowaWORKS offices.



This 32-foot long workforce center includes 10 computer work stations and two 40-inch monitors (one on the outside), allowing IowaWORKS career planners to provide both outdoor workshops and one-on-one career assistance in every far-flung corner of the state.

In many different situations – whether it was a mass layoff, or a community response to a natural disaster – the mobile workforce center was the first to deploy, providing a critical link to workforce services that wasn't possible before.

Between March and December 2024, the IowaWORKS Mobile Workforce Center deployed to 59 events across all areas of the state. In many cases, the events were tied to company layoffs, and the mobile center was brought in to provide easy access for impacted workers to apply for unemployment benefits and register for work in the IowaWORKS system. Other events have included career fairs, resource fairs, events for specific populations such as veterans, and other community-specific events where attendees might benefit from connecting with an IowaWORKS representative.

Going forward, IWD envisions the Mobile Workforce Center will continue to be a tool both for proactive outreach and for Rapid Response to layoffs.

For more information, visit <https://workforce.iowa.gov/mobile-center>.



# OUTREACH: TAKING IWD TO IOWANS

## Rapid Response

In times of large layoffs and/or business closure, IWD's Rapid Response Team works with the employer and any union officials involved to determine the needs of impacted workers and the best way(s) to meet those needs. Team members meet with involved parties and community leaders, then schedule meetings to provide workers with information about possible assistance. In many cases, IWD establishes a local transition center where staffers can answer questions about unemployment benefits and provide job search assistance. This year, for the first time, the Rapid Response Team also utilized the services of the IowaWORKS Mobile Workforce Center.

### In FY2024, the Rapid Response Team:

- Received 126 notices under the Worker Adjustment and Retraining Notification (WARN) Act, which requires that Iowa employers give the state advance notice of any large layoffs.
- Established 1 transition center for workers at the former Tyson Foods plant in Perry, to help serve over 1,200 laid off workers.
- Served a total of 5,523 impacted workers through on-site visits to layoff sites (broken down by locations)
  - Central Iowa LWDA: 2,647
  - East Central Iowa LWDA: 309
  - Iowa Plains LWDA: 605
  - Mississippi Valley LWDA: 684
  - Northeast Iowa LWDA: 1,147
  - South Central Iowa LWDA: 131



# AMERICAN JOB CENTERS: IOWAWORKS



# AMERICAN JOB CENTERS: IOWAWORKS

## IowaWORKS

IowaWORKS is our name for Iowa’s portion of the national network of American Job Centers. Any Iowan can access a wide range of workforce services at one of 18 IowaWORKS locations or online at IowaWORKS.gov. These services – provided both by Iowa Workforce Development and a variety of other partners – include a wide mix of training and job search assistance programs designed to help match Iowans with the employers who need them. A total of 385,163 Iowans sought IowaWORKS services in calendar 2024 – a nearly 40 percent increase from the 275,119 people in 2023.

### Iowans who received services from IowaWORKS in FY2024:



## Reemployment Services

At the direction of Governor Kim Reynolds, IWD's Reemployment Case Management (RCM) program was launched in January 2022 to refocus IWD from acting as the state's unemployment agency to being its reemployment agency. RCM created a program where jobless individuals who apply for unemployment benefits are contacted the week after filing their initial unemployment claims. Designated RCM Career Planners connect with each unemployment claimant to connect them with local job opportunities and job-seeking services. With limited exceptions, Career Planners meet regularly with each individual receiving unemployment benefits to provide job-search guidance, refer them to specific services, and ensure that they are complying with job search requirements. This process continues until reemployment.

In Fiscal Year 2024, Career Planners completed 18,796 RCM appointments and continued to reduce the time Iowans spend on unemployment. In January 2022, the average duration of an Iowa unemployment claim (the time spent receiving benefits) was 13.0 weeks. At the end of 2024, the average claim had a duration of 9.0 weeks. This is the lowest this figure has reached in Iowa in more than 50 years. As a result, Iowa has saved approximately \$364 million in unemployment benefits paid out as compared to the average annual payments for five years pre-pandemic.

### Early and Ongoing Assistance

RCM operates as a modified and supplementary version of the federal Reemployment Services and Eligibility Assessment (RESEA) program. RCM allows Iowa to reach out to unemployment claimants much earlier in the process, then transition them into RESEA at the appropriate time. As a result, customers attend consistent appointments and receive continuing unemployment insurance eligibility assessment, as well as customized career assistance. This assistance includes access to Labor Market Information, orientation to the American Job Center, resume review, referrals to appropriate partner programs, and a regular reassessment of work search progress.

# AMERICAN JOB CENTERS: IOWAWORKS

## Reemployment Services

### Virtual Workshops

Iowa Workforce Development provides information on a wide variety of employment-related topics via no-cost virtual workshops. Participants can attend these sessions online or in-person at their local IowaWORKS American Job Center. The workshops are available to the public and typically are a requirement for RCM and RESEA participants. Popular workshop topics include preparing a resume, interview strategies, business panels with Iowa employers to discuss the application process, and the importance of soft skills in the workplace. Popular workshops were developed based on feedback from customers attending focus groups drawn from reemployment program participants.

In Fiscal Year 2024, there were **440 virtual workshop sessions** delivered with **66,957 attendees**.

### National Recognition

In June 2024, IWD Executive Director Beth Townsend was asked to testify before the U.S. House Ways & Means Subcommittee on Workforce and Welfare about the success of Iowa’s reemployment programs.



“Through this program, Iowa Workforce Development has shortened the average time Iowans spend on unemployment by more than 30 percent, boosted Iowa’s available workforce and saved employers unemployment taxes in the form of lower unemployment tax rates,” Townsend told Congress. “We believe our RCM program is a national model for helping put people back to work after unemployment sooner rather than later and helps those individuals find the best possible careers and job opportunities that they may not have otherwise even considered.”

### BY THE NUMBERS: FY2024

Average UI Claim as of January 2022	Average UI Claim as of December 2024	Decrease in Average Claim Duration	Estimated Savings in Unspent Benefits
13.0 weeks	9.0 weeks	4.0 weeks	\$364 million

“THROUGH THIS PROGRAM, IOWA WORKFORCE DEVELOPMENT HAS SHORTENED THE AVERAGE TIME IOWANS SPEND ON UNEMPLOYMENT BY MORE THAN 30 PERCENT.”  
—EXECUTIVE DIRECTOR BETH TOWNSEND



# AMERICAN JOB CENTERS: IOWAWORKS

## IowaWORKS.gov

Iowa's data management and employment system, IowaWorks.gov, enables individuals to register for work and receive applicable career services. Individuals who register in IowaWORKS are able to receive assistance in several ways, including self-service using information provided through the website and through electronic interaction with IowaWORKS staff. If customers require additional staff-assisted services, IowaWORKS Career Planners assess those service needs and enroll individuals in an appropriate Workforce Innovation and Opportunity Act (WIOA) program that will successfully meet the workforce needs of the participant. Services are available by visiting an IowaWORKS location or by scheduling a virtual appointment. Once an individual is registered in IowaWORKS, they are able to access services without the requirement to register again in the future.

### WORKSHOP SERVICES RECEIVED

72,279

### REGISTERED INDIVIDUALS

Total Registered  
(Program Year 2023/Fiscal Year 2024):

60,107

Number of Services Received:

814,019

Age at Registration:

Under Age 19:

1,730

Ages 45-54:

15,746

Ages 19 - 44:

48,960

Ages 55+:

14,606

### ENROLLED INDIVIDUALS

Total Enrolled (PY2023/FY2024)

31,657

Number of Services Received

231,252

Age at Registration:

Under Age 19:

171

Ages 45-54:

6,383

Ages 19 - 44:

17,996

Ages 55+:

7,107

### VETERANS REGISTERED WITH IOWAWORKS PROGRAMS

2,392

#### About the Data:

Registered Individuals are people who have created an account in IowaWORKS and received information-based services, such as using job search information on a website or attending online workshops. Enrolled Individuals have received one-on-one assistance through a variety of programs.

# AMERICAN JOB CENTERS: IOWAWORKS

## National Career Readiness Certificate

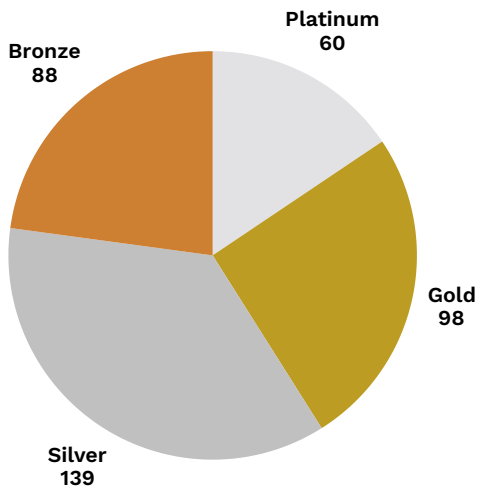
IWD continues to provide testing via ACT's National Career Readiness Certificate (NCRC), a WorkKeys program, throughout the state at no cost to Iowans. Testing is completed in IowaWORKS Centers, high schools, and correctional facilities around the state, and is available in English and Spanish.

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. Test proctors in all locations encourage participants to list their NCRC certificate on resumes and job applications, and to present a copy of the certificate to potential employers during the interview process.

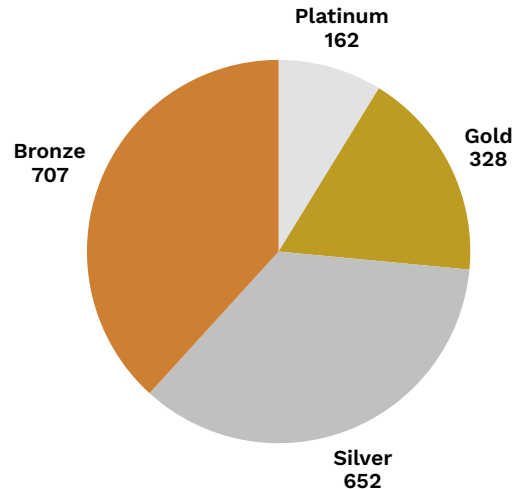
IWD has promoted the NCRC for more than a decade as a definitive way for employers to know an applicant has a solid understanding of the three areas assessed. According to data obtained from ACT, Iowa has 408 businesses who have expressed support for the National Career Readiness Certificate, meaning that they recognize or recommend NCRC in their hiring practices.

In Fiscal Year 2024, 2,231 Iowans earned an NCRC, with 382 of those certificates being earned from inside state correctional facilities.

### National Career Readiness Certificates Issued at Correctional Facilities



### National Career Readiness Certificates Issued (Excluding Correctional Facilities)



# AMERICAN JOB CENTERS: IOWAWORKS

## Returning Citizen Initiative

IWD has six full-time Reentry Workforce Advisors located in the Mitchellville, Newton, Anamosa, Mount Pleasant, Fort Dodge and Clarinda correctional facilities. These staff assist incarcerated individuals nearing release with finding employment and networking with employers to address the barriers they may have in hiring returning citizens. The assistance provided includes help with resume development, job interviewing techniques, and career pathway navigation, as well as overall guidance with the job search and application process. Each of the participants in the program completes the National Career Readiness Certificate (NCRC).

Reentry Career Planners served 1,900 individuals in Fiscal Year 2024, or roughly 22 percent of Iowa's incarcerated population. This number is larger compared to the last program year, as these positions were fully staffed in FY2024. Services provided to those behind bars included career counseling, job search assistance, resume development, job interviewing, and a variety of other educational services.

Reentry Workforce Advisors also proctored 160 instruction tests related to training for Registered Apprenticeships. A total of 31 incarcerated individuals we served completed their registered apprenticeship program in Fiscal Year 2024, with our staff also enrolling 24 new incarcerated individuals as apprentices.

Iowa has training in process so that all Reentry Career Planners in Iowa institutions will be certified as Offender Workforce Development Specialists (OWDS). This certification is an inclusive workforce development program with a 10-module curriculum designed to introduce, explain, and provide practical experience in using tools and strategies targeting employment retention for the justice-involved and marginalized population. Currently, three out of six of our Reentry Career Planners who are working in the correctional institutions are OWDS certified.

Thousands of men and women are released from incarceration every year and return to our communities; roughly 90 percent of those currently incarcerated will be released. This program gives returning citizens one more opportunity for success, which is defined as finding meaningful employment and starting a new chapter in their lives.

# VETERANS & HOME BASE IOWA





# VETERANS & HOME BASE IOWA

## Veteran Workforce Services

IWD's Office of Veteran Workforce Services (OVWS) was formed in April 2023 when the Jobs for Veterans State Grants (JVSG) and Home Base Iowa (HBI) programs were brought together to maximize their reach and impact across the state. This reorganization has increased our capacity, communication, and consistency in the way we deliver services to several groups, including but not limited to:



veterans, service members, employers, partners, communities, and institutions of higher education.

OVWS staff consists of the Director of Veteran Workforce Services and the HBI Program Manager, as well as 25 team members across the state. Its vision is to make Iowa the “State of Choice” for veterans and transitioning service members accessing employment, education, and/or continued service; and to help ensure service members are valued in communities which are welcoming, affordable, safe and family-friendly.

The OVWS team includes:

- Sixteen Veteran Career Planners (eight full-time and eight half-time) and four Local Veterans' Employment Representatives (LVERs).
- Five HBI Career Planners also are funded under the Home Base Iowa program.
- There is an OVWS team member in 15 of the 18 IowaWORKS locations across the state.

**Veteran Career Planners** provide individualized career services to eligible participants with an emphasis on assisting veterans who are economically or educationally disadvantaged. These services include but are not limited to completing comprehensive and specialized assessments of skill levels, developing an individual employment plan, career planning, individual and group counseling, referrals to other supportive service agencies, and identifying training opportunities.

**LVER staff** conduct outreach to employers and business associations and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans, transitioning service members, and other eligible populations. LVERs explain and demonstrate why it is a good business decision to hire and retain veterans and educate employers on the best practices and programs for doing so.

**Home Base Iowa** Career Planners provide personalized, one-on-one employment support to veterans, their spouses, and transitioning service members. They collaborate with HBI communities to design incentive packages aimed at attracting and retaining veteran families within Iowa. Additionally, HBI career planners connect veterans with local resources, support groups, and county veteran service officers, ensuring veterans receive both the camaraderie and VA benefits they have earned.

# VETERANS & HOME BASE IOWA

## FY2024 Highlights: Veteran Services through American Job Centers

In FY2024, IowaWORKS centers:

- Served a total of 2,434 veterans and eligible persons under the Wagner-Peyser program.
- Of those, 1,758 received an individualized career service.
- 872 received an individualized career service through the JVSG program
- 401 veterans/spouses confirmed employment through JVSG and HBI program services
- The Davenport IowaWORKS office was selected as a co-winner (along with Workforce Joint Base Lewis-McChord in Washington) of the Mark Sanders Award. This award by the National Association of State Workforce Agencies recognizes a one-stop career center whose efforts to serve veterans go above and beyond the scope of mandatory service provision and have a special emphasis on veterans with significant barriers to employment.



### LVER SERVICES UP 24.5 PERCENT

- LVERs provided 4,653 services to 906 employers – an increase of 1,135 services and 77 more employers than the previous fiscal year. Services include providing employer information and support, workforce recruitment assistance, accessing untapped labor pools, continued employer engagement and more.



### 12 MMPH WORKSHOPS WITH A TOTAL OF 250 ATTENDEES

- Military Members Power Hour (MMPH) – a monthly series of online training workshops created early in FY2024 focused on skills to enhance the employment prospects of veterans and service members. Workshops topics include resume writing and cover letters, interview techniques, overcoming obstacles, a class for justice-involved veterans and more.



