



MINUTES

State Government Efficiency Review Committee

Tuesday, November 16, 2021

MEMBERS PRESENT

Senator Roby Smith, Co-chairperson
Senator Tony Bisignano
Senator Eric Giddens
Senator Jason Schultz

Representative Brooke Boden, Co-chairperson
Representative Jane Bloomingdale
Representative Amy Nielsen
Representative Jon Dunwell

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State Government Efficiency Review Committee

I. Procedural Business

Call to Order and Adjournment. The meeting of the State Government Efficiency Review Committee was called to order by temporary Co-chairperson Smith at 9:30 a.m. Tuesday, November 16, 2021, in Room 103, Supreme Court Chamber, State Capitol, Des Moines. The meeting was adjourned at 3:30 p.m.

Election of Permanent Co-chairpersons. Members of the committee unanimously elected temporary Co-chairpersons Smith and Boden as permanent Co-chairpersons.

Adoption of Rules. Members of the committee adopted procedural rules that are available on the committee's website.

Opening Remarks. Co-chairperson Smith welcomed members of the committee and reviewed the history and charge of the committee.

Committee Charge. The charge of the committee, created in Iowa Code section 2.69, was to review the efficiency of state government operations and submit reports and recommendations to the General Assembly.

II. National Conference of State Legislatures

Ms. Suzanne Hultin, Associate Director, Employment, Labor, and Retirement Program of the National Conference of State Legislatures, gave a presentation on licensing reform across the United States. The National Conference of State Legislatures has a database accrued across all 50 states relating to occupational licensing costs and a legislative database keeping track of different state efforts in licensing reforms. Ms. Hultin discussed historical and current trends in occupational licensing across the United States including changes in fees and licensing requirements, increases in licensing portability, the creation of new licensed professions, and the enactment of bills targeting certain population groups, such as former criminal offenders or military families. Ms. Hultin enumerated several forms of licensure portability that states have adopted, including licensure by endorsement, reciprocity agreements, expedited and temporary licensure, interstate compacts, and universal licensure. She then addressed the temporary licensing changes that states made in response to the COVID-19 pandemic, such as providing student professionals with more responsibilities, calling upon recently retired medical professionals, and waiving continuing education requirements. Many of the responses were done by executive action. Regarding the Occupational Licensing Policy Learning Consortium, Ms. Hultin mentioned the importance of public messaging, stakeholder engagement, institutionalizing state efforts at regulation, targeting occupations, and targeting population groups. She then discussed sunset processes by which state legislators periodically evaluate government functions and modify or eliminate licenses or boards. Such processes can be implemented by small or large staffs and driven either by a legislature or by a mixture of governmental entities. Sunrise processes, currently in place in 14 states, evaluate the necessity of occupational licensing before enacting new legislation. A sunrise review process can be housed in the legislative or executive branches of state government or undertaken by an independent state office. Such processes require the evaluation of various criteria over a period of time that ranges from roughly six months to one year and culminates in a report regarding the proposed legislation.

III. Senate File 487

Senator Waylon Brown gave a presentation on Senate File 487, a bill regarding the regulation of professions, including a sunrise and sunset review process. Senator Brown stated that this bill focused



upon targeting certain population groups, such as former criminal offenders, military veterans, and their families. He stated that he believes the sunrise and sunset components of the bill complement current state law and is not concerned that would be a major issue moving forward.

IV. Iowa Department of Revenue

Mr. Kraig Paulsen, Director, Iowa Department of Revenue, discussed technology upgrades undertaken by the department. Mr. Paulsen said that the implementation of new portal software is projected to pay for itself after approximately five years. The new program is currently active for business filers and will be rolled out to corporate filers in November 2022, individual filers in 2023, and for miscellaneous fees and taxes in November 2024. Mr. Paulsen provided an example of the new GovConnectIowa homepage. Mr. Paulsen stated that the Internet site is eventually intended to encompass licensing functions for multiple state agencies. He provided examples of features that users are currently able to use or will be able to use in the future, including the payment of balances, altering of information, and submission of returns. Mr. Paulsen was questioned whether he believes the new portal software would eventually take over for Secretary of State collection and responded that it could be a possibility but has yet to be discussed with the executive branch.

V. Iowa Department of Public Safety

Mr. Rusty Ringler, Bureau Chief; Ms. Jeannie Guttenfelder, Management Analyst; and Mr. Brian Young, Chief Electrical Inspector, gave presentations on the licensing technology used by the Department of Public Safety. Ms. Guttenfelder spoke about how the fire marshal licensing system has transitioned to a largely online system which was not significantly impacted by the COVID-19 pandemic, except that there was a backlog for criminal history checks, which has since been cleared. The fire marshal licensing system deals with 10 types of licenses. Mr. Young spoke about how the electrician licensing system is also largely online and has improved in efficiency due to automation. In contrast, Mr. Ringler discussed how the private investigation private security bail enforcement (PIPSBE) licensing system is largely paper-based and the lack of staff has created a backlog. The department is currently creating a system similar for PIPSBE to that used by the fire marshal to be launched in December 2021. Mr. Ringler also said that the fee structure for PIPSBE licenses is in need of an update.

