



# 2018 ANNUAL REPORT

A proud partner of the **American Job Center** network



Iowa Workforce Development  
is dedicated to creating a Future  
Ready Iowa by connecting workers  
to opportunities and employers  
to workforce solutions.



**BETH TOWNSEND**  
**DIRECTOR**

Iowa Workforce Development (IWD) is a state agency committed to providing employment services for individual job seekers and to connecting employers to available workers through our IowaWORKS partnership. IWD continually strives to improve processes and align the organization to provide effective, demand-driven products and services. IWD staff in Des Moines consists of administrative, labor services, workers' compensation, labor market information, and unemployment insurance services. The agency also maintains a statewide delivery system of IowaWORKS Centers and satellite and expansion offices where both employers and job seeking Iowans can receive workforce assistance.

## MISSION

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

## VISION

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

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# AGENCY OVERVIEW



## UNEMPLOYMENT INSURANCE AND AMERICAN JOB CENTER DIVISION **RYAN WEST, ADMINISTRATOR**

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

The **American Job Center Division** maintains a statewide delivery system of IowaWORKS Centers, satellite offices and expansion offices to meet the workforce and workplace needs of job seekers, dislocated workers, unemployed persons, and Iowa businesses through partnerships with state and local service providers. Staff are responsible for delivering services that are part of the Workforce Investment and Opportunity Act (WIOA).



## INFORMATION TECHNOLOGY, LABOR MARKET INFORMATION AND WORKFORCE SERVICES DIVISION **CATHY ROSS, ADMINISTRATOR**

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

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

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



## DIVISION OF LABOR

### MICHAEL MAURO, LABOR COMMISSIONER

The **Division of Labor** is responsible for the administration of state and federal statutes related to public health, safety and workplace issues. Iowa's Occupational Safety and Health Act administration is located within the division. With an emphasis on voluntary compliance through education and preventive services, the Division continues to implement the vision of creating a "culture of safety" throughout Iowa's labor force.



## WORKERS' COMPENSATION DIVISION

### JOSEPH CORTESE II, WORKERS' COMPENSATION COMMISSIONER

The **Workers' Compensation Division** performs three core functions: adjudicating disputed workers' compensation claims, enforcing compliance standards, and educating Iowans about workers' compensation law and procedures.



## ADMINISTRATIVE SERVICES DIVISION

### Brett Conner, Chief Financial Officer

The **Administrative Services Division** provides a variety of services to keep the agency operating smoothly and to assist employees working in the IWD administrative offices. Key administrative support functions include employee services, building management, office services, printing services, financial reporting and accounting.



FutureReadyIowa.gov provides career and job information for Iowans.

## FUTURE READY IOWA INITIATIVE

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

While 58.4 percent of Iowans currently meet that qualification, 127,700 additional Iowans need postsecondary credentials to achieve the goal by 2025.

On April 4, 2018 at the Governor's Future Ready Iowa Summit, Gov. Reynolds signed into law the Future Ready Iowa Act which was passed unanimously by the Iowa House of Representatives and Senate. The Act sets forth the structure to establish and enhance funding options for our workforce.

The Act also recognized that in addition to funding, collaborative work at the grassroots level would have to drive the action needed to reach this goal. During the fall of 2018, Future Ready Iowa Regional Summits were hosted in 18 communities across the state. More than 2,500 individuals representing business, community organizations and education attended to discuss overcoming barriers, innovative collaborations and next steps to move the work forward. Summaries of each summit are available on the Future Ready Iowa website under the summit tab.



# REGIONAL SUMMIT SERIES

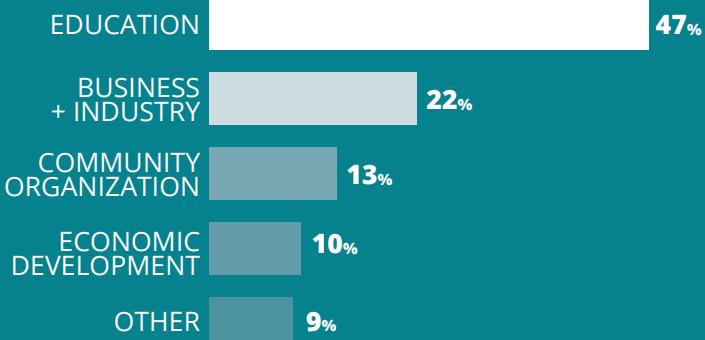
SEPT. 21 - NOV. 13

## 18 EVENTS

TOTAL ATTENDANCE  
**2,513**

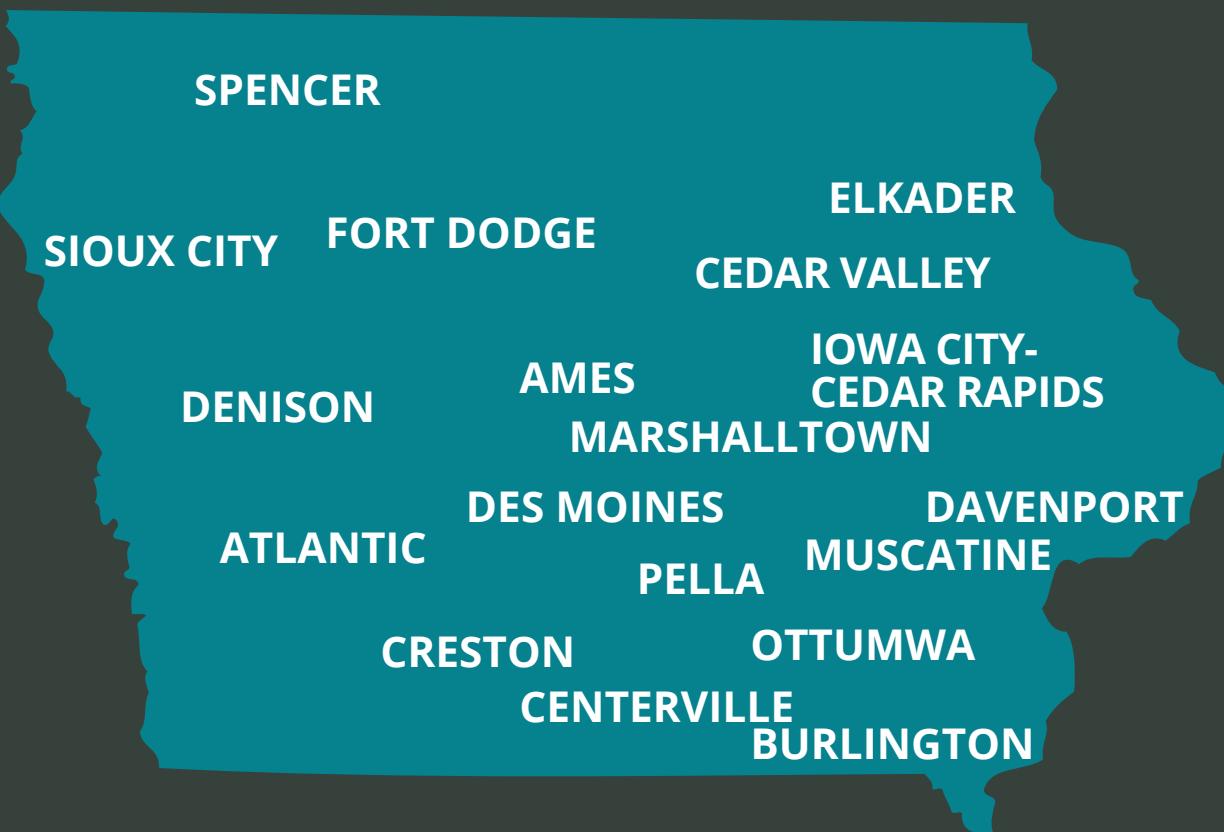
### ATTENDEE DETAILS

#### SUMMIT ATTENDEES BY SECTOR



Summit attendees who are **likely to engage in a project that aligns with Future Ready Iowa** (according to a follow-up survey)