### 22 NEW SKILLBRIDGE PARTICIPATING EMPLOYERS IN IOWA

- In November 2023, Iowa Workforce Development was approved to be a third-party administrator for the U.S. Department of Defense SkillBridge program. Through this program, approved industry partners can gain early workforce access to transitioning service members (via internships, etc.) up to 180 days prior to their separation from service (with approval by their command). IWD serves as an intermediary for the DOD and works with employers in Iowa to review their applications and training plans for program approval. Since launch, our LVER team has worked to expand SkillBridge opportunities in Iowa and expand development of this potential talent pipeline for Iowa businesses.
- Each year, JVSG grant recipients have the opportunity to award workforce centers that have demonstrated through data, partnerships, and other means how they went above and beyond to serve veterans, service members, and spouses in their area. The 2024 Veterans Incentive Award-winning offices in Iowa were: Iowa City, Dubuque/Decorah, Sioux City, Ottumwa, and Davenport.

# VETERANS & HOME BASE IOWA

## Home Base Iowa

Home Base Iowa (HBI) is Iowa's premier initiative to connect Iowa businesses with skilled veterans, transitioning service members, and military spouses seeking career opportunities. In FY2024, HBI saw significant growth, underscoring the program's commitment to supporting veterans and their families in establishing successful careers and meaningful connections within Iowa communities.

In FY2024, HBI provided tailored employment services to 90 veterans, transitioning service members, and their spouses. However, these services are just one aspect of HBI's comprehensive support network. In partnership with the Jobs for Veterans State Grant (JVSG) team, HBI offers wrap-around services to address the diverse needs of veterans moving to Iowa. JVSG veteran career planners deliver intensive employment assistance, while HBI career planners provide essential information on community resources and incentives, facilitating a smooth transition into Iowa life.

HBI's support services include guidance on education benefits, VA home loans, community and statewide incentives, connections to veteran support networks, and local veteran service officers. This holistic approach helps veterans find purpose and community after they serve our nation.

A major priority for HBI in FY2024 was recruiting and retaining veterans and their families in Iowa. The state recognizes veterans' valuable contributions to our communities and local economies, bringing with them a wealth of skills and talents that enhance Iowa's workforce and communities.

### Home Base Iowa Highlights:



**Surpassed 130  
Total Home Base  
Iowa Communities**



**Helped Over 90  
Veterans and Spouses  
Find Employment**



**129+ Employers Received  
HBI Designation as  
Veteran Friendly**

#### **SUCCESS STORY: John's Transition from Arizona to Iowa**

*John sought assistance with his move from Arizona to Western Iowa through the Iowa Workforce Development Jobs for Veterans State Grant (JVSG) program. The JVSG career planner referred him to HBI for additional support, initiating a collaborative effort that would shape John's career and his family's future in Iowa.*

*Through HBI and JVSG's joint efforts, John received personalized support with resume development, career exploration, and community insights. This tailored approach allowed John to align his skills and goals with Iowa employers, ultimately leading to his successful placement as an Activities Specialist at the Mental Health Institute in Cherokee, Iowa, with an annual salary of \$48,800.*

*Today, John and his family are happily settled in Iowa, where he is excited to embark on this new professional chapter. John's story exemplifies the power of collaboration between JVSG and HBI, demonstrating the impact of these programs on veterans' successful transitions.*

# WORKFORCE SERVICES DIVISION



# WORKFORCE SERVICES DIVISION

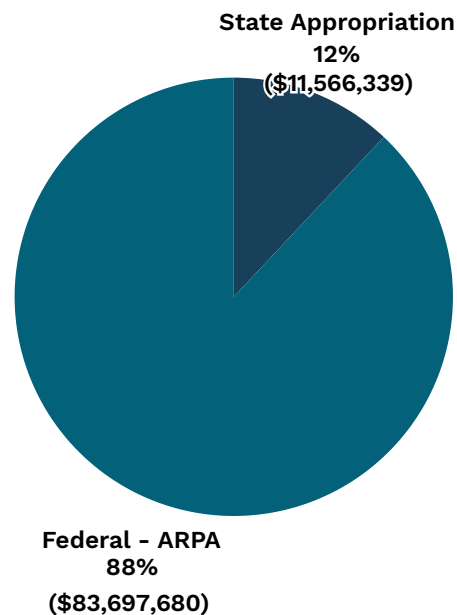
The mission of the Workforce Services Division is to promote an effective workforce system in Iowa and support its stakeholders through policy development and implementation, oversight and monitoring, administration of state workforce grants, training and technical assistance of federal and state workforce programs, and direct service provision for the PROMISE JOBS program.

## Workforce Services Division (WFS)

The Workforce Services Division has undergone a significant transformation in recent years. The alignment of workforce programming at IWD has brought several new programs under the administration of the WFS Division, including the WIOA Title II Adult Education and Literacy programs, the Senior Community Service Employment Program, the entirety of the PROMISE JOBS program, and the Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) Intermediary network. This is the first year that those programs are being included in IWD's annual report. WFS continues to integrate these programs and search for ways to improve the services available to all Iowans. In addition, Program Year 2023/Fiscal Year 2024 was the second year that the WFS Division operated a Grants Bureau to facilitate grant funds at IWD, both with IWD as the grantor and grantee. Grant funds support programs that include infrastructure projects for child care centers, summer internship experience for youth, registered apprenticeship programs, infrastructure projects for CDL certification courses, language learning programs, and creating a variety of work-based learning programs. Awardees include private businesses, a variety of non-profit organizations, community colleges, and school districts.

The IWD Grants Bureau managed 14 different grant programs in FY2024 for a total of \$95,264,019 in grant funds to 366 awardees across the state. Eighty-eight percent of these funds were from the American Rescue Plan Act.

## Grant Funding Source



# WORKFORCE SERVICES DIVISION

Grant Opportunities by Number of Awardees	Number of Awardees	Total Amount	Funding Source
ENTRY LEVEL DRIVER TRAINING	37	\$2,358,242	ARPA - FEDERAL
ENGLISH LANGUAGE LEARNERS	6	\$364,619	ARPA - FEDERAL
CHILD CARE BUSINESS INCENTIVES	14	\$18,990,207	ARPA - FEDERAL
STATE INTERMEDIARY NETWORK	15	\$1,500,000	STATE APPROP
TEACHER - PARAEDUCATOR REGISTERED APPRENTICESHIP	19	\$45,643,770	ARPA - FEDERAL
HEALTH CAREERS REGISTERED APPRENTICESHIP 1.0	7	\$2,165,943	ARPA - FEDERAL
HEALTH CAREERS REGISTERED APPRENTICESHIP 2.0	17	\$9,399,647	ARPA - FEDERAL
84F (15C) 2024 REGISTERED APPRENTICESHIP	47	\$760,000	STATE APPROP
84E (15B) 2024 REGISTERED APPRENTICESHIP	58	\$3,000,000	STATE APPROP
15B 2022 REGISTERED APPRENTICESHIP	63	\$3,000,000	STATE APPROP
15B 2023 REGISTERED APPRENTICESHIP	67	\$3,000,000	STATE APPROP
SUMMER YOUTH INTERNSHIP 2024	6	\$321,080	STATE APPROP
CENTRAL IOWA JOBS TRAINING 2024	1	\$100,000	STATE APPROP
CDL INFRASTRUCTURE	9	\$4,775,252	ARPA - FEDERAL

## Workforce Innovation and Opportunity Act (WIOA)

Under WIOA, the federal Workforce Innovation and Opportunity Act, Iowa Workforce Development is responsible for providing policy, technical assistance and training, and monitoring for all six Local Workforce Development Areas (LWDAs) in Iowa to ensure the effective delivery of services to both job seeker and employer customers of the state and local workforce systems.

IWD's WIOA team works closely with local area leaders and service providers in each Local Workforce Development Area to help ensure that federal workforce development funding is spent in the most efficient manner possible. (Federal funding flows through IWD to the local areas, where it is spent according to local priorities.)

In addition, the team has administrative oversight for a variety of programs designed to assist job seekers in specific situations. These programs include:

### WIOA Title I Services: Adult, Dislocated Worker, and Youth Programs

Title I services are designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to complete in the global economy.

# WORKFORCE SERVICES DIVISION

## WIOA Title I Services (Continued)

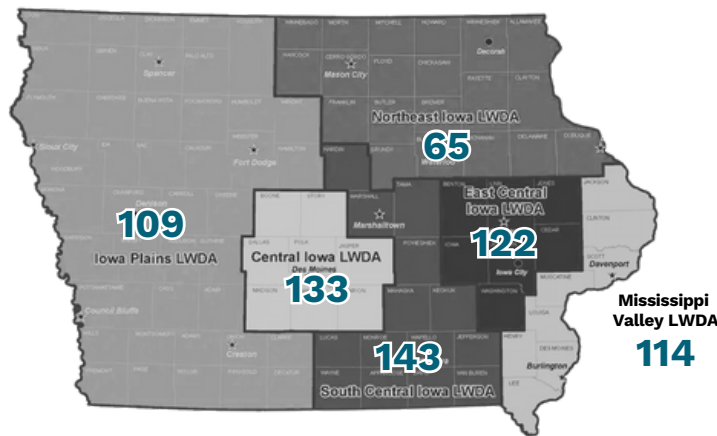
The Adult program assists individuals who are 18 and older, a citizen of the US or territory, and registered with selective service when applicable, with priority given to recipients of public assistance, other low-income individuals, individuals who are basic skills deficient, and individuals with barriers to employment. Title I Dislocated Worker assists those that met the previous adult criteria and have been laid off or terminated due to no fault of their own. Title I Youth assists those 14-24 years old facing significant barriers to education or employment to reach self-sufficiency.

Title I career planners are located in each of the LWDA's and play an integral role in the workforce services delivery system.

### Customers Served - WIOA Title I Adult Program

by Local Workforce Development Area Program Year 2023/Fiscal Year 2024

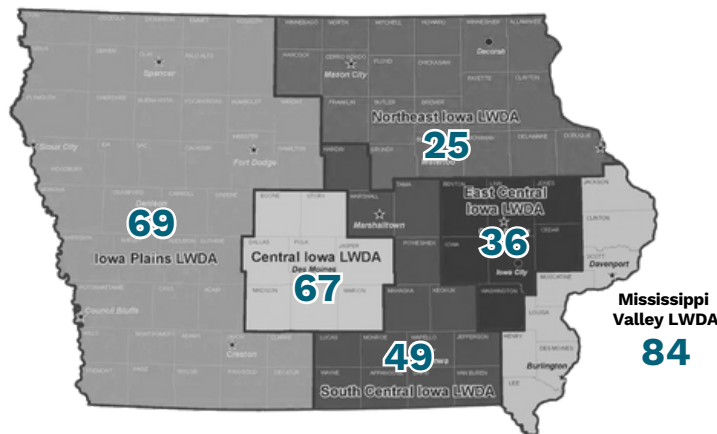
**State Total – Adult Customers 686**



### Customers Served WIOA Title I Dislocated Worker Program

by Local Workforce Development Area Program Year 2023/Fiscal Year 2024

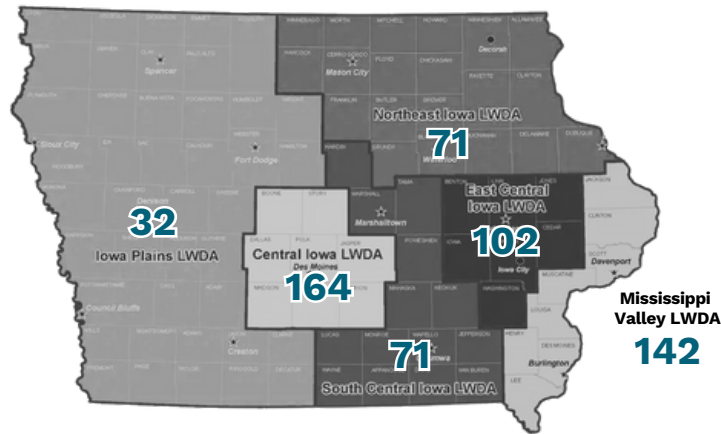
**State Total – Dislocated Worker Customers 328**



# WORKFORCE SERVICES DIVISION

## Customers Served WIOA Title I Youth Program

by Local Workforce Development Area Program Year 2023/Fiscal Year 2024  
**State Total – Youth Customers 582**



### Migrant and Seasonal Farmworker/Monitor Advocacy System

Iowa Workforce Development's Migrant and Seasonal Farm Worker (MSFW) program assists agricultural employers and farm workers. Peak season for providing these services comes in July in Iowa with the arrival of migrant workers and H2A workers, mainly from Texas, Georgia, South Africa, and Mexico, as well as some workers from Central and South America and Ukraine.

Workforce Services has been working closely with the U.S. Department of Labor to develop an accurate assessment of the number of MSFWs in the state.

During FY2024, 14,506 MSFWs were offered services through outreach, with 153 becoming enrolled as participants and receiving individualized career services. In situations where the MSFWs were unable to visit an IowaWORKS Center, outreach workers provided services offsite. This enabled MSFWs to access necessary services in a way that was most appropriate for their circumstances. Outreach workers continue to be the primary points of contact for all scheduling events, such as registrations, presentations, logging complaints, and secondary needs. Additionally, outreach workers focused on building relationships with agricultural employers and MSFWs.

Outreach workers stay in contact with farm workers throughout the year, answering questions about Agricultural Recruitment System, a mechanism to help employers recruit qualified U.S. workers for seasonal agricultural work. Iowa is actively promoting the ARS system in hopes of helping employers expand the benefits and associated processes and to increase participation in ARS as a business strategy that also protects the interests of Iowa farm workers. In FY2024, Iowa filled 137 ARS orders for a total of 137 workers.



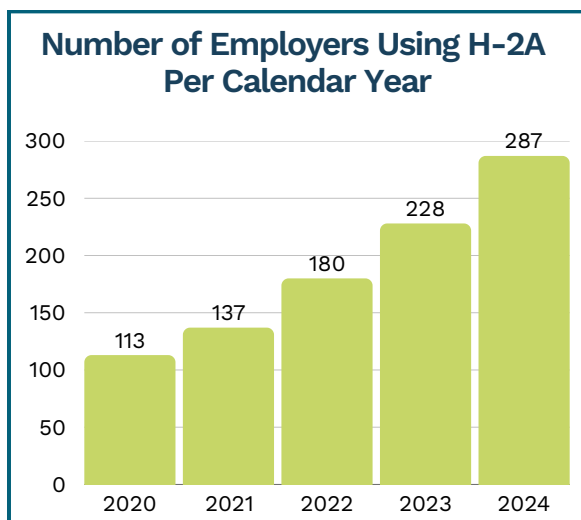
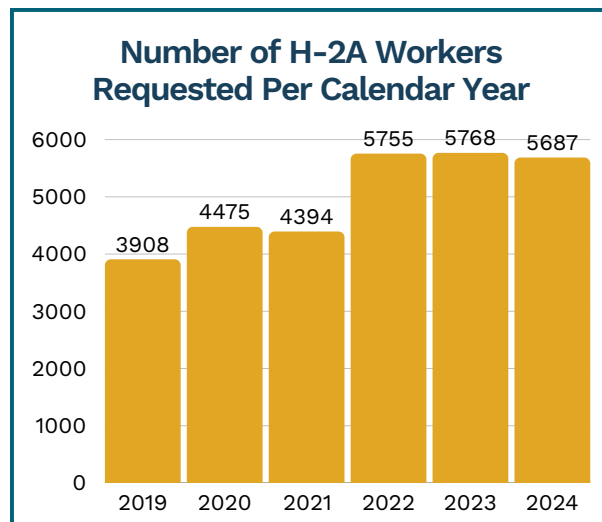
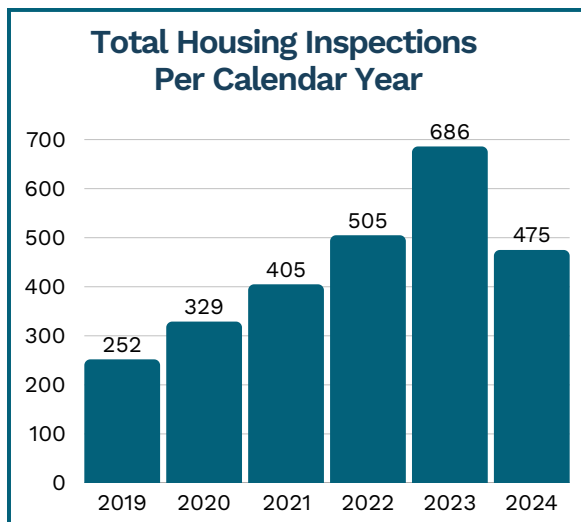
# WORKFORCE SERVICES DIVISION

## Foreign Labor Certification

The H-2A program allows agricultural employers who anticipate a shortage of domestic workers to bring nonimmigrant, foreign workers into the U.S. to perform agricultural work of a temporary or seasonal nature. The H-2B program is similar, except that it is for non-agricultural employment. Neither program approves foreign workers in the U.S. without employers demonstrating unsuccessful attempts to hire domestic workers.