VI. Iowa Department of Public Health

Ms. Sarah Reisetter, Deputy Director, and Ms. Maddie Wilcox, Legislative Liaison, gave a presentation on the professional licensing technology used by the Iowa Department of Public Health. The department is responsible for licensing functions for several boards, most of which use the Application Management & Data Automation (AMANDA) system, and strongly encourages members of the public to submit electronic applications. Currently, the boards use five different instances of AMANDA. The five instances of AMANDA are scheduled to be consolidated into a single instance by June 2022, which is projected to have cost savings for the state. The upgrade to a newer version of the program is also projected to increase usability by staff and members of the public. The new portal will discontinue the use of Internet Explorer and be available across different Internet browser platforms. With the use of the new portal, the department is making a large push to become paperless. The portal will encourage online applications renewal and the department will have the capabilities to scan in any paper applications or renewals that come in order for it all to be contained within the database. Due to COVID-19, Ms. Reisetter said that the biggest delays in licensing come from background checks and requiring the sources of credentials, such as universities, to send those credentials directly to the



boards for verification and background checks that required a fingerprint. However, Ms. Reisetter said that removing primary source verification may have implications that need to be investigated.

VII. Iowa Division of Labor

Mr. Rod Roberts, Labor Commissioner; Ms. Michelle O'Hollearn, Bureau Chief, Iowa Workforce Development Enterprise Project Management Bureau; Ms. Mary Montgomery, Executive Assistant; and Ms. Dawn Chamberlain, Program Planner, presented information regarding licensing technology used by the division. Mr. Roberts discussed the various functions performed by the division, including the registration of contractors, the issuance of asbestos permits and licenses; occupational safety and health functions; boiler, elevator, and amusement ride licensing; child labor and wage issues; and athletic events. The division uses the AMANDA system for managing licenses, permits, and inspections. A recent upgrade allows technicians to utilize AMANDA on their tablets in the field to complete inspections. This allows the technicians to become more efficient and reduces the paper forms the division has previously been required to use. The upgrade is also more widely available and configurable and can be more easily integrated with partner agencies. Mr. Roberts said that because of the amount of foot traffic received by the division, it is difficult for the division to go completely paperless. Mr. Roberts also discussed the recent upgrade of the division's website which makes the website more mainstream and user-friendly. Upgrades to the website include the ability to easily refresh content, simplify access to services, digitize forms, and re-engineer processes. The website will also soon include a chatbot for automated customer service functionality.

VIII. Division of Banking, Professional Licensing Bureau

Ms. Lori SchraderBacher, Bureau Chief, and Mr. Zak Hingst, Legal Counsel, presented information regarding licensing technology used by the bureau. The bureau licenses approximately 34,500 persons in an assortment of professions. Ms. SchraderBacher focused on the technology used by staff members to process license applications and consumer usage. License applications are submitted almost entirely online using a system based on the Salesforce platform and bureau staff will help applicants with the online application process if necessary. The division encourages consumers to utilize the website and directs consumers without access to a personal computer to utilize the public computer in the office or directs them to a local library. The division makes itself available to consumers to help fill out the application either in person or by phone. Due to the largely online nature of applications, the bureau's licensing functions were only minimally impacted by the COVID-19 pandemic. Ms. SchraderBacher said it would be useful to be able to continue to conduct virtual board meetings as they have noticed better participation from the public and members. Ms. SchraderBacher suggested that the state might see cost savings by negotiating a single Salesforce contract to be used across multiple government agencies.

IX. Questionnaire Review

Co-chairperson Smith briefly explained a questionnaire on the operations of state government that was sent to all departments and agencies of the state of Iowa, including certain boards, councils, and commissions. Co-chairperson Smith noted that the committee has been encouraging the use of digital platforms by the departments and agencies since 2019 and therefore many of the agencies and departments appeared to have been better prepared to navigate the COVID-19 pandemic by utilizing these digital platforms already in use to a broader extent.



X. Materials Filed With the Legislative Services Agency

The following materials listed were distributed at or in connection with the meeting and are filed with the Legislative Services Agency. The materials may be accessed from the “Committee Documents” link on the committee’s Internet site: www.legis.iowa.gov/committees/meetings/documents?committee=578&ga=ALL

1. NCSL Presentation on Licensing Reforms
2. Department of Public Safety — Electronic Inspections, PIPSBE, and SFM Informational Videos
3. Department of Public Health Presentation
4. Division of Labor Presentation
5. Professional Licensing Bureau and Division of Banking Informational Video