### LOCATIONS



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

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





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# AMERICAN JOB CENTER DIVISION

Program Year 2017 Update

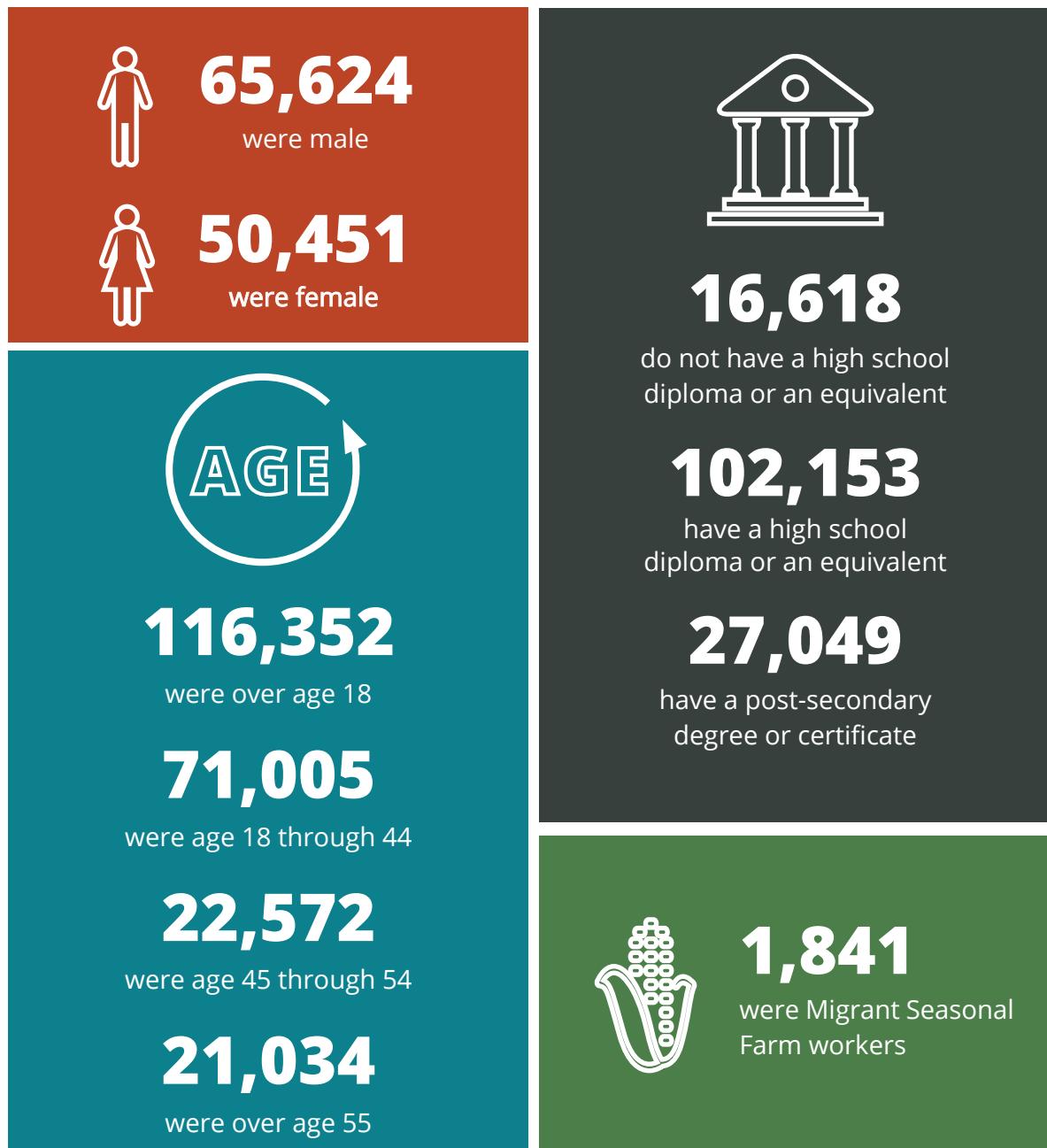
National Career Readiness Certificate

Online Job Banks

# PROGRAM YEAR UPDATE

For Program Year 2017, IowaWORKS field offices served 116,416 individuals, including 7,843 Veterans and 21,034 people over age 55.

Of that total, 116,416 received staff-assisted services and 50,186 were referred to employment opportunities. The entered employment rate for that period was 73.8 percent and the retention rate at six months was 61.9 percent. Further demographics are listed below.



# NATIONAL CAREER READINESS CERTIFICATE

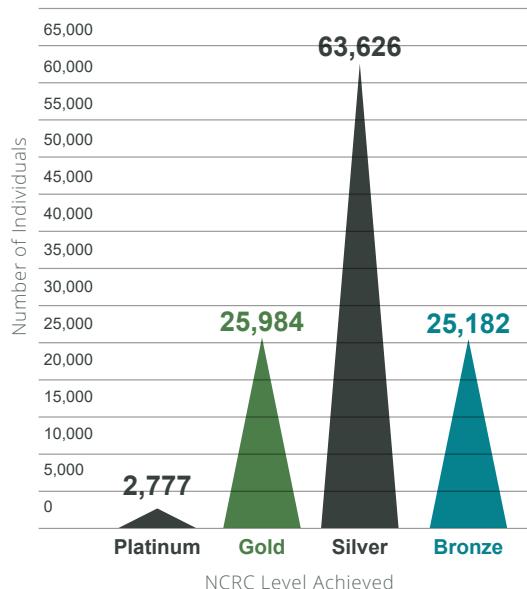
IWD continues to use ACT's National Career Readiness Certificate® (NCRC), a WorkKeys® program, throughout the statewide delivery system of IowaWORKS Centers, satellite offices and expansion offices as well as in Iowa high schools. All Iowa residents are able to take the NCRC assessments at no cost.

The NCRC assesses the comprehension level of an individual in Graphic Literacy, Workplace Documents and Applied Math. Individuals receive a platinum, gold, silver or bronze certificate based on their level of understanding in a given area. WorkKeys KeyTrain® is also available at no cost to anyone needing remediation before taking the NCRC.

The certificates can be presented to employers as another tool to demonstrate the skills of a job seeker. The certificate is also being used widely with IWD's ex-offender initiative at correctional facilities in Clarinda, Rockwell City, Newton and Mitchellville, as part of the new Food Share Employment & Training component, in PROMISE JOBS, veteran services, and other employment and training activities.