Iowa Workforce Development's role varies by program. The agency assists with domestic recruitment for both programs, but H-2A requires the State Workforce Agency to conduct housing inspections to ensure that all properties housing H-2A workers meet federal requirements. IWD does outreach to H-2A workers, as well.

H-2B records show 240 Iowa applications were approved by the Office of Foreign Labor in FY2024 for 2,459 workers, while records show 493 H-2A applications were received and 638 housing inspections completed for the H-2A program.



# WORKFORCE SERVICES DIVISION

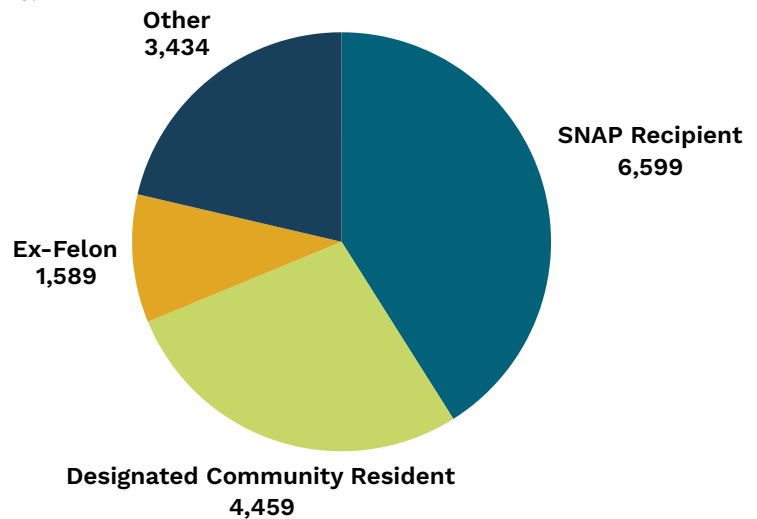
## Work Opportunity Tax Credit (WOTC)

The Work Opportunity Tax Credit (WOTC) is a federal tax credit available to employers who hire and retain individuals from designated populations of people who have recognized barriers to employment. These populations are referred to as “target groups” and are listed in the chart below. Iowa typically sees the highest number of applications for SNAP (Supplemental Nutrition Assistance Program) recipients, Designated Community Residents (adults age 18-40 who live in a designated Empowerment Zone or Rural Renewal County), and Ex-Felons.

Sources of WOTC Applications:

- SNAP Recipient
- Designated Community Resident
- Ex-Felon
- Other

In FY2024, Iowa Workforce Development approved 16,081 Work Opportunity Tax Credit applications for Iowa businesses, an increase of 1 percent from the previous year. Employers can claim up to \$9,600 in tax credits per qualified employee during the employee’s first year of service, but the exact tax benefit amount that businesses can receive depends on the target group of the individual who was hired, the wages paid to that individual in the first year of employment, and the number of hours that individual worked.



## Senior Community Service Employment Program (SCSEP)

The Senior Community Service Employment Program (SCSEP) is a community service and work-based learning training program for unemployed individuals 55 and older who have barriers to employment. SCSEP participants gain needed work skills through work-based learning assignments at a variety of non-profits and public facilities referred to as host agencies. Participants work/train for an average of 20 hours per week and are paid the highest of federal, state, or local minimum wage. The training is designed to serve as a bridge to unsubsidized employment.

FY2024 marked Iowa Workforce Development’s first full year as a SCSEP grantee. It was an important year for many reasons, including the creation of the SCSEP State Plan, which will guide priorities and delivery of service for the coming four years. FY2024 also was a year for training and strengthening relationships between the SCSEP and American Job Centers, focusing on quality referrals to the program. IWD is one of three SCSEP grantees within the state and was granted 106 participant slots for FY2024. While full enrollment was maintained, it became apparent that Iowa’s more rural counties should be an area of focus in coming years as they had historically been underenrolled. The SCSEP State Plan that took effect on July 1, 2024, calls out identified strategies and future steps to improve in this area moving forward.

# WORKFORCE SERVICES DIVISION

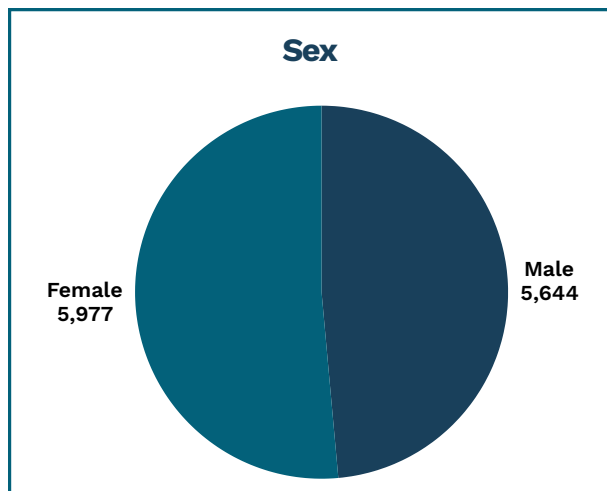
## Adult Education and Literacy

Iowa’s Adult Education and Literacy (AEL) programs, authorized through Title II of WIOA, help Iowans build strong basic skills and an ability to adapt to change. They do this by providing adults with the opportunity to acquire and improve functional skills necessary to enhance the quality of their lives as workers, family members, and citizens. Educational services are available at little or no cost to adult learners and are designed to meet the educational needs of each individual.

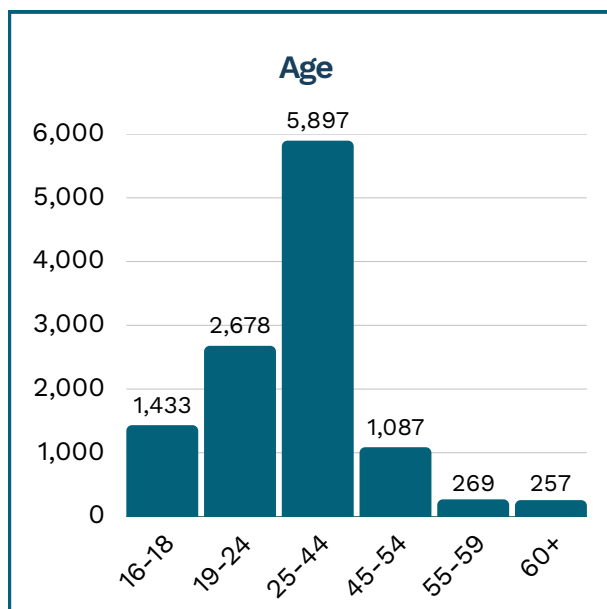
AEL helps Iowans age 16 and older achieve their goals in the workforce by:

- Satisfying basic literacy needs,
- Improving or upgrading basic information processing and computational skills, and ultimately,
- Obtaining a high school equivalency diploma and/or entry into postsecondary education.

AEL programs touch a broad section of Iowans, including older adults and individuals who were educated outside the United States and therefore lack necessary English skills.



Asian.....	716
Black or African American.....	2,983
Hispanic/Latino.....	4,053
White.....	3,435
More Than One Race.....	278
Other.....	156



# WORKFORCE SERVICES DIVISION

## Adult Education and Literacy

Adult Education and Literacy services are currently provided by Iowa’s 15 community colleges. The below table shows the number of individuals enrolled in Adult Basic Education (ABE) and/or English as a Second Language (ESL) classes along with the number of individuals who have successfully earned their High School Equivalency Diploma in FY2024.

Provider Name	Number of Participants Served by AEL and/or ESL	Number of HSED Earned
Northeast Iowa Community College	141	70
North Iowa Area Community College	104	64
Iowa Lakes Community College	31	13
Northwest Community College	187	16
Iowa Central Community College	711	175
Iowa Valley Community College District	263	32
Hawkeye Community College	419	75
Eastern Iowa Community College District	410	243
Kirkwood Community College	937	210
Des Moines Area Community College	1,971	370
Western Iowa Tech Community College	652	54
Iowa Western Community College	377	88
Southwestern Community College	80	36
Indian Hills Community College	235	50
Southeastern Community College	276	113

## 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 on behalf of the Iowa Department of Health and Human Services (HHS); families are co-enrolled into other programs offered through the American Job Centers (IowaWORKS), as appropriate. PROMISE JOBS career planners help customers write a Family Investment Agreement (FIA) that outlines the steps each family will complete to gain self-sufficiency. They then work with the family to achieve each step.

In Fiscal Year 2024, PROMISE JOBS case managers located within IowaWORKS centers statewide served an average of 1,698 families (1,873 individuals) per month. In addition to case assessment, major services provided included helping families with work-readiness, employment, and disability-related services. Iowa’s PROMISE JOBS program met or exceeded the federal reporting requirements for both the “all family” and “two parent” Work Participation Rate in FY2024. Work Participation Rates are the primary reporting measures for TANF employment programs.

# UNEMPLOYMENT INSURANCE DIVISION

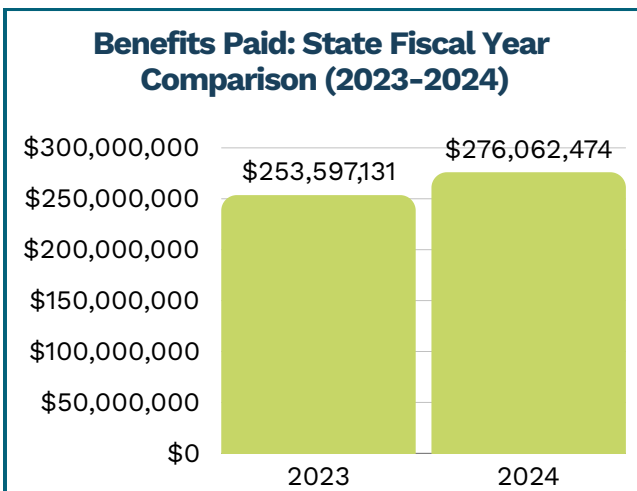
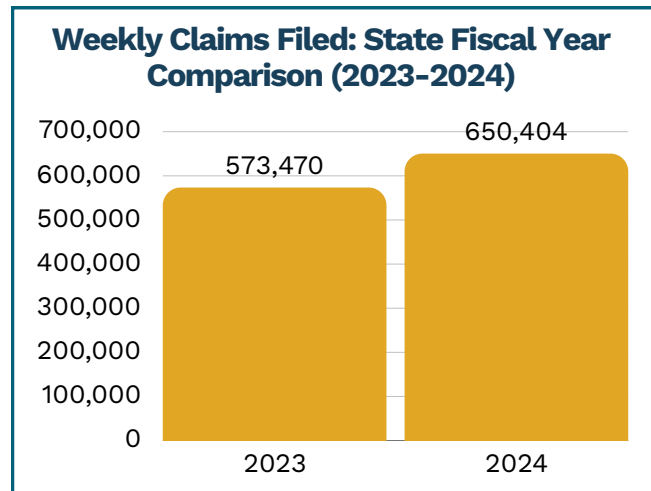
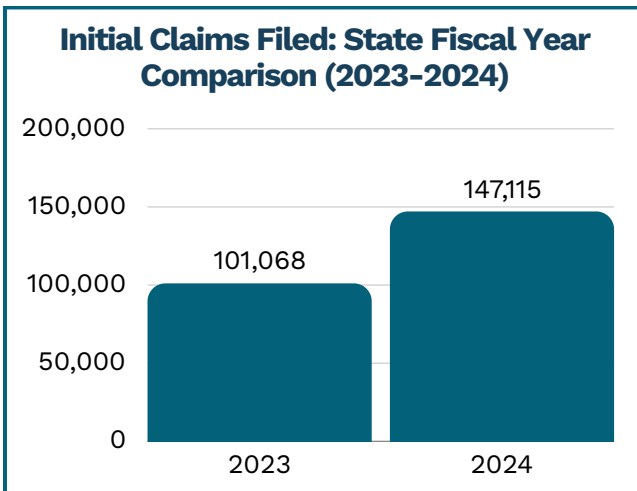
# UNEMPLOYMENT INSURANCE DIVISION

The Unemployment Insurance (UI) division is comprised of three bureaus:

- 1. UI Benefits 2. UI Tax 3. UI Integrity**

Each Bureau serves an important role in ensuring Iowa's Unemployment Benefits program is administered efficiently.

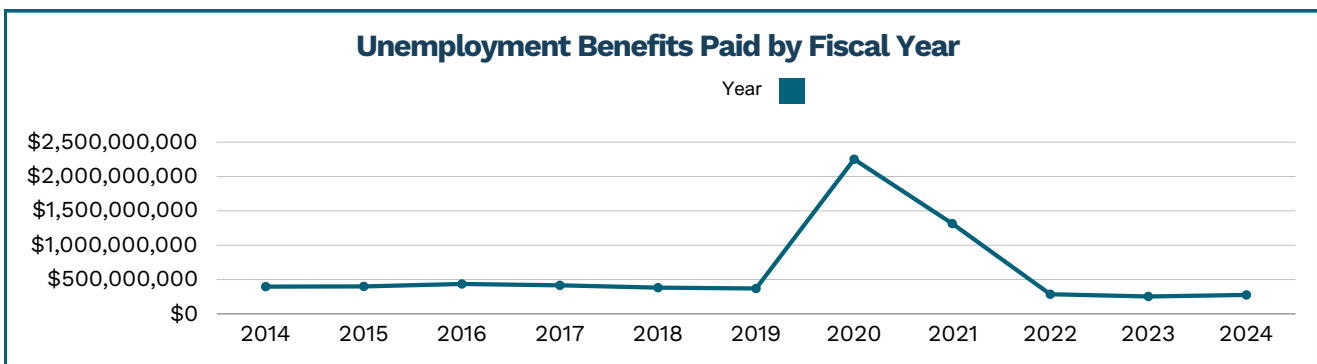
## UI Benefits Bureau



### Disaster Unemployment Assistance 2024

- Number of claimants: **63**
- Total amount paid: **\$224,598**

**About the Data:**  
 Disaster Unemployment Assistance (DUA) is a federal program that provides temporary unemployment benefits to people who are unable to work due to a major disaster. Iowa had three DUA disaster declarations in 2024 covering the impact of various storms and flooding in 29 counties.



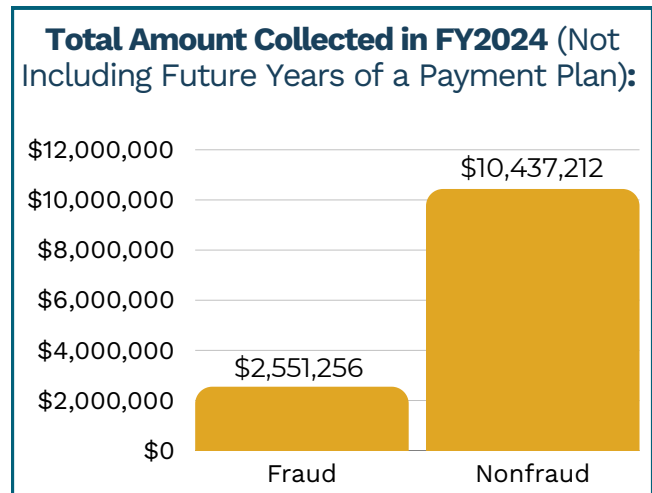
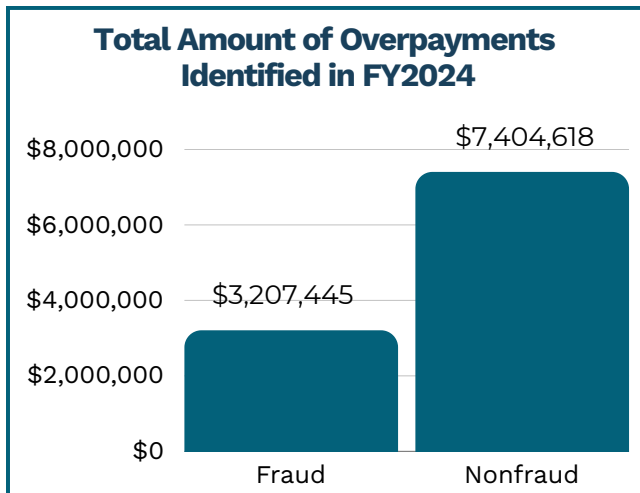


# UNEMPLOYMENT INSURANCE DIVISION

## UI Integrity Bureau

### About the Data:

“Overpayments” occur in cases where fraud is committed, mistakes occur in information shared with IWD, and/or when unemployment benefits are paid while employers and claimants are still litigating the merits of a claim. (If the employer wins, any benefits paid to that point must be paid back.)



### ID.me

In January 2024, IWD introduced ID.me, a private company that hosts a leading network for digital identity, as an option for unemployment claimants to verify their identities when filing an initial claim for benefits. (This security process had previously been performed by IWD staff.) Through the changes, IWD was able to discover identity theft in 704 claims in calendar 2024 and cancel those claims. ID.me, which also has made the verification process significantly faster, is now a requirement for all unemployment claimants.

ID.me verifications and fraud prevention numbers (January 1, 2024, through June 30, 2024)

- 35,043 Initial claims verified
  - 220 confirmed fraud claims prevented.
  - 1,242 potential fraud claims prevented.
- 40,288 Weekly claims verified.
  - 172 confirmed fraud claims prevented.
  - 867 potential fraud claims prevented.



**5.3 Minutes**

Average Time For Individuals to Complete ID.me Process (January 2024 through June 2024)

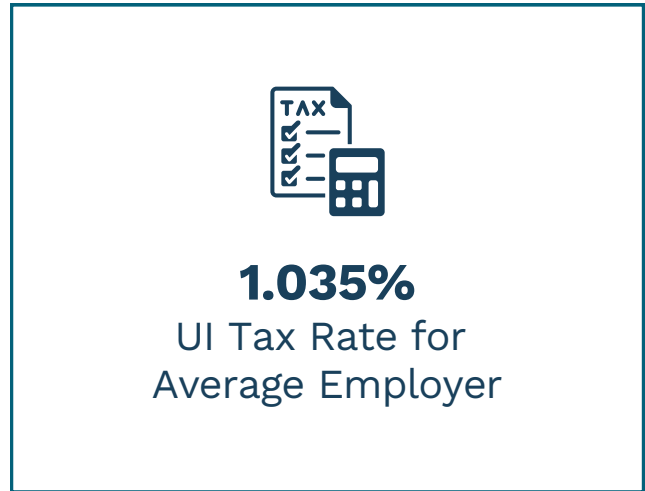
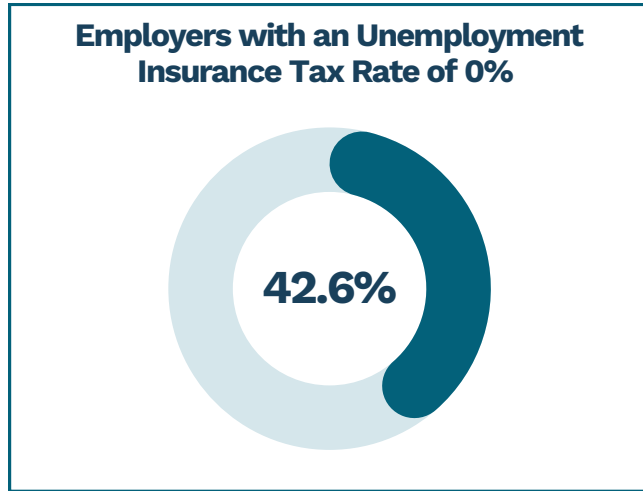


**96%**

Percentage of Claimants Who Completed ID.me on The First Try

# UNEMPLOYMENT INSURANCE DIVISION

## UI Tax Bureau

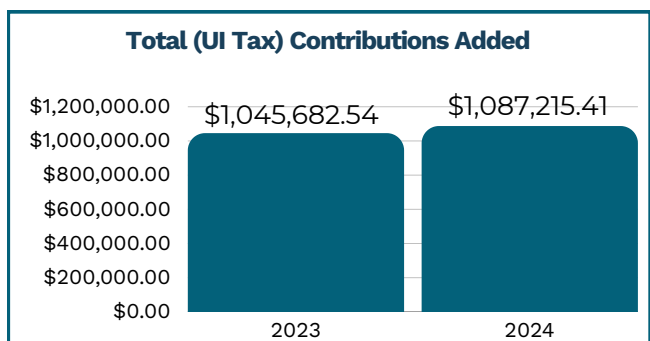
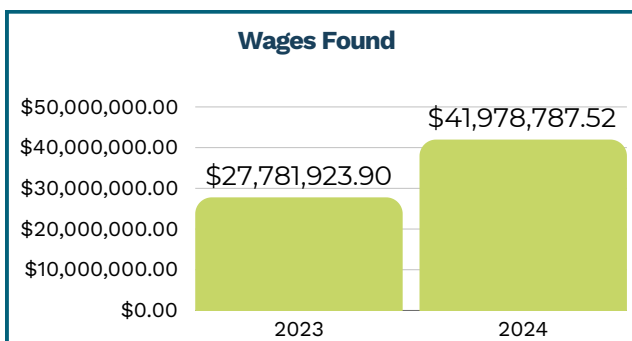
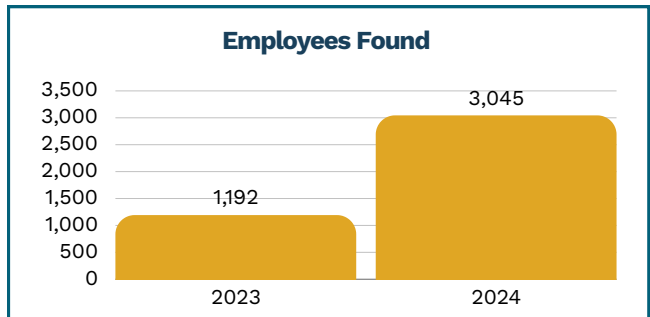
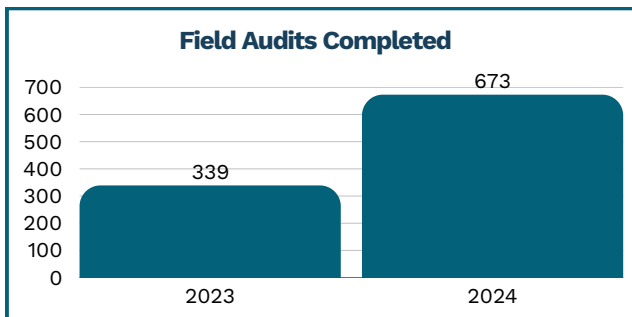


## Employer Audit and Misclassification Unit

### About the Data:

IWD investigators examine records to determine if workers were classified improperly. If wages are found that should have been subject to unemployment payroll tax due to the employer/employee relationship, those taxes are collected.

In 2024, bureau staff were assisted by a federal grant that funded the review of IRS 1099 forms connected to 812 applications for Pandemic Unemployment Assistance. The review, which is included in the totals below, found 514 lowans who should have been classified as employees, accounting for \$16 million of the total wages found.



# LABOR MARKET INFORMATION

# LABOR MARKET INFORMATION

## Labor Market Information

IWD's Labor Market Information (LMI) division gathers, analyzes, and publishes information on Iowa's economy and workforce.

Current and historic labor market data, reports, and data can be found on LMI's website, [www.iowalmi.gov](http://www.iowalmi.gov). This website, which was accessed more than 25,000 times in calendar 2024, is often the first resource accessed by economic leaders when profiling the movement in Iowa's labor force and the industries that are hiring. LMI-produced information is used by businesses, economic developers, educators, job seekers, government planners, policy makers, grant writers, legislators, researchers and students, as well as anyone else who wishes to make informed, data-driven decisions.

Nearly 5,000 of LMI's website visits in 2024 involved people accessing labor market indicator information (unemployment rate, labor force participation, etc.). Another 5,000 visits involved people accessing the division's various Laborshed studies, which profile where people live and work so communities can the number and source of available workers.

The information created by LMI is used by businesses, economic developers, educators, job seekers, government planners, policy makers, grant writers, legislators, researchers and students, as well as anyone else who wishes to make informed, data-driven decisions. Current and historic labor market data, reports, and data can be found on LMI's website, [www.iowalmi.gov](http://www.iowalmi.gov).

The LMI division works in cooperation with the U.S. Department of Labor, Bureau of Labor Statistics (BLS) on seven programs from which they receive the required funding, methodology, and oversight. BLS funds the production, analysis, and publication of data on the labor force, employment, unemployment, wages, earnings, industries and occupations.

The division is also responsible for other labor market products to measure labor availability, employment outcomes of education/training programs, unemployment insurance, and other workforce-related research.

In Fiscal Year 2024, our Laborshed Studies program completed 34 individual studies for Iowa communities and six regional areas. In addition to the individual reports, team members completed 160 individual and occupational labor availability reports to assist with business expansion and recruitment along with two custom Laborshed data requests.

Over the same period, the Occupational Employment & Wage Statistics program produced occupational employment estimates, wages, and salaries for 732 different occupations. Occupational reports were created for 23 different geographic areas: State, Local Workforce Development Areas, Metropolitan Statistical Areas, and non-metropolitan areas (Balance of State). LMI's Industry and Occupation Projections program produced short-term and long-term employment forecasts for 586 occupations, 89 detailed sub-sector industries for the state and at varying levels for Iowa's local workforce development areas.

The Local Area Unemployment Statistics continues to release the monthly labor force estimates (employed, unemployed and unemployment rate) for Iowa, Iowa's counties, metros, and numerous other geographies. Iowa began the fiscal year with an unemployment rate of **3.0 percent in July of 2023** and ended with a rate of **2.8 percent in June of 2024**.

The Unemployment Statistics team continued to track the unemployment insurance claims, recipients, and benefits paid. Fiscal Year 2024 continued to see the lowest levels of unemployment insurance claim activity in many decades. While claims levels exceeded FY2023, measures were still historically low, with an average unemployment insurance duration of 9.1 weeks in June 2024.

More LMI programs and workforce data can be found at [www.iowalmi.gov](http://www.iowalmi.gov).

# IOWA DISABILITY DETERMINATION SERVICES

# IOWA DISABILITY DETERMINATION SERVICES

## Disability Determination Services

Iowa Disability Determination Services (DDS), an Iowa state agency that is funded through an agreement with the federal government, exists to provide accurate and timely decisions about disability claims filed with the U.S. Social Security Administration. Iowa DDS cleared 21,637 initial disability cases during Federal Fiscal Year 2024 (ending September 30, 2024) while maintaining the fourth lowest processing time in the nation and a decisional accuracy rate of 98.4 percent.

As of mid-January 2025, Iowa DDS had the second-lowest average overall time in the nation for processing an initial disability claim. Iowa was taking 79.8 days to process a claim, compared to the national average of 190 days.

IOWA DDS IS A NATIONAL LEADER WITHIN THE  
SOCIAL SECURITY ADMINISTRATION  
PROGRAMMING, SERVING AS A VITAL TRAINING  
RESOURCE ON A NATIONAL SCALE WHILE  
CONSISTENTLY PROVIDING EXCEPTIONAL  
CUSTOMER SERVICE TO THE CITIZENS OF IOWA.

In addition to clearing 106.8 percent of the initial cases received during the last federal fiscal year, Iowa DDS cleared 6,757 Continuing Disability Reviews, or 100.5 percent of the division's goal. Iowa DDS has achieved these marks by leveraging its excess workload capacity to assist five other states with their workload, as well.

Over the past year, Iowa cleared:

- 4,334 initial disability claims for Louisiana (3,209 involving children);
- 1,320 initial claims and 2,318 Continuing Disability Claims for Nebraska;
- 714 medical consultant reviews for North Dakota, Washington, and Kentucky.

Iowa DDS operates with a staff of 202 employees, only 8 percent of which are administrative staff, allowing more time to be devoted to case processing. In FFY2024, Iowa had an employee attrition rate of 4 percent – its lowest since FFY2020 and less than the national rate of 11.4 percent.



# VOCATIONAL REHABILITATION SERVICES DIVISION

# VOCATIONAL REHABILITATION SERVICES DIVISION

The Vocational Rehabilitation Services (VR) division of Iowa Workforce Development exists to serve Iowans with disabilities by helping them prepare for, obtain, keep and advance in employment.

Near the end of Fiscal Year 2024, Vocational Rehabilitation staff were able to do this more efficiently than ever before by leveraging their closer-than-ever coordination with the state and local staff of IowaWORKS. Because of the new alignment, the division was able to eliminate a previously longstanding waitlist for Vocational Rehabilitation services (see FY2024 highlights on p. 37) and begin to provide immediate service to new Iowans entering VR programs.

What the division does: Vocational Rehabilitation provides individualized services to eligible individuals with disabilities based on a unique individualized plan for employment. Our twin goals are 1) to assist job candidates in finding employment that meets their needs and interests, and 2) to assist with meeting the workforce needs of our business partners by helping them access this valuable pool of potential workers.

To accomplish this, VR collaborates with a variety of entities, such as:

- Job candidates
- Business partners
- Community providers
- School districts
- Post-secondary training institutions
- One-stop core partners, including other divisions of IWD.

Vocational Rehabilitation Services is funded through the U.S. Rehabilitation Act of 1973, as amended by the Workforce Innovation and Opportunity Act (WIOA).