## TOTAL NCRC CERTIFICATES

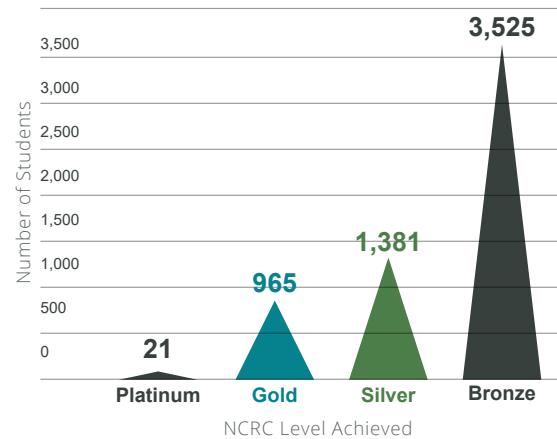
Through November 25, 2018, 117,569 Iowans earned an NCRC. This demonstrates a critical mass of the workforce with certified skill sets in Applied Math, Workplace Documents, and Graphic Literacy. With ACT's late 2016 update of the NCRC assessments, there has been a 493 percent increase in the number of Iowans earning a Platinum certificate.



## HIGH SCHOOL NCRC TESTING

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

During the 2017-2018 school year, 5,308 high school students were tested.



# OFFENDER REENTRY INITIATIVE

IWD has four full-time Workforce Advisors located in the Mitchellville, Newton, Rockwell City and Mount Pleasant correctional facilities. These staff assist offenders nearing release in finding employment and networking with employers to address the barriers they may have in hiring returning citizens. Some of the assistance provided includes resume development, job interviewing techniques, job search and application process. Each of the participants in the program completes the NCRC.

**Nearly 95 percent of the offenders serving time in Iowa will leave the system at some time. This program gives returning citizens one more opportunity for success, which is finding employment and starting a new chapter in their lives.**

Without a job, it is nearly impossible for returning citizens to establish a new life and become productive in the community in which they live. Hiring a returning citizen can help them integrate into society and gain financial independence. Iowa's unemployment rate has been at historical lows during 2018; when given the opportunity, this group of candidates may help fill employer vacancies with successful employees.



**673**

Offenders took the National Career Readiness Certificate assessment



**548**

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



**51**

Offenders participated in Registered Apprenticeship programs while incarcerated

**43,909**

Offender Registered Apprenticeship On-the-Job training hours

**3,815**

Registered Apprenticeship Curriculum hours

# ONLINE JOB BANKS

During PY17, IowaWORKS received 467,796 job orders from employers. IowaWORKS assists employers in filling job openings by facilitating the match between job seekers and employers. IowaWORKS staff actively inform unemployed Iowans about job opportunities and career events to assist with their employment search.

The agency continues to look for ways to increase the number of available job opportunities posted on our main job bank, iowajobs.org. Through the National Labor Exchange (NLx) and their indexing process, we are able to automatically post jobs from employer websites. Job opportunities include not only those within Iowa, but opportunities within 50 miles of Iowa's borders with Missouri, Nebraska, Minnesota, South Dakota, Wisconsin and Illinois.

**IWD is the nation's largest user of NLx indexing. This has tripled the number of jobs posted on the agency's website and created the largest source of job postings in the state. Jobs from more than 1,470 employers are currently being indexed.**

Jobs posted with IWD automatically post to multiple websites, including iowajobs.org, usnlx.com and vetcentral.usnlx.jobs. Additionally, through a partnership with the Direct Employers Association, 10 microsites offer the opportunity to provide job information on mobile and hand-held devices. These sites are also search-engine optimized, and were developed at no cost to the state.

The 10 microsites include:

#### **WORKINIORWA.JOBS**

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

#### **WORKINIORWA-VETS.JOBS**

Allows a veteran to enter their Military Occupational Specialty or Military Occupational Classification and find jobs that match their experience. Additional outreach for federal contractors to show the Office of Federal Contractor Compliance Program auditors.

#### **WORKINIORWA-DISABILITY.JOBS**

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

#### **WORKINIORWA-STEM.JOBS**

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

#### **WORKINIORWA-GREEN.JOBS**

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

#### **WORKINIORWA-MANUFACTURING.JOBS**

Features jobs in the manufacturing industry.

#### **WORKINIORWA-HEALTHCARE.JOBS**

Features a wide-range of jobs in the healthcare industry.

#### **WORKINIORWA-CONSTRUCTION.JOBS**

Promotes and features skilled trades professions.

#### **WORKINIORWA-YOUTH.JOBS**

Features opportunities in internships and summer jobs

#### **WORKINIORWA-ENERGY.JOBS**

Features job opportunities with a focus on the Energy industry.

# IOWAWORKS CENTERS AND SATELLITE LOCATIONS

## Burlington IowaWORKS Center

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

## Carroll IowaWORKS Center

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

## Cedar Rapids IowaWORKS Center

Location: Lindale Mall,  
 4444 1<sup>st</sup> Avenue NE, Suite 436  
 Cedar Rapids, IA 52402  
 Phone: 319-365-9474  
 Fax: 319-365-9270  
 Email: Region10.Web@iwd.iowa.gov

## Council Bluffs IowaWORKS Center

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

## Creston IowaWORKS Center

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

## Davenport IowaWORKS Center

902 W Kimberly Road, Suite 51  
 Davenport, IA 52806  
 Phone: 563-445-3200  
 Fax: 563-445-3240  
 E-mail: Region9.Web@iwd.iowa.gov

## Des Moines IowaWORKS Center

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

## Dubuque IowaWORKS Center

680 Main Street, 2<sup>nd</sup> Floor  
 Dubuque, IA 52001  
 Phone: 563-556-5800 or 866-227-9874  
 Fax: 563-556-0154  
 Email: Region1.Web@iwd.iowa.gov

## Fort Dodge IowaWORKS Center

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

## Marshalltown IowaWORKS Center

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

## Mason City IowaWORKS Center

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

## Ottumwa IowaWORKS Center

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

## Sioux City IowaWORKS Center

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

## Spencer IowaWORKS Center

217 W Fifth Street, PO Box 1087  
 Spencer, IA 51301  
 Phone: 712-262-1971  
 Fax: 712-262-1963  
 Email: Region3and4.Web@iwd.iowa.gov

## Waterloo IowaWORKS Center

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

## SATELLITE OFFICES

**Decorah IowaWORKS Satellite Office**  
 312 Winnebago Street  
 Decorah, IA 52101  
 Phone: 563-382-0457 or 866-520-8986  
 Fax: 563-387-0905  
 Email: Region1.Web@iwd.iowa.gov

## Iowa City IowaWORKS Satellite Office

Location: Eastdale Plaza,  
 1700 S 1<sup>st</sup> Avenue, Suite 11B  
 Iowa City, IA 52240  
 Phone: 319-351-1035  
 Fax: 319-351-4433  
 Email: Region10.Web@iwd.iowa.gov



# IowaWORKS



## SNAPSHOTS FROM 2018

The Unemployment Insurance (UI) Division is comprised of four bureaus: UI Benefits, UI Tax, UI Integrity and UI Appeals. Each bureau serves an important role in ensuring Iowa's UI program is administered efficiently.