**\$34,060,986**

Funding in Program  
Year 2023/Fiscal  
Year 2024



**78.7%**

Percentage  
From  
Federal Sources



**1,734**

Iowans with Disabilities  
Who Found Employment  
Last Program Year



**\$44.4 Million**

Total Estimated Wages Earned  
by Iowans with Disabilities Who  
Found Employment Last Year

# VOCATIONAL REHABILITATION SERVICES DIVISION

Services provided by Vocational Rehabilitation generally fall into three main categories:

## Services for Students with Disabilities

Pre-Employment Transition Services are activities for students with disabilities (between the ages of 14 and 21) that provide an early start at job exploration and assist with making decisions about post-secondary education or employment.

- *Job Exploration Counseling* allows students to learn about different career options and the work skills necessary to be successful.
- *Work-Based Learning* activities connect students to real-life work activities and future career options.
- *Counseling on Opportunities* provides information and guidance on available options for post-secondary education and training.
- *Workplace Readiness Training* helps develop employability skills, social skills, and independent living skills.
- *Instruction in Self-Advocacy* teaches self-advocacy skills that will be needed in education, work, and community settings.



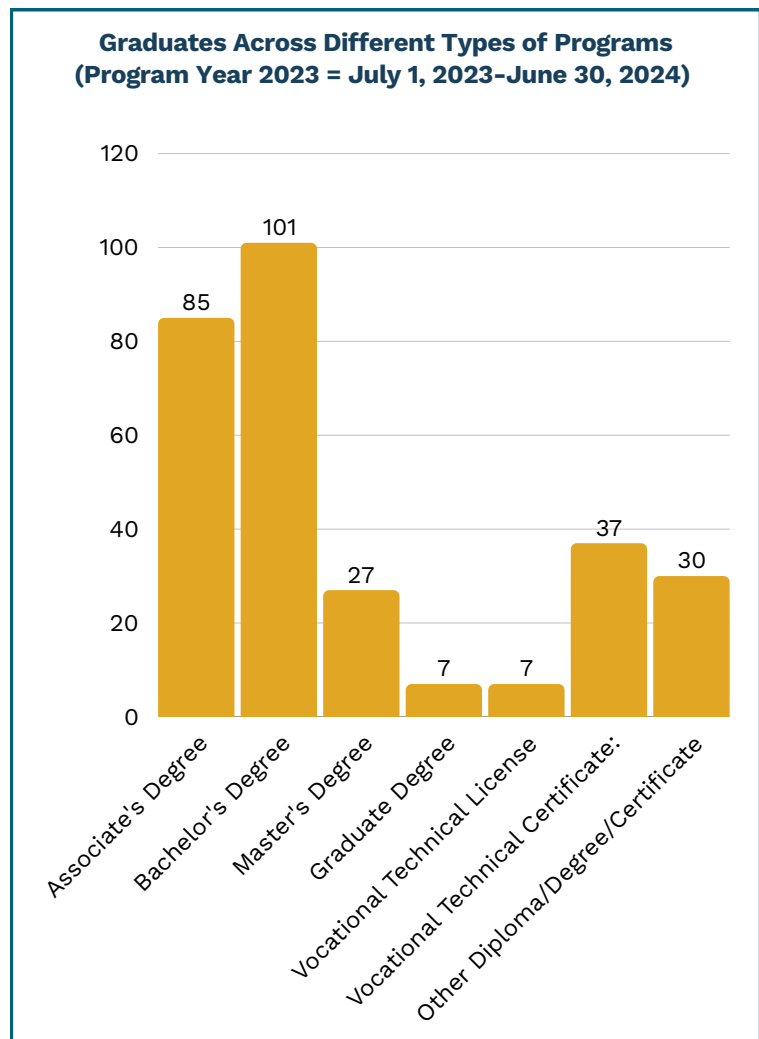
**14,342**  
Students Served  
Across All Schools



**1,006**  
Estimated Total Students  
Served by 2024 Summer  
Programs

Vocational Rehabilitation may assist with Post-Secondary Education in a variety of settings:

- Public or private universities
- Colleges
- Community colleges
- Career or technical schools
- Vocational or trade schools
- Centers for continuing education
- Apprenticeships, or
- Certifications



# VOCATIONAL REHABILITATION SERVICES DIVISION

The **Transition Alliance Program** is a joint project between Vocational Rehabilitation Services and Iowa community school districts. Iowa youth with disabilities receive enhanced services (on top of the services that otherwise would be supplied by the local school district) that are designed to assist students with successfully obtaining competitive integrated employment. Costs of the program are split between Vocational Rehabilitation and the school districts.

Services can include:

- Individualized Job Exploration Counseling
- Work-Based Learning Experiences
- Workplace Readiness Training
- Post-Secondary Training Opportunities
- Self-Advocacy Instruction
- Job Placement
- Independent Living Skills



**30 TAP Programs working with 42 School Districts**



**228 Successful Closures (Competitive Integrated Employment Obtained) of TAP Cases in Program Year 2023)**

## Services for Adults with Disabilities

Everyone who receives services from Vocational Rehabilitation works with a counselor to develop an Individualized Plan for Employment (IPE). Depending on this plan, eligible Iowans may access a variety of services from Vocational Rehabilitation and/or partner agencies, such as:

- Assessment
- Individualized Job exploration Counseling
- Work-Based Learning Experiences
- Connection to Education or Training
- Rehabilitation Technology-supported and Customized Employment
- Self-Employment Assistance
- Interpreter Services

The process includes tapping into resources such as:

- IowaWORKS – Jobs search assistance, referral to training
- Community Rehabilitation Programs – Partner with Voc Rehab for employment services
- Iowa State Rehabilitation Council (SRC) – Advises Vocational Rehabilitation on quality and performance of the division's programming.
- Iowa Developmental Disabilities Council, Iowa APSE, and other advocacy organizations
- Other state agencies and core partners

## Self-Employment Program

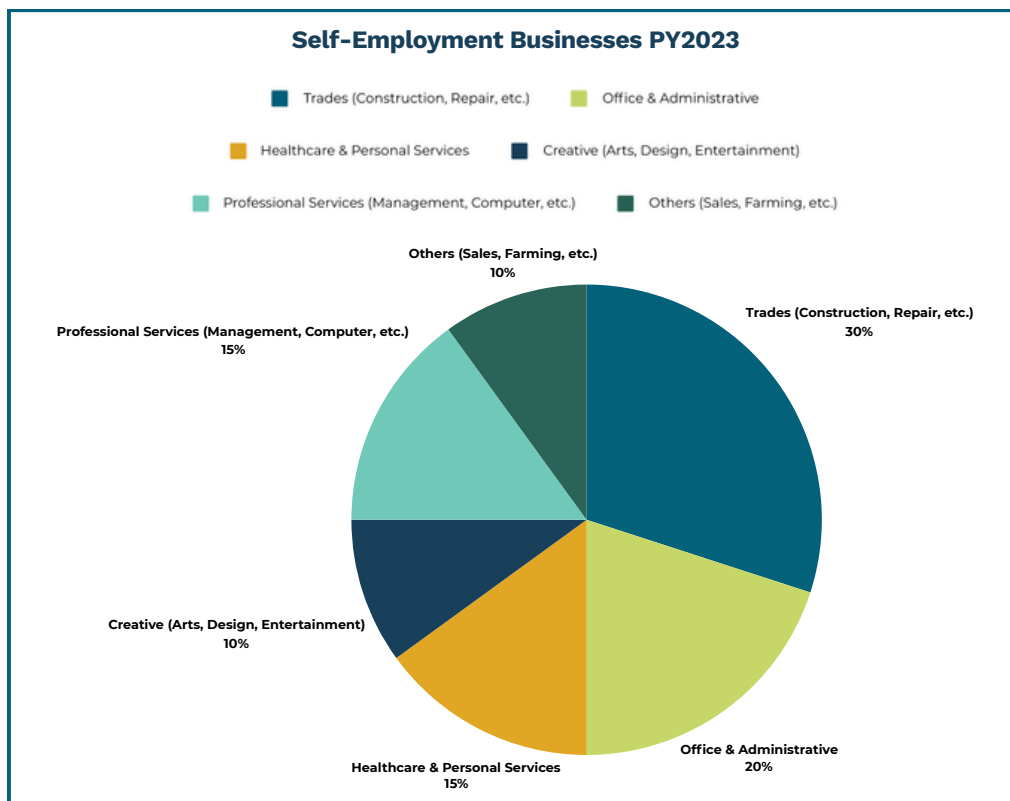
Iowa’s Self-Employment (ISE) program is designed to help individuals with disabilities achieve self-sufficiency and work at their optimum level by starting or expanding a business. The business must be “for-profit” and Iowa-based.

Iowa employs two Self-Employment Counselors who provide one-on-one assistance to Vocational Rehabilitation staff and customers in the Self-Employment program throughout the state. This assistance starts with initial business planning and continues through successful case closure.

ISE provides both financial and technical experience. Among other things, Financial Assistance can include up to \$10,000 (based on a dollar-for-dollar match) to purchase business equipment, flyers, supplies, inventory, computers and software, advertising, insurance, or business-related rent costs for up to six months. Technical Assistance provided by the program (up to \$10,000, with no match required) may include paying for consultants with expertise in the areas of legal fee set-up, accounting set-up, website development, and/or graphic design.

Microenterprise ISE is available for individuals that want to start, or already have, a business that needs less than \$1,500 in financial assistance and less than \$1,500 in technical assistance. No dollar-for-dollar match is required.

 **248 Business Owners Created in Last 5 Years, 65 Created Last Year (Program Year 2023)**



## Across VR in Program Year 2023 (Fiscal Year 2024)

### **Ending of Wait Times:**

For years, Vocational Rehabilitation (like other VR agencies across the country) prioritized services for job candidates based on an “Order of Selection” involving the severity of a disability. While this allowed VR to focus on those who needed services most, it also meant that a waiting list would have to be followed. Due to new efficiencies and saved resources, VR in summer 2024 was able to systematically eliminate the waitlist. Now all eligible individuals, regardless of severity of disability, enter directly into services.

### **Improving the Workforce System:**

Integration into IWD also has meant that VR can better focus on partnering with programs that can provide like-minded outcomes for individuals with disabilities. One example of this partnership is Core Four – a pilot program that involves VR working with IowaWORKS, IWD’s Business Engagement team, and all the other agencies who provide Title I services under WIOA. This is leading to a faster path to employment for Iowans with disabilities.

### **Changing Job Requirements to Match Today’s Labor Force:**

It’s important that, in our efforts to improve outcomes for those with disabilities, VR also look inward to help do the same when recruiting and retaining our dedicated staff. That’s why in Fall 2024, VR changed the minimum qualifications for the Rehabilitation Counselor classification to allow for candidates with a Bachelor’s degree to apply. We expect this both to drive more applicants to open positions, and also to free up capacity for other staff members to serve more Iowans.

## Looking Forward

### **Iowa Blueprint for Change**

Iowa was one of 14 states that were awarded a five-year Disability Innovation Fund (DIF) grant in 2022. The \$13.8 million grant is being used to improve systems across Iowa in ways that will improve the employment outcomes for Iowans with disabilities. This includes a focus on improving available opportunities for competitive, integrated employment in which individuals with disabilities are being paid the same/have similar duties as workers without a disability.

Iowa Vocational Rehabilitation Services have been working with a coalition of diverse stakeholders to develop, pilot, and refine various innovative ways to achieve the program goals. This work will impact service delivery across the division, but it already has led to the creation of a new Registered Apprenticeship program for IBC Direct Support Specialists. The hope is that this new program will help create new career opportunities for Iowans with disabilities.



# BUSINESS ENGAGEMENT DIVISION

# BUSINESS ENGAGEMENT

## Iowa Office of Apprenticeship

The Iowa Office of Apprenticeship (IOA) became a State Apprenticeship Agency on June 27, 2024. This designation allows the IOA to provide oversight and management of more than 900+ apprenticeship programs in Iowa, while maintaining the safety and well-being of more than 9,000 active apprentices across the state and ensuring that their career progression has a solid base.

Located inside the Business Engagement Division of Iowa Workforce Development, the IOA seeks to improve service for both apprentices and employers.

Our goals for Iowa apprenticeship include:

- Cleaning up data on Iowa apprentices and apprenticeship programs in the federal RAPIDS information system by eliminating data on old programs with no apprentices.
- Moving beyond simple growth of new apprenticeship programs at new employers by also increasing completion rates across existing Registered Apprenticeship programs.
- Implementing more one-on-one training to support active apprenticeship sponsors.
- Providing technical assistance for program sponsors from the very beginning of their programs.
- Doing this all while continuing to diversify and expand the industries and locations in Iowa that offer Registered Apprenticeship opportunities.

As a State Apprenticeship Agency, Iowa is responsible for:

- Implementation and management of compliance and monitoring for more than 900 active Registered Apprenticeship (RA) programs.
- Managing the details of more than \$25 million in state and federal grants to support more than 140 Registered Apprenticeship programs.
  - In Fiscal Year 2024, this included:
    - **84E Grant:** 67 programs awarded \$2.94 million (also continuing to process ongoing reimbursement cycles for past reimbursements).
    - **84F Grant:** 28 programs awarded \$665,000 (also continuing to process ongoing reimbursement cycles for past reimbursements).
    - **IHC 1.0 Grant:** Reimbursed \$71,372 in RA-related expenses, with 52 new apprentices onboarding and two program completions.
    - **IHC 2.0 Grant:** Reimbursed more than \$14,357.12 in RA-related expenses, with 258 apprentices onboarding and 12 program completions.
    - **TPRA 1.0 Grant:** Reimbursed \$5,683,559 with 901 individuals onboarding into an RA program and 86 program completions.

Also in FY2024, IOA was the recipient of a new allocation of State Apprenticeship Expansion Formula (SAEF) grant funds from the U.S. Department of Labor. This helped to support the IOA team and expand work. (Funding helped with the expansion of a dedicated support team to provide robust customer service for new and continuing sponsors.)

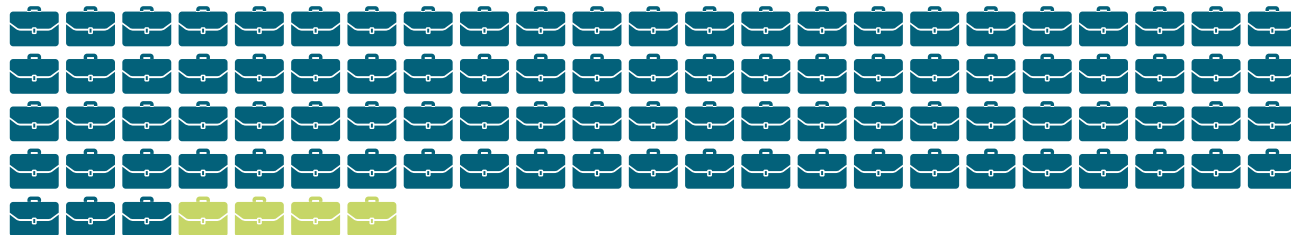
### Current Top Five Occupations for Apprenticeship in Iowa:

- |  |                             |
|--|-----------------------------|
| 1. Interior Electrician                          | 4. High Voltage Electrician |
| 2. Heating and Air Conditioner Installer/Service | 5. Plumber                  |
| 3. K-12 Teacher Competency Based                 |                             |

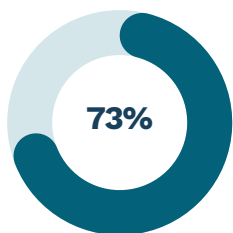
# BUSINESS ENGAGEMENT

## Iowa Office of Apprenticeship (Continued)

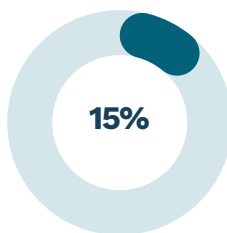
**95 out of 99 Iowa Counties Have at Least One Active Registered Apprenticeship**



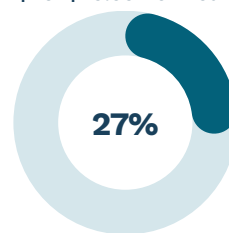
**Apprentices Who Are 29 or Younger**



**Apprentices Who Are Women**



**Apprentices with a Starting Wage of \$20-\$29.99 Per Hour**



07/01/23 -  
6/30/24

<b>TOTAL ACTIVE REGISTERED APPRENTICESHIP PROGRAMS (FISCAL YEAR END)</b>	<b>953</b>
<b>NEW RA PROGRAMS DEVELOPED AND REGISTERED</b>	<b>116</b>
<b>NEW OCCUPATIONS ADDED</b>	<b>78</b>
<b>TOTAL ACTIVE APPRENTICES (FISCAL YEAR END)</b>	<b>9,687</b>
<b>NEW APPRENTICES WHO ONBOARDED</b>	<b>4,767</b>
<b>NUMBER OF APPRENTICES WHO COMPLETED DURING FISCAL YEAR</b>	<b>2,034</b>

# BUSINESS ENGAGEMENT

## Business Engagement Consultant Team

Formed in 2022 at the direction of Gov. Kim Reynolds, IWD's Business Engagement Division was designed to be a "one-stop shop" for providing individualized assistance to employers. The division utilizes a team of Business Engagement Consultants working throughout the state to proactively serve employers at the speed of business. Regionally located, the BECs provide guidance, resources, and responsive workforce solutions to employers. This consultative approach to serving employers involves:

- Addressing workforce needs regardless of where an employer is at in the business cycle – exploring and building; surviving a slowdown; or expanding and developing.
- Proactively educating employers on the state and federal programs and resources available to them within the state of Iowa, Iowa Workforce Development, their local American Job Center, and their Local Workforce Development Board.
- Introducing and providing training to employers on additional and untapped talent pipelines and populations in their region.
- Connecting employers to other training and workforce resources, including economic developers, nonprofits, community colleges, and contacts within other state agencies.

### In Fiscal Year 2024, IWD's Business Engagement Consultants:

- Assisted 6,139 employers.
- Solved 25,876 issues (recruitment, strategic planning, training, or other workforce challenges).
- Helped employers create 3,333 accounts in IowaWORKS.gov (making it possible for them to use the platform for posting job openings and conducting candidate resume searches and/or some other form of recruitment).
- Directly referred 2,162 qualified job candidates to employers.
- Helped employers hire 1,753 people from an untapped labor pool (including people with disabilities).

### How it Works:

In the aftermath of the June 2024 closure of the Tyson Foods plant in Perry, Business Engagement helped by arranging a job fair for impacted employees. BECs reached out to 65 strategically chosen employers based on their high-paying job opportunities, local proximity to Perry, and capacity to support non English-speaking individuals in the workplace. More than 400 people ultimately attended the job fair, with many finding meaningful employment on the spot.

#### *Testimonial*

"I've worked with Iowa Workforce Development for 20 years. I have never felt more supported as an employer than I have over the last two years. Iowa Workforce Development is now a valued business partner for our company." -- Country Maid bakery products, West Bend

# BUSINESS ENGAGEMENT

## Disability Engagement Support for Employers

IWD's Disability Engagement Bureau collaborates with Iowa businesses to foster a more inclusive and disability-friendly environment. In FY2024, this bureau served **198 businesses** and delivered **464 distinct services** to assess and improve employer practices in both cultural and physical spaces. These services encompass training, consultations, assessments, job placement, and retention strategies tailored for businesses employing individuals with disabilities.

According to the U.S. Department of Labor, leading companies in disability inclusion see significant financial benefits – including twice as much economic profit.

Despite being the largest minority group in the United States, individuals with disabilities remain the least represented in the workforce. When Iowa businesses partner with our team they can maximize both hiring and earning potential by recruiting and retaining top talent. These customized services are tailored to the unique business needs, using a collaborative and counseling-based approach to help ensure success.

- Disability Sensitivity Training: Empower leadership or the company's entire team to foster inclusivity.
- Job Analysis: Identify essential functions and streamline roles.
- Accommodations Support: Assistance with workplace modifications and adjustments.
- Inclusive Workplace Creation: Build an environment where everyone thrives.

### Retention

The bureau also supports employers by advising them on how to better retain workers with disabilities. By offering accommodations and fostering inclusive workplaces, companies can reduce turnover rates and cultivate a stable, diverse, and productive workforce.

### How it Works:

IWD's Disability Workforce Managers provide 30-, 60- and 90-day follow-up to the businesses to ensure that any potential problems are addressed prior to becoming an issue. If workers with disabilities struggle to perform, Business Engagement helps identify the issue and works with all parties to find a solution.

#### *Testimonial*

IWD “has made a difference for our company,” said Joalyn Torgerson at Kwik Star. “The Business Engagement Staff understand our business, value our concerns and do whatever they can to help our coworkers get back on track.”

# BUSINESS ENGAGEMENT

## Disability Engagement Support for Employers (Continued)

### Accessibility Assessments

In FY2024, the Disability Engagement Bureau conducted 10 ADA accessibility assessments for businesses seeking to improve accessibility for individuals with physical barriers. These evaluations include audits of both physical and programmatic accessibility.

### How it Works:

#### *Testimonial*

“Iowa Workforce staff have played a key role in helping the City of Des Moines work toward its goal of becoming a Model Employer for People with Disabilities. Achieving this goal requires ensuring accessibility in public buildings, which includes conducting ADA assessments, reevaluating directional signage, and ensuring all library branches are universally accessible. This team brings a wealth of expertise in working with businesses and consistently provides excellent service.” – Alice Castle, city manager’s office

### Customized Training

Disability Engagement staff partner with businesses to identify and deliver the most effective training tailored to their unique needs. This includes **interactive disability sensitivity training, ADA compliance guidance, and best practices** for fostering an inclusive workplace where individuals with disabilities can thrive.

The team also supports Federal Contractors in Iowa by ensuring compliance with the Office of Federal Contract Compliance Programs (OFCCP). The OFCCP has set a 7 percent utilization goal for employing qualified individuals with disabilities across all job groups in contractors’ workforces. To assist contractors in meeting these goals, this team held a statewide virtual training in collaboration with OFCCP leadership. This event brought together 129 Federal Contractors and provided valuable insights and strategies for adopting the best practices.

## Work-Based Learning Support for Employers

Iowa’s support for work-based learning stems from a realization that we must do all we can to prepare young Iowans for an increasingly complex workforce. In 2018, Gov. Kim Reynolds signed the Future Ready Iowa (FRI) Act, based on recommendations from the Future Ready Iowa Alliance, to develop and implement a strategic plan for Iowa’s Workforce. The goal was to make sure that at least 70 percent of Iowans in the workforce ages 25-64 had some form of post-high school education or training by 2025.

IWD’s annual statewide Laborshed Survey has since confirmed that Iowa’s postsecondary educational readiness level reached 71.8 percent in 2022 and 73.8 in 2023. [This figure includes both the Iowans who received a credential and those adults who attended training and education programs that they stated helped them acquire skills that have added value to their career path (despite not officially completing a program). This number, instead of simple completion, is the metric that most reflects Iowa’s workforce readiness, and it represents a collective effort of utilizing new ideas and initiatives.]



# BUSINESS ENGAGEMENT

## Work-Based Learning Support for Employers (Continued)

With the state reaching its goal, the effort has transitioned – although the programs and initiatives spurred by Future Ready Iowa (including work-based learning opportunities, scholarships, and targeted grants) continue.

Work-based learning (WBL) was a big part of the Future Ready Iowa strategy and has continued to expand and grow following successful FRI efforts. Iowa Workforce Development prioritizes WBL that is focused on authentic opportunities that bring students real-world experience and skills, help employers meet workforce needs and offer great options for Iowans with barriers. Primary among these authentic experiences are internships, Quality Pre-Apprenticeships and Registered Apprenticeships for both high school students and adults.

### This Fiscal Year

Leading up to the current fiscal year, in spring 2024 IWD's work-based learning team contacted nearly 100 school districts that appeared to have little WBL to offer to assist with expanding opportunities. Additional meetings with 102 employers led to the creation of a survey that was issued in June 2024. A total of 3,450 surveys were collected. Key takeaways from the results included that 617 (17.9%) of respondents were currently participating in some form of WBL; of those employers not currently participating, 1,013 (37.3%) indicated an interest in participating in a WBL program; and 1,205 employers indicated they would like more information about WBL.

One key question asked: “In the interest of better preparing students for success in the workforce, which of the following does Iowa need to improve upon?” The most chosen answer by 850 employers was developing soft skills (teamwork, problem solving, communication, adaptability). The second most popular answer was to provide WBL opportunities in partnership with employers, followed closely by better information to parents and students about the employment opportunities available to them. For more information, visit <https://workforce.iowa.gov/wbl-survey-results>.

### How it Works:

Why does [Interstates](#) hire Registered Apprentices as young as 16 and 17 as well as adults?

A few years ago, the Sioux Center company that provides solutions to industrial clients across the nation – in construction, analytics and automation among other services – realized it needed to do something different to recruit talent, said Kent Heronimus, Technical Training Manager.

Like other Iowa employers, Interstates faces a shortage of qualified applicants, so it's now building upon its longtime adult Registered Apprenticeship (RA) electrical pathway by expanding this “grow your own” model to other occupations. That began with developing relationships with high schools to launch an [Industrial Manufacturing Technician \(IMT\) RA](#) for juniors and seniors. No prerequisites are required other than a good work ethic and an interest in hands-on learning, Heronimus said.

Visit [here](#) to learn more.

# BUSINESS ENGAGEMENT

## Work-Based Learning Support for Employers (Continued)

### Intermediary Work

Iowa's Intermediary Network was created in 2013 to help better connect businesses and schools to career exploration and workforce readiness opportunities like work-based learning.

In 2022, management of the Intermediary Network was moved from the Iowa Department of Education to Iowa Workforce Development as part of state government alignment, to improve overall coordination with existing work-based learning programs that are supporting a successful workforce.

The program sunset at the end of FY2024 in light of existing business outreach conducted by Iowa's State Workforce Development Board.

The goal was to provide a solution focused framework for that sector partners could follow to address challenges identified and further address workforce needs.

### Youth Waivers

Iowa's Youth Employment Law changed in several ways at the beginning of Fiscal Year 2024, including giving Iowa employers the ability to apply for a waiver for 16- and 17-year-olds to participate in approved work-based learning or work-related programs involving certain hazardous work activities under certain conditions.

- The time period when a participant can obtain the training and "practice" is limited to 20 percent of the time on the job during any shift and/or no more than one hour per day.
- This is intended to be a training, learning and experiential opportunity rather than a waiver to do hazardous work.
- Parent permission is also required as part of the process.

During FY2024, IWD received five applications from employers. Two were approved under certain conditions, and three were denied.

For more information on the waiver process, visit

<https://workforce.iowa.gov/employers/resources/youth-employment-waiver>.

# BUSINESS ENGAGEMENT

## Employer Workforce Programs

### CDL Infrastructure

Iowa is experiencing a Truck Driver workforce shortage. As of the summer of 2023, there was a need for at least 727 heavy and tractor-trailer drivers, as 72 percent of goods in America were being moved by truck. Iowa Workforce Development developed a grant to help support the growth of current or new CDL programs in Iowa. The grant was made available to Iowa Community Colleges to help support the building, purchasing, or remodeling of their CDL training infrastructure, including construction and remodeling of facilities, purchasing space for training, and/or equipment (trucks, simulators, monitoring devices, etc.). Upgrades because of this program will enable Iowa to rebuild and increase the number of registered truck drivers in the state, an industry hugely impacted by the COVID pandemic.

Nine grants were awarded to community colleges **totaling \$4,775,252**. While infrastructure takes time to fully develop, this has already been a success as more Iowans are already being trained with CDL licenses as part of this grant program.

### Internship Program

The Science, Technology, Engineering and Mathematics (STEM) Internship program provides grants to Iowa companies for internship programs with a goal of transitioning college interns to full-time employment in Iowa upon graduation. The goal is to retain educated workers in Iowa.

Iowa employers can receive a maximum of \$50,000 of STEM internship grants in one year:

- Funds are disbursed on a reimbursement basis (covering a portion of wages actually paid to a student).
- For every two dollars of wages earned by the student, one dollar paid by the employer is matched by one dollar from the Iowa Workforce Development (IWD) and up to \$5,000 per intern.
- For more information: [STEM Internship Program | Iowa Workforce Development](#)

(Note: Iowa's Targeted Industries Internship Program (TIIP) was not funded by the Iowa Legislature for FY2025.)

### TIIP and STEM Internship Programs, FY2024



**255**

Total Interns



**83**

Total Employers



**\$278,710**

TIIP Total Amount  
Reimbursed



**\$641,510**

STEM Total Amount  
Reimbursed

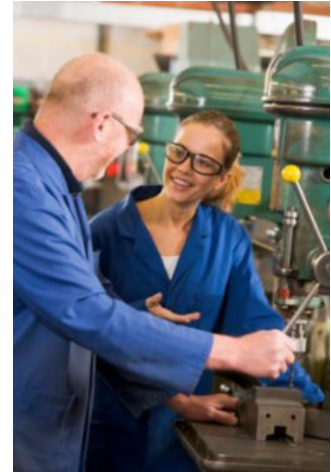
# BUSINESS ENGAGEMENT

## Job Training

Iowa has three job training programs that the state uses to build a skilled workforce. Collectively, the 260E, 260F, and 260G programs served 364 employers under 397 training agreements with Iowa community colleges. Combined, participating businesses pledged to train 3,688 new workers.

### 260E – Industrial New Jobs Training Program

Iowa is committed to supporting new and expanding businesses by partnering with employers throughout the state to fund training that results in increased employment opportunities. Community colleges enter into training agreements with eligible businesses to establish single or multiple projects to provide training to employees in new jobs. The 260E program offers an incentive for retention of existing Iowa industries and assisting new businesses that locate in Iowa.



**Community colleges sold 11 bonds in FY2024, generating a total of \$25,170,000.**



**Proceeds are financing 77 training agreements with 76 participating businesses who have pledged to create 2,445 new jobs.**



**Of the current portfolio of open FY2024 agreements, 90 percent are for expansions of existing industry and 10 percent for businesses that are locating in Iowa.**

### How it Works:

#### ***From Iowa Western Community College***

“This journey of transformation (of Patriot Custom Metals) is not just a story of success; it’s an inspiring narrative of a company that continues to reach new heights while maintaining its commitment to excellence. This initiative has empowered Patriot to enhance their workforce through comprehensive training in vital areas such as customer service, sales, process mapping, Revit Cad System, and LEAN methodologies.

The results speak volumes; with employee skills on the rise and revenue soaring by an impressive 10-15%, Patriot Custom Metals is now in a prime position to meet and exceed the evolving demands of their clientele.”

# BUSINESS ENGAGEMENT

## Job Training

### 260F – Jobs Training Program

The 260F program is an incentive program that assists Iowa-based businesses to train, develop, and upscale skills of their existing workforces to remain competitive. A community college may enter into a training agreement with an eligible business to establish a training project for providing program services.