# UNEMPLOYMENT INSURANCE (UI) DIVISION

**UI Benefits**

**UI Tax**

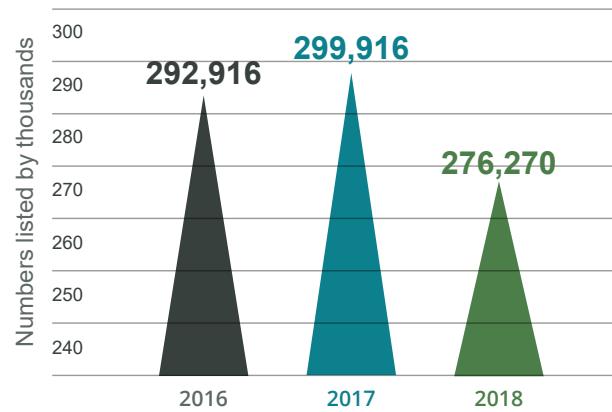
**UI Integrity**

**UI Appeals Bureau**

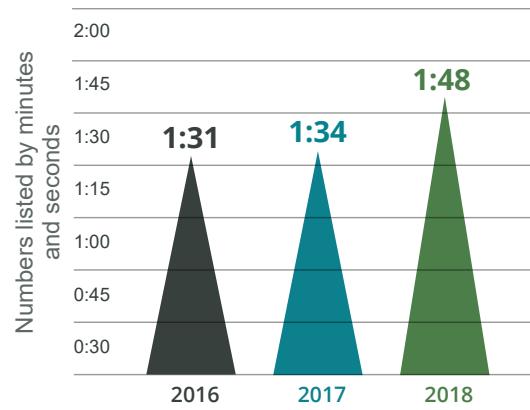
# UI BENEFITS

## CUSTOMER SERVICE

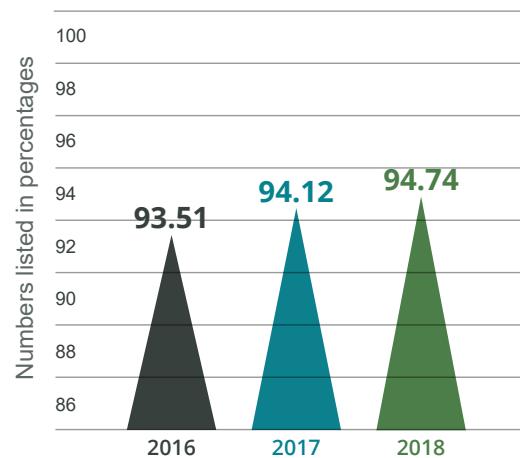
TOTAL CALLS PRESENTED



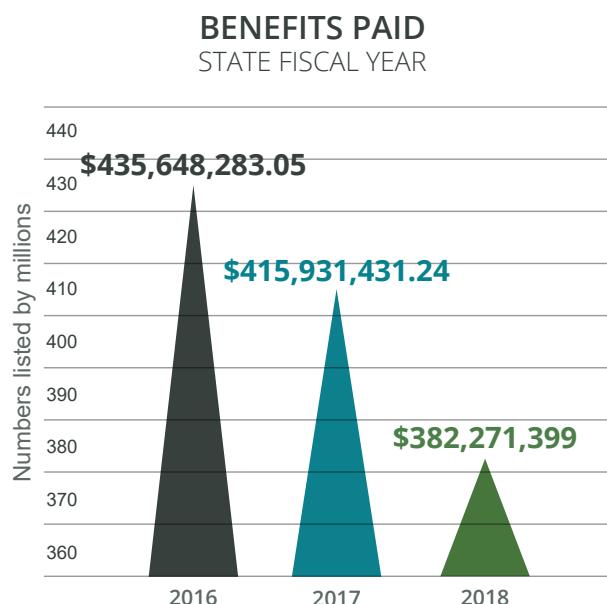
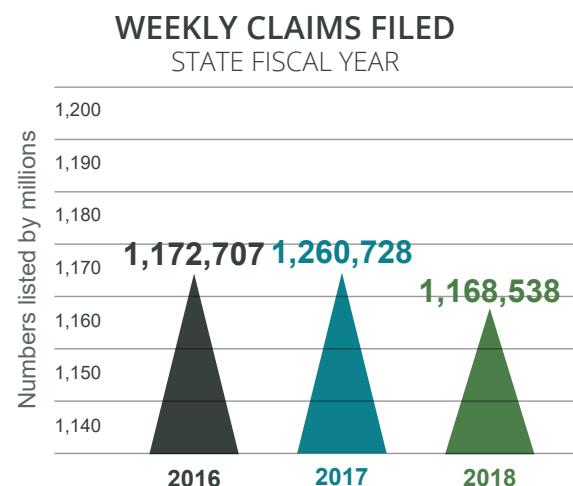
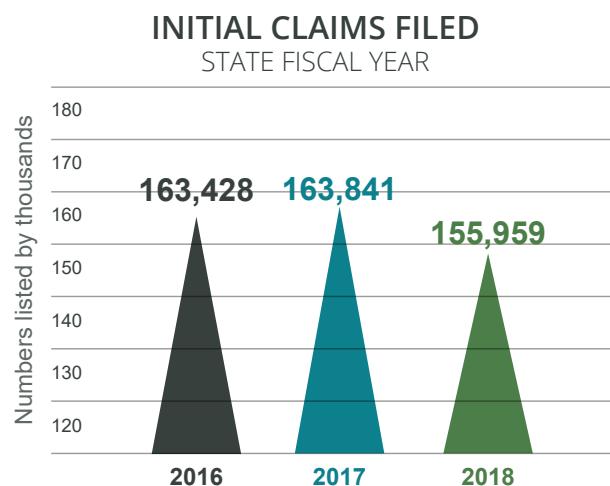
AVERAGE WAIT TIME



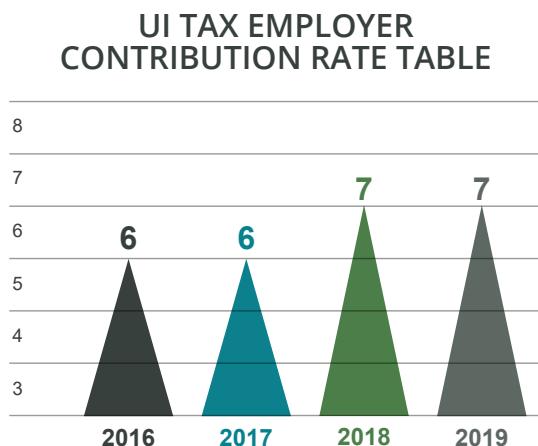
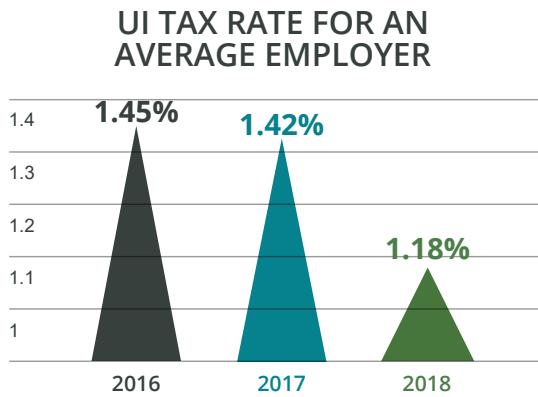
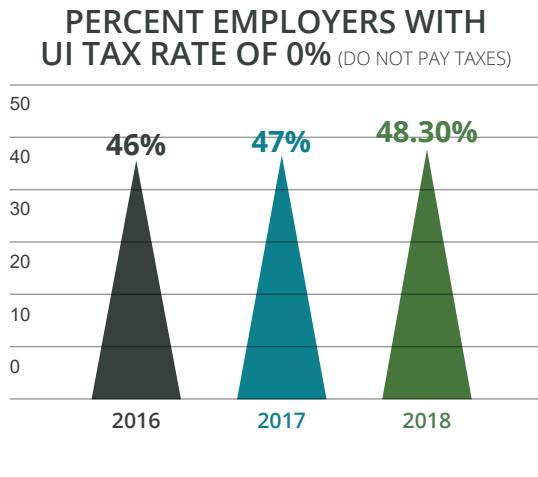
PERCENTAGE OF CALLS HANDLED