**In FY2024, IWD awarded 233 loans which will enable 201 participating Iowa employers to train 5,770 employees over the next two years.**

### How it Works:

#### ***From a small business partnering with North Iowa Area Community College***

“We must keep compliant in order to be competitive. A lot of this training is very expensive and a strain on the average small company’s checkbook. Being able to apply for and receive grants is very helpful.”

From a business partnering with Des Moines Area Community College: “Thank you for the wonderful news...We are excited about the financial assistance for our training project. This support will significantly contribute to the development and enhancement of our workforce. Thank you again for this opportunity.”

### 260G – Accelerated Career Education Program

The Accelerated Career Education (ACE) Program was created to help develop a workforce pool of individuals skilled in the occupations most needed by Iowa businesses. It assists Iowa community colleges in expanding current training programs or establishing new programs for these occupations.



**Colleges with 260G agreements in place with Iowa businesses for FY2024 are supporting 1,243 sponsored positions among 87 participating businesses.**

# FINANCE

# FINANCE

## FY2024 EXPENDITURE REPORT BY DIVISION

The following information was compiled by Iowa Workforce Development's Finance Department.

DIRECTOR'S OFFICE	'24 BUDGET	'24 EXPENSE
15B / 15C	\$1,961,773	\$3,651,560
DIRECTOR'S OFFICE, INDIRECT COST	\$1,099,400	\$1,142,278
DIRECTOR'S OFFICE, PENALTY AND INTEREST	\$159,682	\$778,532
FUTURE READY IOWA, APPORPRIATION	\$225,000	\$210,892
FUTURE READY IOWA, CHILD CARE CHALLENGE - DHS	\$ -	\$1,444,539
ARPA SLFRF, CHILD CARE CHALLENGE	\$6,026,416	\$ -
FUTURE READY IOWA, PENALTY AND INTEREST	\$213,531	\$141,002
HOME BASE IOWA, PENALTY AND INTEREST	\$209,305	\$123,061
SUMMER YOUTH INTERNSHIP PROGRAM, ARPA SLFRF	\$1,683,621	\$ -
SUMMER YOUTH INTERNSHIP PROGRAM, APPROPRIATION	\$615,296	\$356,069
SUMMER YOUTH INTERNSHIP PROGRAM, PENALTY AND INTEREST	\$ -	\$-
<b>Totals</b>	<b>\$12,194,024</b>	<b>\$7,847,932</b>

COMMUNICATIONS	'24 BUDGET	'24 EXPENSE
COMMUNICATIONS, ARPA SLFRF	\$325,000	\$325,000
COMMUNICATIONS, INDIRECT COST	\$746,222	\$801,170
COMMUNICATIONS, PENALTY AND INTEREST	\$59,700	\$60,999
COMMUNICATIONS, APPRENTICESHIP / ACCELERATOR GRANT	\$ -	\$82
<b>Totals</b>	<b>\$1,130,922</b>	<b>\$1,187,251</b>

ADMINISTRATIVE SERVICES DIVISION	'24 BUDGET	'24 EXPENSE
ADMINISTRATIVE SERVICES, INDIRECT	\$301,510	\$625,838
FINANCIAL MANAGEMENT, COST POOL	\$112,570	\$27,660
FINANCIAL MANAGEMENT, I/3 STATE APPROPRIATION	\$228,822	\$228,822
FINANCIAL MANAGEMENT, INDIRECT	\$1,488,205	\$1,736,767
FINANCIAL MANAGEMENT, PENALTY AND INTEREST	\$96,667	\$118,392
FINANCIAL MANAGEMENT, TRADE ACT	\$36,105	\$11,379
FINANCIAL MANAGEMENT, UNEMPLOYMENT	\$316,309	\$345,508
INFRASTRUCTURE 150 DES MOINES ST, PENALTY AND INTEREST	\$22,377	\$86,413
INFRASTRUCTURE FIELD OFFICE, APPROPRIATION	\$ -	\$4,893,362
INFRASTRUCTURE FIELD OFFICE, PENALTY AND INTEREST	\$60,097	\$ -
OVERHEAD, INDIRECT	\$1,312,342	\$1,112,688
OVERHEAD, PENALTY AND INTEREST	\$1,000	\$99
PREMISES, INDIRECT	\$767,205	\$866,077
PERSONNEL SERVICES, INDIRECT	\$407,012	\$724,269
PRINTING, INDIRECT	\$625,524	\$306,137
TRAINING, APPROPRIATION	\$87,734	\$43,121
TRAINING, INDIRECT	\$552,867	\$407,051
TRAINING, UNEMPLOYMENT	\$165,183	\$287,349
<b>Totals</b>	<b>\$6,581,529</b>	<b>\$11,820,934</b>

# FINANCE

## FY2024 EXPENDITURE REPORT BY DIVISION

The following information was compiled by Iowa Workforce Development's Finance Department.

INFORMATION TECHNOLOGY DIVISION	'24 BUDGET	'24 EXPENSE
IT CHIEF INFORMATION OFFICER, INDIRECT	\$584,174	\$615,083
IT INFRASTRUCTURE, INDIRECT	\$5,749,458	\$5,481,770
IT MAINFRAME, INDIRECT	\$339,571	\$221,092
IT PROGRAMMING, ARPA - HBI (ARPA SLFRF)	\$ -	\$(13,000)
IT PROGRAMMING, ARPA SLFRF LMI PROJECT	\$135,000	\$131,667
IT PROGRAMMING, APPRENTICESHIP / ACCELERATOR GRANT	\$74,954	\$157,930
IT PROGRAMMING, INDIRECT	\$1,042,421	\$809,571
IT PROGRAMMING, FEMA	\$ -	\$48,162
IT PROGRAMMING, PENALTY AND INTEREST	\$10,792	\$94,520
IT PROGRAMMING, RESEA	\$50,717	\$7,538
IT PROGRAMMING, TRADE	\$12,401	\$381
IT PROGRAMMING, UNEMPLOYMENT AUTOMATION	\$2,000,000	\$1,598,044
IT PROGRAMMING, UNEMPLOYMENT	\$78,000	\$19,983
IT PROGRAMMING, UNEMPLOYMENT MODERNIZATION - BENEFITS / APPEALS / INTEGRITY	\$239,401	\$1,268,114
IT PROGRAMMING, UNEMPLOYMENT MODERNIZATION - DATA	\$8,747,245	\$4,334,878
IT PROGRAMMING, UNEMPLOYMENT MODERNIZATION - TAX	\$351,517	\$1,899,904
IT PROGRAMMING, WAGNER PEYSER	\$197,044	\$30,683
<b>Totals</b>	<b>\$19,612,695</b>	<b>\$16,706,320</b>

LABOR GRANTS ADMINISTERED ON BEHALF OF DIAL	'24 BUDGET	'24 EXPENSE
BLS, CENSUS OF OCCUPATIONAL FATALATIES - FEDERAL SHARE	\$16,000	\$16,000
BLS, CENSUS OF OCCUPATIONAL FATALATIES - STATE SHARE	\$27,307	\$17,257
BLS, ROSH - FEDERAL SHARE	\$101,800	\$101,800
BLS, ROSH - STATE SHARE	\$112,109	\$118,985
<b>Totals</b>	<b>\$257,216</b>	<b>\$254,043</b>



## FY2024 EXPENDITURE REPORT BY DIVISION

The following information was compiled by Iowa Workforce Development's Finance Department.

UNEMPLOYMENT OPERATIONS	'24 BUDGET	'24 EXPENSE
UNEMPLOYMENT BENEFITS, DUA	\$ -	\$-
UNEMPLOYMENT BENEFITS, EXTENDED BENEFITS	\$ -	\$-
UNEMPLOYMENT BENEFITS, FEDERAL	\$1,800,012	\$313,853
UNEMPLOYMENT BENEFITS, FEMA	\$ -	\$11,693
UNEMPLOYMENT BENEFITS, IOWA TRUST FUND	\$238,152,233	\$271,824,525
UNEMPLOYMENT BENEFITS, TRADE	\$1,684,920	\$1,025,160
UNEMPLOYMENT OPERATIONS, ADMINISTRATION	\$737,095	\$198,007
UNEMPLOYMENT OPERATIONS, APPEALS	\$5,100,000	\$4,093,571
UNEMPLOYMENT OPERATIONS, CALL CENTER	\$10,377,594	\$8,829,723
UNEMPLOYMENT OPERATIONS, DISASTER UNEMPLOYMENT ADMINISTRATION	\$7,253,805	\$1,170,090
UNEMPLOYMENT OPERATIONS, EQUITY	\$160,188	\$795,595
UNEMPLOYMENT OPERATIONS, INTEGRITY	\$471,006	\$684,295
UNEMPLOYMENT OPERATIONS, MISCLASSIFICATION	\$303,055	\$489,469
UNEMPLOYMENT OPERATIONS, OVERHEAD	\$ -	\$ -
UNEMPLOYMENT OPERATIONS, PENALTY AND INTEREST	\$69,584	\$113,669
UNEMPLOYMENT OPERATIONS, QUALITY CONTROL	\$2,139,534	\$1,431,151
UNEMPLOYMENT OPERATIONS, RECOVERY	\$2,650,320	\$2,442,428
UNEMPLOYMENT OPERATIONS, TAX	\$5,011,228	\$4,820,319
UNEMPLOYMENT OPERATIONS, TIGER TEAM	\$2,714,790	\$2,323,415
UNEMPLOYMENT OPERATIONS, WAGNER PEYSER	\$1,432	\$1,428
<b>Totals</b>	<b>\$278,626,796</b>	<b>\$300,568,392</b>

## FY2024 EXPENDITURE REPORT BY DIVISION

The following information was compiled by Iowa Workforce Development’s Finance Department.

LABOR MARKET INFORMATION	'24 BUDGET	'24 EXPENSE
LABOR MARKET INFORMATION, ACES	\$869,303	\$739,912
LABOR MARKET INFORMATION, ARP SLFRF	\$64,615	\$43,540
LABOR MARKET INFORMATION, APPRENTICESHIP / ACCELERATOR GRANT	\$81,985	\$71,626
LABOR MARKET INFORMATION, CES	\$103,231	\$141,146
LABOR MARKET INFORMATION, CLEARINGHOUSE	\$ -	\$ -
LABOR MARKET INFORMATION, COST POOL	\$9,725	\$11,713
LABOR MARKET INFORMATION, DATA SYSTEMS	\$57,704	\$13,667
LABOR MARKET INFORMATION, EDUCATION OUTCOMES	\$64,592	\$98,702
LABOR MARKET INFORMATION, EDUCATION REPORTING	\$110,294	\$51,302
LABOR MARKET INFORMATION, ES 202	\$455,402	\$515,437
LABOR MARKET INFORMATION, LABORSHED + LABOR SURVEY	\$740,250	\$674,263
LABOR MARKET INFORMATION, LOCAL AREA UNEMPLOYMENT	\$205,177	\$209,919
LABOR MARKET INFORMATION, OES - BLS	\$384,651	\$539,295
LABOR MARKET INFORMATION, ONE STOP	\$575,388	\$485,219
LABOR MARKET INFORMATION, PENALTY AND INTEREST	\$102,993	\$18,290
LABOR MARKET INFORMATION, TITLE I	\$26,803	\$13,649
LABOR MARKET INFORMATION, TRADE	\$17,766	\$939
LABOR MARKET INFORMATION, UNEMPLOYMENT CLAIMS	\$363,143	\$446,215
LABOR MARKET INFORMATION, WAGE MATCH	\$6,159	\$3,766
LABOR MARKET INFORMATION, WAGNER PEYSER	\$240,820	\$201,142
LABOR MARKET INFORMATION, WORKFORCE DATA QUALITY	\$ -	\$ -
<b>Totals</b>	<b>\$4,480,001</b>	<b>\$4,279,743</b>

# FINANCE

## FY2024 EXPENDITURE REPORT BY DIVISION

The following information was compiled by Iowa Workforce Development's Finance Department.

<b>WORKFORCE ADMINISTRATION</b>	<b>'24 BUDGET</b>	<b>'24 EXPENSE</b>
AMERICAN JOB CENTERS, APPROPRIATION	\$11,035,195	\$9,860,297
AMERICAN JOB CENTERS, HOME BASE IOWA	\$85,575	\$427,732
AMERICAN JOB CENTERS, PENALTY AND INTEREST	\$2,416,084	\$2,416,084
AMERICAN JOB CENTERS, PROMISE JOBS	\$10,313,635	\$8,525,670
AMERICAN JOB CENTERS, RESEA	\$2,669,705	\$3,011,689
AMERICAN JOB CENTERS, SNAP E & T	\$271,546	\$670,251
AMERICAN JOB CENTERS, STATE RESEA	\$1,755,614	\$1,828,764
AMERICAN JOB CENTERS, STEM AND TARGETED INTERNSHIPS	\$ -	\$691,814
AMERICAN JOB CENTERS, TRADE	\$462,155	\$77,350
AMERICAN JOB CENTERS, UNEMPLOYMENT	\$2,845,197	\$1,026,461
AMERICAN JOB CENTERS, UNEMPLOYMENT RESERVE FUND	\$2,200,000	\$2,200,000
AMERICAN JOB CENTERS, VETERAN'S DVOP AND LVER	\$1,835,605	\$1,692,468
AMERICAN JOB CENTERS, WAGNER PEYSER AMOS	\$4,068,785	\$5,569,010
APPRENTICESHIP / ACCELERATOR GRANT	\$100,000	\$95,357
STATE WIOA	\$803,329	\$741,830
WORKFORCE INNOVATION AND OPPURTUNITY ACT	\$8,467,045	\$7,666,714
WORKFORCE ADMINISTRATION, ARPA	\$23,779,072	\$12,073,421
WORKFORCE ADMINISTRATION, APPRENTICESHIP / ACCELERATOR GRANT, 4TH INCREMENT	\$ -	\$1,420,154
WORKFORCE ADMINISTRATION, COST POOL	\$40,445	\$26,187
WORKFORCE ADMINISTRATION, CHILD CARE - BUSINESS INCENTIVE	\$446,546	\$332,558
WORKFORCE ADMINISTRATION, CHILD CARE - BUSINESS INCENTIVE	\$ -	\$3,982,521
WORKFORCE ADMINISTRATION, FOREIGN LABOR CERTIFICATION	\$326,890	\$332,558
WORKFORCE ADMINISTRATOIN, GEO CASE MANAGEMENT	\$1,090,407	\$1,071,998
WORKFORCE ADMINISTRATION, GOVERNOR'S 10% NRC PROGRAM	\$761,981	\$374,640
WORKFORCE ADMINISTRATION, JOB TRAINING	\$ -	\$5,127,296
WORKFORCE ADMINISTRATION, OFFENDER RE-ENTRY	\$579,254	\$546,564
WORKFORCE ADMINISTRATION, PENALTY AND INTEREST	\$508,788	\$556,428
WORKFORCE ADMINISTRATION, PROMISE JOBS	\$543,860	\$382,031
WORKFORCE ADMINISTRATION, TICKET TO WORK	\$357,649	\$78,630
WORKFORCE ADMINISTRATION, TITLE I	\$247,962	\$485,980
WORKFORCE ADMINISTRATION, TITLE II	\$4,413,445	\$4,817,071
WORKFORCE ADMINISTRATION, TRADE	\$1,886,459	\$831,685
WORKFORCE ADMINISTRATION, UNEMPLOYMENT	\$ -	\$ -
WORKFORCE ADMINISTRATION, WORK OPPORTUNITY TAX CREDIT	\$230,000	\$119,969
WORKFORCE ADMINISTRATION, VETERAN'S DVOP AND LVER	\$228,000	\$108,118
WORKFORCE ADMINISTRATION, WAGNER PEYSER	\$400,345	\$672,641
<b>Totals</b>	<b>\$85,170,573</b>	<b>\$79,841,941</b>
<b>RESERVED FUNDS</b>	<b>'24 BUDGET</b>	
REED ACT, UNEMPLOYMENT MODERNIZATION	\$19,088,469	
SOC SEC 903, ABOVE BASE	\$328,432	
UNEMPLOYMENT OPERATIONS, DISASTER ADMINISTRATION	\$6,038,010	
<b>Totals</b>	<b>\$25,454,911</b>	

# FINANCE

## FY2024 EXPENDITURE REPORT BY PROGRAM

The following information was compiled by Iowa Workforce Development's Finance Department.