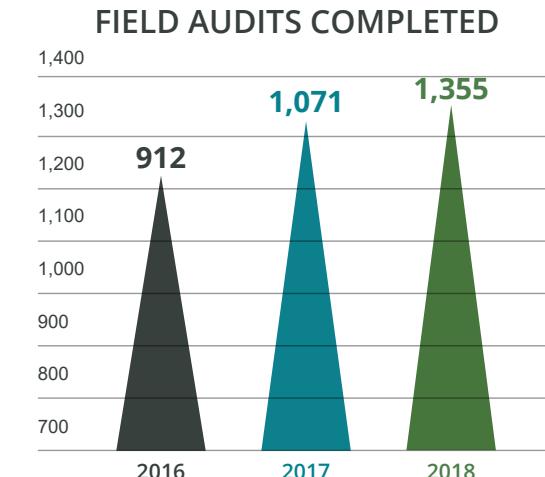
# UI BENEFITS INFORMATION



# UI TAX BUREAU



# UI TAX MISCLASSIFICATION



# UI INTEGRITY

## FRAUD/NON-FRAUD



### OVERPAYMENT TYPE

**4,852**

Fraud

**9,574**

Non-Fraud

**14,426**

Total



### TOTAL COLLECTIONS

**\$2,588,853.77**

Fraud

**\$4,434,706.86**

Non-Fraud

**\$456,610,924.00**

Contribution (Employer Tax)

**\$463,634,484.63**

Grand Total

# UI APPEALS BUREAU

UI Appeals Bureau time-lapse (percentage of appeals completed) is based on the number of days from the initial filing of a UI claim to the time it takes for an Administrative Law Judge decision.

## 3<sup>RD</sup> QUARTER 2017

**Within 30 days** (U.S. DOL Standard 60%)

92.5% Sept 30, 2017

91.0% August 31, 2017

94.9% July 31, 2017

**Within 45 days** (US DOL Standard 80%)

97.2% Sept 30, 2017

94.2% August 31, 2017

97.8% July 31, 2017

## 4<sup>TH</sup> QUARTER 2017

**Within 30 days** (U.S. DOL Standard 60%)

93.3% December 31, 2017

92.9% November 30, 2017

94.6% October 31, 2017

**Within 45 days** (U.S. DOL Standard 80%)

98.4% December 31, 2017

97.6% November 30, 2017

98.2% October 31, 2017

## 1<sup>ST</sup> QUARTER 2018

**Within 30 days** (U.S. DOL Standard 60%)

87.2% March 31, 2018

92.1% February 28, 2018

89.9% January 31, 2018

**Within 45 days** (US DOL Standard 80%)

96.3% March 31, 2018

97.4% February 28, 2018

98.7% January 31, 2018

## 2<sup>ND</sup> QUARTER 2018

**Within 30 days** (U.S. DOL Standard 60%)

95.9% June 30, 2018

93.3% May 31, 2018

89.5% April 30, 2018

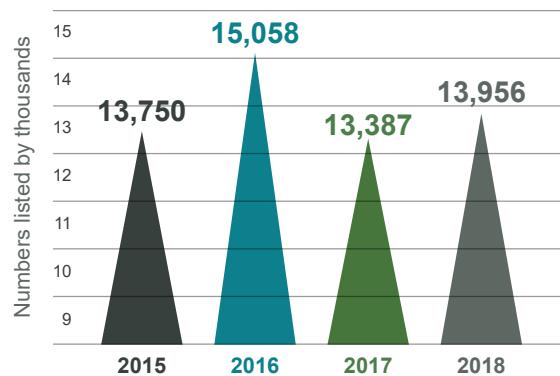
**Within 45 days** (US DOL Standard 80%)