U.S. DEPARTMENT OF LABOR - ETA	'24 BUDGET	'24 EXPENSE
APPRENTICESHIP / ACCELERATOR GRANT	\$1,000,713	\$997,654
FOREIGN LABOR CERTIFICATION	\$326,890	\$332,558
GOVERNOR'S 10%	\$761,981	\$374,640
REED ACT MODERNIZATION	\$9,900,789	\$8,065,522
RESEA	\$2,720,422	\$3,019,227
TRADE ADJUSTMENT ASSISTANCE	\$4,099,806	\$1,946,895
UNEMPLOYMENT, DISASTER UNEMPLOYMENT ADMINISTRATION	\$7,253,805	\$1,170,090
HOME BASE IOWA	\$85,575	\$427,732
UNEMPLOYMENT BENEFITS, EQUITY GRANT	\$160,188	\$795,595
UNEMPLOYMENT BENEFITS, FEDERAL	\$1,800,012	\$313,853
UNEMPLOYMENT BENEFITS, IOWA TRUST FUND	\$238,152,233	\$271,824,525
VETERANS PROGRAMS	\$2,063,605	\$1,800,586
WORKFORCE INNOVATION & OPPORTUNITY ACT	\$29,036,123	\$17,762,052
WORK OPPORTUNITY TAX CREDIT	\$230,000	\$119,969
UNEMPLOYMENT, SOC SEC 903	\$34,969,399	\$28,546,469
WAGNER PEYSER	\$4,908,426	\$6,474,904
<b>Totals</b>	<b>\$337,469,967</b>	<b>\$343,972,270</b>

U.S. DEPARTMENT OF LABOR - BLS	'24 BUDGET	'24 EXPENSE
BLS, CENSUS OF OCCUPATIONAL FATALITIES	\$16,000	\$16,000
BLS, ROSH	\$101,800	\$101,800
CURRENT EMPLOYMENT STATISTICS	\$103,231	\$141,146
EMPLOYEE AND WAGE CENSUS	\$869,303	\$739,912
EMPLOYMENT STATISTICS	\$455,402	\$515,437
LOCAL AREA UNEMPLOYMENT STATISTICS	\$205,177	\$209,919
OCCUPATIONAL EMPLOYMENT STATISTICS	\$384,651	\$539,295
ONE STOP LABOR MARKET INFO	\$575,388	\$485,219
<b>Totals</b>	<b>\$2,710,952</b>	<b>\$2,748,729</b>

### GRAND TOTAL OF EXPENDITURES IN 2024

2024 BUDGET: \$433,508,667

2024 EXPENDITURES: \$422,506,556

# FINANCE

## FY2024 EXPENDITURE REPORT BY PROGRAM

The following information was compiled by Iowa Workforce Development's Finance Department.

DEPARTMENT OF HOMELAND SECURITY - FEMA	'24 BUDGET	'24 EXPENSE
UNEMPLOYMENT LOST WAGES, ADMINISTRATION	\$ -	\$48,162
UNEMPLOYMENT BENEFITS, FEMA	\$ -	\$11,693
<b>Totals</b>	<b>\$ -</b>	<b>\$59,855</b>

DEPARTMENT OF HEALTH & HUMAN SERVICES	'24 BUDGET	'24 EXPENSE
PROMISE JOBS	\$10,857,495	\$8,907,701
<b>Totals</b>	<b>\$10,857,495</b>	<b>\$8,907,701</b>

STATE APPROPRIATIONS	'24 BUDGET	'24 EXPENSE
AMOS	\$100,000	\$95,357
FIELD OPERATIONS, PENALTY AND INTEREST	\$2,416,084	\$2,416,084
FIELD OPERATIONS, UNEMPLOYMENT RESERVE FUND	\$2,200,000	\$2,200,000
FIB D OPERATIONS, GENERAL FUND AND CARRYOVER	\$11,394,475	\$15,467,031
FUTURE READY IOWA COORDINATOR	\$225,000	\$210,892
INTEGRATED INFORMATION FOR IOWA - I/3	\$228,822	\$228,822
LABOR SERVICES DIVISION	\$145,575	\$140,009
MISCLASSIFICATION	\$303,055	\$489,469
OFFENDER RE-ENTRY	\$579,254	\$546,564
SUMMER YOUTH INTERNSHIP PROGRAM	\$615,296	\$356,069
WIOA SERVICES	\$8,467,045	\$7,666,714
<b>Totals</b>	<b>\$26,674,606</b>	<b>\$29,817,011</b>

OTHER SOURCES	'24 BUDGET	'24 EXPENSE
15B / 15C	\$1,961,773	\$3,651,560
ARP SLFRF	\$9,990,266	\$7,718,646
OHS CHILD CARE CHALLENGE	\$ -	\$1,444,539
EDUCATION REPORTING	\$232,590	\$163,671
COOPERATIVE AGREEMENTS	\$ -	\$5,819,110
LABORSHED	\$740,250	\$674,263
PENALTY AND INTEREST	\$951,890	\$1,528,781
TICKET TO WORK	\$357,649	\$78,630
<b>Totals</b>	<b>\$14,234,418</b>	<b>\$21,079,200</b>

# FINANCE

## FY2024 EXPENDITURE REPORT BY PROGRAM

The following information was compiled by Iowa Workforce Development's Finance Department.

RESERVED REVENUE	'24 BUDGET	'24 EXPENSE
REED ACT, UNEMPLOYMENT MODERNIZATION	\$19,088,469	
SOC SEC 903, ABOVE BASE	\$328,432	
UNEMPLOYMENT OPERATIONS, DISASTER ADMINISTRATION	\$6,038,010	
<b>Totals</b>	<b>\$25,454,911</b>	

NON-RESERVED REVENUE	'24 BUDGET	'24 EXPENSE
INDIRECT COST POOL	\$16,106,318	\$15,921,790
<b>Totals</b>	<b>\$16,106,318</b>	<b>\$15,921,790</b>

## VOCATIONAL REHABILITATION SERVICES DIVISION

INDEPENDENT LIVING	'24 BUDGET	'24 EXPENSE
	<b>\$600,646</b>	<b>\$429,030</b>

CASE SERVICES	'24 BUDGET	'24 EXPENSE
Cedar Rapids Case Services	\$1,072,010	\$691,348
Council Bluffs Case Services	\$768,551	\$713,034
Davenport Case Services	\$915,202	\$783,296
Fort Dodge Case Services	\$511,695	\$498,777
Ottumwa Case Services	\$545,334	\$366,059
Sioux City Case Services	\$899,466	\$468,416
Waterloo Case Services	\$1,407,251	\$725,178
Burlington Case Services	\$314,538	\$449,333
Dubuque Case Services	\$796,249	\$334,831
Iowa City Case Services	\$1,304,194	\$882,184
Mason City Case Services	\$818,501	\$558,630
North Central Case Services	\$1,542,459	\$1,005,361
West Central Case Services	\$1,213,987	\$1,147,932
Des Moines Central Case Services	\$0	\$50,000
<b>Totals</b>	<b>\$12,109,438</b>	<b>\$8,624,379</b>

# FINANCE

## VOCATIONAL REHABILITATION SERVICES DIVISION

### FIELD SERVICES

	'24 BUDGET	'24 EXPENSE
Cedar Rapids Area Office	\$1,757,990	\$1,786,120
Council Bluffs Area Office	\$1,859,938	\$2,016,399
Davenport Area Office	\$1,325,782	\$1,330,583
Fort Dodge Area Office	\$1,427,258	\$1,495,616
Ottumwa Area Office	\$1,068,736	\$1,152,187
Sioux City Area Office	\$1,310,126	\$1,306,818
Waterloo Area Office	\$1,270,634	\$1,353,893
Burlington Area Office	\$956,248	\$1,011,916
Dubuque Area Office	\$1,240,872	\$1,189,106
Iowa City Area Office	\$1,263,070	\$1,351,445
Mason City Area Office	\$1,644,156	\$1,634,159
North Central Area Office	\$1,600,815	\$1,648,628
West Central Area Office	\$1,724,325	\$1,887,886
Des Moines Central Area Office	\$0	\$171,626
RSB Management	\$1,672,104	\$1,939,597
Business Quality Assurance	\$161,918	\$185,449
RSB Bureau Costs	\$9,410,893	\$8,713,131
<b>Totals</b>	<b>\$29,694,867</b>	<b>\$30,174,559</b>

### ADMINISTRATIVE SERVICES

	'24 BUDGET	'24 EXPENSE
ASB Financial Services	\$1,451,740	\$1,437,745
ASB Planning And Development	\$712,876	\$845,722
ASB Support Services	\$83,611	\$84,971
State Rehabilitation Council	\$2,117	\$3,321
ASB Information Systems	\$1,385,317	\$1,491,319
ASB Bureau Costs	\$550,593	\$559,720
<b>Totals</b>	<b>\$4,186,253</b>	<b>\$4,422,798</b>

ENTREPRENEURS WITH DISABILITIES PROGRAM	\$138,506	\$138,506
INDEPENDENT LIVING CENTER GRANT	\$86,547	\$86,547
VOCATIONAL REHAB S.S.A.	\$26,726	\$10,524
SUPPORT OF EMPLOYMENT	\$242,880	\$243,000
VOCATIONAL REHAB CONTRIBUTED	\$1,347	\$0
DISABILITY INNOVATIONS FUND	\$1,936,843	\$2,749,830
PUBLIC HEALTH WORKFORCE FUNDING	\$66,691	\$40,360

## VOCATIONAL REHABILITATION SERVICES DIVISION

### DISABILITY DETERMINATION SERVICES

	'24 BUDGET	'24 EXPENSE
DDS-DHS CONTRACT	\$81,038	\$305,441
DISABILITY DETERMINATION - SSA	\$27,250,514	\$31,511,076
SSA DISABILITY MEDICAL COSTS	\$5,669,575	\$1,001,200

## FY2024 EXPENDITURE REPORT BY SOURCE

### FEDERAL FUNDS

#### U.S. DEPARTMENT OF LABOR

	'24 BUDGET	'24 EXPENSE
BUREAU OF LABOR STATISTICS	\$2,710,952	\$2,748,729
EMPLOYMENT AND TRAINING ADMINISTRATION	\$55,048,755	\$40,894,006
UNEMPLOYMENT DIVISION	\$282,421,212	\$303,078,264
<b>Totals</b>	<b>\$340,180,919</b>	<b>\$346,720,999</b>

#### FEMA

	'24 BUDGET	'24 EXPENSE
LOST WAGES	\$ -	\$59,855
<b>Totals</b>	<b>\$ -</b>	<b>\$59,855</b>

#### DEPARTMENT OF EDUCATION

	'24 BUDGET	'24 EXPENSE
EDUCATION	\$232,590	\$163,671
REHABILITATION SERVICES ADMINISTRATION	\$41,925,043	\$40,019,328
<b>Totals</b>	<b>\$42,157,633</b>	<b>\$40,182,999</b>

#### US DEPARTMENT OF HEALTH AND HUMAN SERVICES

	'24 BUDGET	'24 EXPENSE
CORONAVIRUS RESPONSE AND RELIEF SUPPLEMENTAL APPROPRIATIONS	\$ -	\$1,444,539
INDEPENDENT LIVING	\$582,533	\$384,586
PROMISE JOBS	\$10,857,495	\$8,907,701
<b>Totals</b>	<b>\$11,440,028</b>	<b>\$10,736,826</b>



# FINANCE

## FY2024 EXPENDITURE REPORT BY SOURCE

### FEDERAL FUNDS

#### US DEPARTMENT OF TREASURY

	'24 BUDGET	'24 EXPENSE
ARP SLFRF	\$9,990,266	\$7,718,646
CARES ACT, GRANTS	\$ -	\$ -
<b>Totals</b>	<b>\$9,990,266</b>	<b>\$7,718,646</b>

#### STATE GENERAL FUNDS

	'24 BUDGET	'24 EXPENSE
AMOS	\$100,000	\$95,357
FIELD OFFICES	\$16,010,559	\$20,083,115
FUTURE READY IOWA	\$840,296	\$566,960
I3 ACCOUNTING SYSTEM	\$228,822	\$228,822
LABOR DIVISION	\$145,575	\$140,009
MISCLASSIFICATION	\$303,055	\$489,469
OFFENDER RE-ENTRY	\$579,254	\$546,564
WIOA SERVICES	\$8,467,045	\$7,666,71.4
VOCATIONAL REHABILITATION	\$6,245,238	\$6,245,238
SUPPORTED EMPLOYMENT	\$138,506	\$138,506
INDEPENDENT LIVING	\$171,351	\$171,351
<b>Totals</b>	<b>\$33,129,701</b>	<b>\$36,200,754</b>

#### SOCIAL SECURITY ADMINISTRATION

	'24 BUDGET	'24 EXPENSE
DISABILITY DETERMINATION SERVICES	\$32,920,090	\$32,512,276
<b>Totals</b>	<b>\$32,920,090</b>	<b>\$32,512,276</b>

#### OTHER SOURCES

	'24 BUDGET	'24 EXPENSE
LABORSHED	\$740,250	\$674,263
PENALTY AND INTEREST	\$951,890	\$1,528,781
TICKET TO WORK	\$357,649	\$78,630
VOC REHAB - CONTRIBUTED FUNDS	\$28,073	\$10,254
VOC REHAB - CONTRACT REVENUE	\$81,038	\$305,441
<b>Totals</b>	<b>\$2,158,900</b>	<b>\$2,597,369</b>



Iowa Workforce  
Development

### **IWD Administrative Office**

1000 E. Grand Ave Des Moines, IA 50319

[workforce.iowa.gov](http://workforce.iowa.gov)

### **Unemployment Insurance Customer Service Hours (excluding state holidays):**

Monday through Friday, 8:00 a.m. – 4:30 p.m.

### **UI Benefits Bureau**

Phone: 866-239-0843

Email: [uicclaimshelp@iwd.iowa.gov](mailto:uicclaimshelp@iwd.iowa.gov)

### **UI Tax Bureau**

Phone: 888-848-7442

Email: [iwduitax@iwd.iowa.gov](mailto:iwduitax@iwd.iowa.gov)

### **UI Integrity Bureau**

Phone: 866-239-0843

Email: [uifraud@iwd.iowa.gov](mailto:uifraud@iwd.iowa.gov)

### **Business Engagement**

Email: [iaworks@iwd.iowa.gov](mailto:iaworks@iwd.iowa.gov)

Phone: 833-469-2967

### **IowaWORKS Centers**

[iowaworks.gov](http://iowaworks.gov)

Monday, Tuesday, Thursday Friday: 8:30 a.m. – 4:30 p.m.

Wednesday: 9 a.m. – 4:30 p.m.

### **Iowa Division of Labor and Workers' Compensation**

Visit [dial.iowa.gov](http://dial.iowa.gov) for contact information