99.4% June 30, 2018

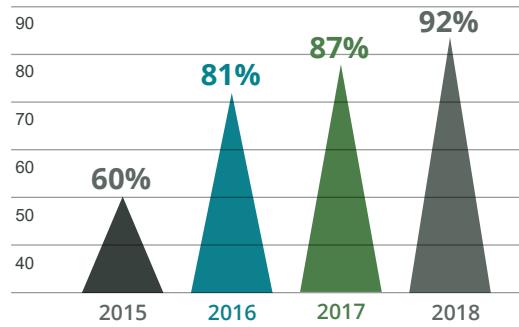
98.0% May 31, 2018

96.3% April 30, 2018

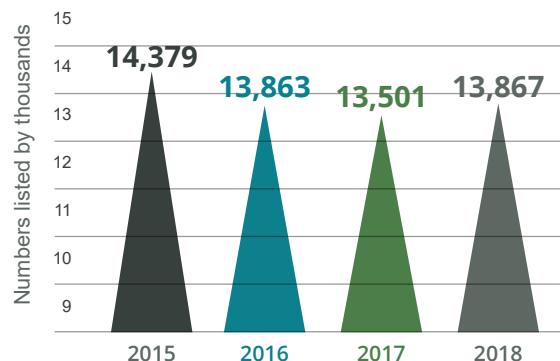
## TOTAL APPEALS DECISIONS ISSUED



## AVERAGE APPEALS DECISION ISSUED WITHIN 30 DAYS OF APPEAL



## TOTAL APPEALS FILED

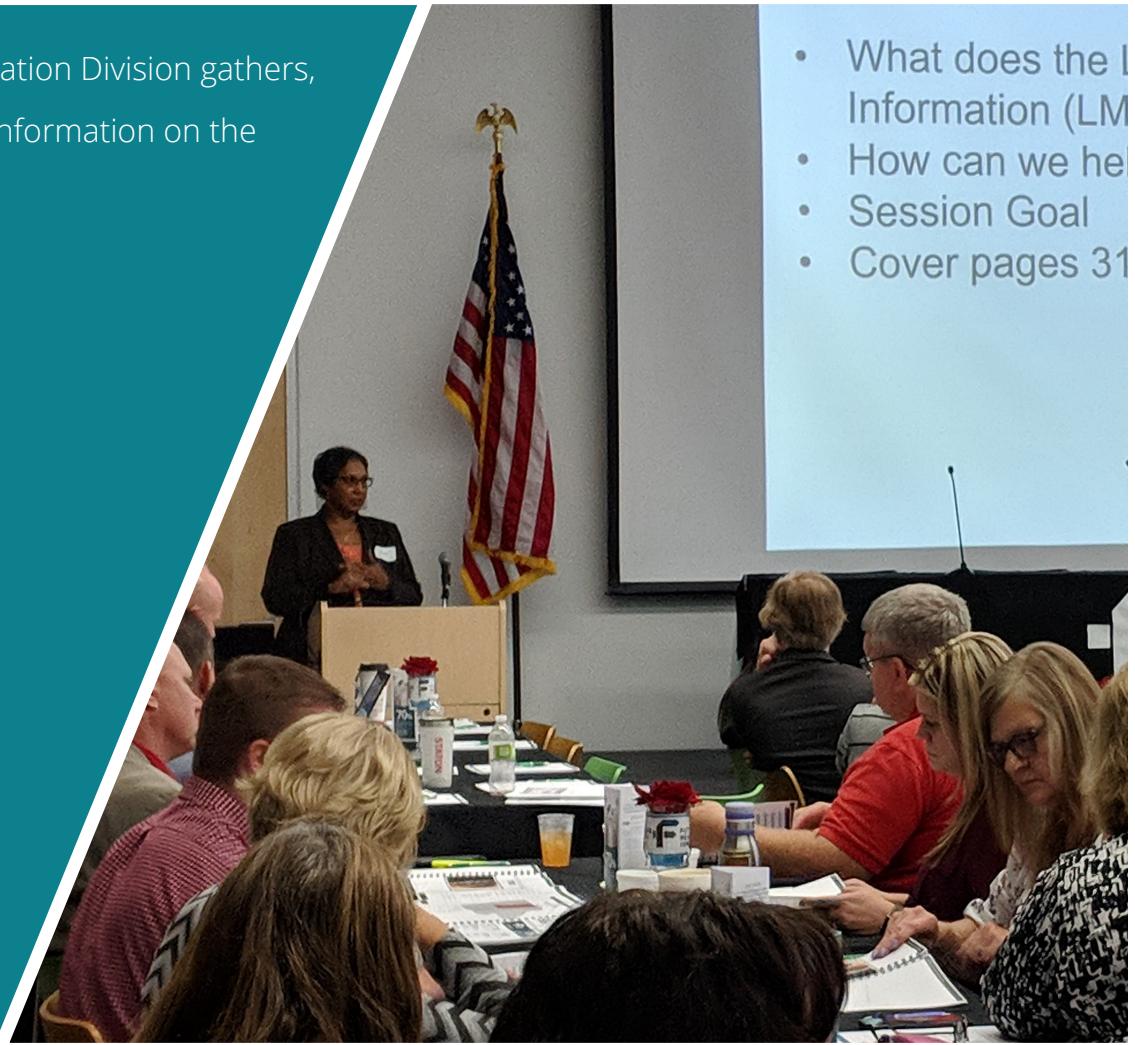


The IowaWORKS logo features the word "Iowa" in a black sans-serif font and "WORKS" in a larger, bold green sans-serif font. A thin green curved line arches over the top of the "W".

## SNAPSHOTS FROM 2018

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

- What does the Labor Market Information (LMI) do?
- How can we help you?
- Session Goal
- Cover pages 31-32



# LABOR MARKET INFORMATION DIVISION

Federal – State Cooperative Programs

Current Employment Statistics

Local Area Unemployment Statistics

Occupational Employment Statistics

Quarterly Census of Employment and Wages

Unemployment Insurance Statistics

Laborshed Studies

Educational Outcomes Measures

Employment and Training Administration

Workforce Needs Assessment Survey

Retaining Iowa's Talent, Iowa College Student Survey

Dislocated Worker Analysis

Automated Current Employment Statistics

The information created by the Labor Market Information (LMI) division is used by: businesses, economic developers, educators, job seekers, government planners, policy makers, grant writers, legislators, researchers and students who use the data to make informed data-driven decisions. This information can be found on LMI's website [www.iowalmi.gov](http://www.iowalmi.gov).

LMI also partners with the U.S. Census Bureau on Longitudinal Employer-Household Dynamics (LEHD) and is an affiliate of the State Data Center of Iowa.

In addition to regularly produced publications, LMI staff provide customized analyses of the information collected, and develops products to meet specific customer needs. The following is a description of the products and programs the LMI division worked on during the past fiscal year.

## FEDERAL STATE COOPERATIVE PROGRAMS

The LMI division works in cooperation with the Federal U.S. Department of Labor, Bureau of Labor Statistics (BLS) on four programs from which they receive the required funding, methodology and oversight. The programs collect and disseminate information regarding the labor force and the economy. The BLS is the federal statistical agency responsible for measuring labor market activity, working conditions and price changes in the economy. It funds the production, analysis and publication of data on the labor force, employment, unemployment, wages, earnings, industries and occupations.

The North American Industry Classification System (NAICS) was revised in 2017 to respond to changes in the economy that occurred since 2012. The goal of the new version was to modify or create industries to reflect new, emerging or changing activities and technologies. By the summer of 2018, all of the federal-state cooperative programs incorporated the 2017 NAICS.

## CURRENT EMPLOYMENT STATISTICS

The Current Employment Statistics (CES) program produces detailed industry estimates of employment, hours and earnings of workers on nonfarm payrolls. Nationally, CES surveys approximately 149,000 businesses and government agencies each month, representing 651,000 individual worksites. The BLS produces national, state and Metropolitan Statistical Area (MSA) employment estimates. CES data is produced monthly and is used as a leading economic indicator. CES staff are responsible for partial data collection, entry of economic events, non-covered employment estimation, benchmarking, data analysis and dissemination. The system provides analysts with comprehensive visual graphing capability and facilitates the flow of data between state, regional and national levels.

## LOCAL AREA UNEMPLOYMENT STATISTICS

The Local Area Unemployment Statistics (LAUS) program is one of the most well-known and frequently used BLS programs. It provides monthly and annual estimates for the civilian labor force, employment, unemployment and the unemployment rate by place of residence. Data is produced for the state, MSAs, micropolitan areas, Combined Statistical Areas (CSAs), counties and cities with a population of 25,000 or more residents. LAUS estimates are a major economic indicator and an important source of information for researchers, analysts, community and government leadership, and economic developers.

In 2018, the program implemented a new seasonal adjustment process for the region and state data. The new trend filter removed the monthly volatility caused by seasonal effects and provides a clearer understanding of long-term labor market trends.

## OCCUPATIONAL EMPLOYMENT STATISTICS

The Occupational Employment Statistics (OES) program collects detailed occupational wage and employment data on a multi-year sample of nearly 7,000 Iowa establishments. OES data includes full-time and part-time wage and salary workers in nonfarm industries and does not cover self-employed, owners and partners in unincorporated firms, household workers or unpaid family workers. A response rate of 75 percent for each sampled area is required which are conducted as twice-a-year panels. Sampled areas consist of four Balance-of-State (BOS) areas and nine MSAs: Ames, Cedar Rapids, Davenport-Moline-Rock Island, Des Moines-West Des Moines, Dubuque, Iowa City, Omaha-Council Bluffs, Sioux City and Waterloo-Cedar Falls. Employers may provide responses by telephone, fax, mail, secured e-mail and electronic submission. OES is the premier source of detailed employment and wage information for over 800 occupations.

The BLS partnered with the Employment and Training Administration to redesign the application that creates the employment and wage estimates, which is currently being used. The BLS is in the process of designing and testing a new OES data processing system that will be web-based.

## QUARTERLY CENSUS OF EMPLOYMENT AND WAGES

The Quarterly Census of Employment and Wages (QCEW) program provides state, MSA and county data on quarterly employment and wages and number of establishments by industry. The program includes all employees covered by state Unemployment Insurance laws, approximately 97 percent of all nonfarm employment. In addition, the program is responsible for maintaining the accuracy of establishments' information.

A redesigned QCEW data program is scheduled to be released by BLS in the near future. The new system will allow processing to be conducted in an Oracle database with a web browser. It also will provide increased data analysis and reporting and provide users with more detailed workforce statistics.

The QCEW team is in the process of moving off the IWD's mainframe system to a server-based system that will provide cost efficiency, greater portability and flexibility for better analysis and increased reporting accuracy. The team has continued their testing on the in-house SQL query system and anticipates being off the mainframe system by mid-2019.

## AUTOMATED CURRENT EMPLOYMENT STATISTICS

The Automated Current Employment Statistics (ACES) system is a national web-based system used by all states, the District of Columbia, Puerto Rico, and the Virgin Islands for creating employment estimates as part of the Bureau of Labor Statistics monthly Current Employment Statistics program.

The ACES team provides the ongoing support, maintenance, distribution, training, security and technical documentation for the system. They also work with national analysts to enhance data processing tools, decrease program costs, and increase efficiencies.

## UNEMPLOYMENT INSURANCE STATISTICS

The Unemployment Insurance (UI) Statistics program is responsible for completing and submitting UI reports to the Department of Labor's Employment and Training Administration. These reports include, but are not limited to: initial claims, benefit payments, claims determinations, appeals and characteristics of the insured unemployed. This reporting is done on a weekly, monthly, quarterly and annual basis depending on the report.

Along with claims and UI benefit reporting, monitoring and projecting of the Unemployment Compensation Trust Fund balance is done throughout the year. This monitoring is to ensure there are sufficient funds in the UI Trust Fund to endure heavy demands during periods of high unemployment. The Iowa Unemployment Compensation Trust Fund report is completed annually in the second quarter of each calendar year. This report describes the status of the UI Trust Fund, benefits paid, fund revenues and fund balance.

## LABORSHED STUDIES

Laborshed Studies have assisted economic development efforts throughout the state for the past 18 years and continue to be a unique tool utilized for retention and recruitment of business. The studies are conducted by IWD in partnership with the Iowa Economic Development Authority (IEDA), local economic development groups, utilities, community colleges, and local officials. A Laborshed is defined as the geographic region from which an employment center (community) attracts its commuting workforce regardless of political boundaries.

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

In fiscal year 2018, 18 Laborshed studies were completed. Specific industry and occupational labor availability data was requested for business expansion and prospective recruitment for 104 different projects throughout Iowa.

The latter half of fiscal year 2018 was spent planning for the transition to the new Statewide Laborshed Program in the beginning of fiscal year 2019. This expanded service coverage will provide a completed laborshed study for the major employment center for half of Iowa's counties in fiscal year 2019 with the remaining half of the state being completed in fiscal year 2020. The expanded IWD and IEDA partnership will provide a laborshed study for the largest employing community in every county in the state once every two years.

## EDUCATIONAL OUTCOMES MEASURES

The LMI Division uses wage records from the state's unemployment insurance (UI) database to report the outcomes of workforce programs, Registered Apprenticeship Programs, training, and post-secondary education. This analysis provides employment results of student and training participants: percent employed, earning levels, and type of industry. Educational outcomes analysis can also provide employment breakdowns by gender, race, academic degrees and instructional program.

All of the wage data, as well as student records, are used for research and reporting purposes only. Results are published as aggregated data to protect employers and individuals' identities.

A partnership with the Iowa Department of Education and Iowa's community colleges was established in 2014 to provide systematic employment and wage reporting for all of Iowa's community colleges. Through this partnership, an Educational Outcomes annual report was developed and is published each spring.

In addition, IWD provided analysis by request for five different educational institutions covering 10 projects across the state and reporting for the following departmental programs:

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

Data sharing agreements have been established with the Department of Education, Department of Corrections, Vocational Rehabilitation Services, Department for the Blind, U.S. Department of Labor's Office of Apprenticeships, all 15 community college districts in Iowa, select private and regent colleges and the Department of Labor's Wage Record Interchange System.

## EMPLOYMENT AND TRAINING ADMINISTRATION

IWD is funded by U.S. Department of Labor, Employment and Training Administration (ETA) to provide policy and program guidance for the development, management and delivery of labor market and workforce information which is funded through Workforce Information Grants to States (W165). The grant funds are used to develop and disseminate essential state and local labor market information for job seekers, employers, educators, economic developers, employment specialists, policymakers and others. Activities under the auspice of the grant include:

- **STATE AND REGIONAL INDUSTRY AND OCCUPATIONAL EMPLOYMENT PROJECTIONS**

The projections are also a frequently requested employment statistics. The methodology, software and guidelines for the production of forecasts are provided by the Projections Managing Partnership. Projections provide information on the current and future levels of industries and occupations. Some of their uses are to identify in-demand industries and occupations; assist with planning employment, education and training programs, economic development activities; and to provide supporting documentation for grant applications.

Iowa prepared, disseminated and published short-term industry and occupational projections for the State of Iowa and the 15 IWD regions for the 2017 to 2019 time-period. Also the long-term 2016-2026 industry and occupational forecasts were provided for the State of Iowa and the 15 IWD regions.

The BLS adopted a new separations methodology with the 2016–26 occupational projections. The new methodology more accurately captures occupational openings by independently measuring workers who leave the labor force and workers who transfer occupations.

- **LABOR MARKET INFORMATION WEBSITE**

The Labor Market Information Division launched the in-house redesigned labor market information website [www.iowalmi.gov](http://www.iowalmi.gov) in January of 2016. The site is topic-driven, dynamic, customer-friendly, and is easily updated by staff using the Tableau platform. The display system allows users greater data control, interaction and provides the capability to sort, filter, and view the data. Also, customers can easily share views and embed visualizations in their own websites which are automatically updated.

LMI staff provided training on [www.iowalmi.gov](http://www.iowalmi.gov) to staff at all the IowaWORKS centers. Invitations were extended to partners, collaborators, economic developers and educators to participate in the various opportunities. The website is a work in progress as staff continues to add new information, update existing data and products, make quality enhancements and plan for future training opportunities.

Enhancements to the website have included additional data visualizations, job posting statistics, industry and occupation staffing patterns, and several updated publications such as: the statewide laborshed, healthcare occupational profiles, and Iowa Occupational Wage Reports.

Customized training was also provided on the LMI website and other topics when requested.

- **STATEWIDE ANNUAL ECONOMIC ANALYSIS REPORT**

ETA requires an annual economic analysis report and other publications. LMI produced *Iowa's Workforce and the Economy* which provides an overview of Iowa's economy, labor force and employment trends, initiatives in IWD regions and articles on several additional topics. The information contained within the publication is a useful resource for policy makers, economic developers, businesses, IWD board members and IWD staff.

- **IOWA LICENSED OCCUPATIONS**

Provides job seekers with over 80 profiles of occupations that require a state issued license, certificate or commission. The information provided includes: the statute, requirements, fees, examination and licensing authority.

- **WORKFORCE INFORMATION DATABASE (WID)**

The WID provides states with a common structure for storing accurate and reliable data. It serves as the cornerstone for the workforce investment system and ensures standard and comparable data across states. Data maintained in the WID include information from the BLS and ETA programs described previously; Consumer Price Index; income; population; database on employers; and occupational licenses and certifications.

## WORKFORCE NEEDS ASSESSMENT SURVEY

The Workforce Needs Assessment Survey is a survey of Iowa employers conducted by IWD every 18 to 24 months. The last survey was distributed in July of 2016 yielding responses from 10,478 Iowa employers. The results were published in April of 2017.

Data collected from employers through the survey includes: current level of employment, current and expected job vacancies, skills of applicants, expected retirements, benefit packages offered to employees and employee recruiting strategies. The goal of the survey is to collect and analyze data regarding the demand for workers and the skills required of workers in the area.

This information is used by economic developers, government agencies, employers and the Iowa Department of Education to guide their decision making on issues related to workforce development, vocational training and employee recruitment.

A new Workforce Needs Assessment Survey was conducted in July 2018 and will be reported in fiscal year 2019.

## DISLOCATED WORKER ANALYSIS

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

In FY18, the Regional Research and Analysis Bureau completed 12 individual Dislocated Worker Fact Sheets, collected data from 25 employers and completed the annual report using all Dislocated Worker Survey data collected. These fact sheets provide workforce office staff, employers and prospective businesses with information about affected workforce in the area. The Dislocated Worker Analysis contains information related demographics, salary and wage levels, work experience, training needs, desired services, and future plans of the affected workers. For workforce professionals, the fact sheet also compiles information about the interest workers have in training programs designed to improve their knowledge and find new employment.

## RETAINING IOWA'S TALENTS, COLLEGE STUDENT SURVEY

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

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

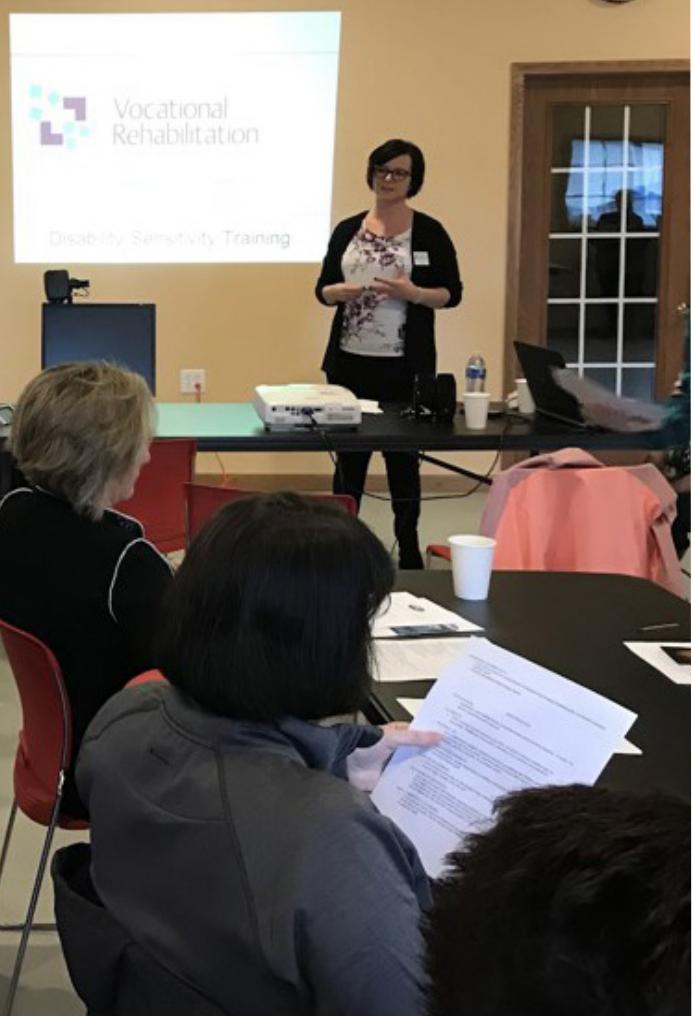
This was the third iteration of the *Retaining Iowa's Talent, College Student Survey*. Previous studies were completed in 2008 and 2013. The study has been conducted approximately every five years in order to capture a majority of new Iowa post-secondary students.

# IOWA WORKFORCE DEVELOPMENT



GETTING IOWA  
**FUTURE READY.**

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



# WORKFORCE SERVICES DIVISION

Workforce Innovation and Opportunity Act

Home Base Iowa

Job for Veterans State Grant

PROMISE JOBS

Registered Apprenticeship

Migrant Seasonal Farmworker/Monitor Advocacy System

Foreign Labor Certifications

Trade Adjustment Assistance

Work Opportunity Tax Credit

Federal Bonding Program

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

These programs include, but are not limited to:

- Workforce Innovation and Opportunity Act (WIOA)
- Veteran Services
- Home Base Iowa
- Jobs for Veterans State Grant
- Disabled Veterans Outreach Program
- Local Veteran Employment Representative
- Future Ready Iowa
- Registered Apprenticeship
- Offender Reentry Standing Committee
- PROMISE JOBS
- Migrant Seasonal Farmworker Services & Foreign Labor Certification
- Trade Adjustment Assistance Program
- WOTC & Federal Bonding Program

## WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

2018 has been a busy year for WIOA implementation in Iowa and at IWD. As we continue to work toward the implementation of new data management system, four major work streams have been identified to provide efficient and effective systems, policies, and procedures to ensure WIOA compliance.



The Workforce Services, Information Technology (IT) and American Job Center (AJC) Divisions are working in conjunction with Geographic Solutions, Inc. to implement the new IowaWORKS data management system. This “Virtual OneStop” system will provide integrated, web-based services for individuals, employers, training providers, workforce staff, and partners.

Standardization of policies and procedures has been a main focus of the Workforce Services Division this year. A new policy website is being developed to provide a simple and consistent format across all programs. IWD implemented a standardized process for creating program policy that includes posting all policy drafts for public comment, allowing partners and other interested parties to provide input on policy as it is developed. Comprehensive WIOA-compliant policies for Title I programs (Adult, Dislocated Worker, and Youth) will be published in early 2019, with additional program policies to follow throughout the year.

Additional work streams include the development of Standard Operating Procedures (SOP) and training for system implementation, and a new website design to ensure individuals and businesses can easily access the information and resources available through IWD.

In Fall 2017, the U.S. Department of Labor (U.S. DOL) performed a review of Iowa’s workforce development system under WIOA and issued a monitoring report, addressing multiple findings, including that “the division of limited WIOA funds among 15 service areas, particularly in a state that has large rural areas, is stretching the available dollars so thin that the local areas are unable to fund core WIOA functions, such as staff support for the required Local Workforce Development Boards (WDBs) and/or the One-Stop Operators (OSOs).” In response, in early 2018, the State Workforce Development Board formed a Realignment Committee with a membership that includes state legislators, representatives of state agencies, representatives of business, and members of local workforce development boards to study the issue and make a recommendation. In coordination with the Realignment Committee, IWD submitted two requests to U.S. DOL for waivers of WIOA requirements for local areas that would allow Iowa greater flexibility in the realignment of its local areas. The Realignment Committee will incorporate U.S. DOL’s response to the waiver requests into its recommendation of a configuration that allows each local area meet all requirements under WIOA.

Combined, these projects will ensure IWD and the State of Iowa is compliant with federal and state regulations, in addition to providing the best services to residents of Iowa.



# HOME BASE IOWA

**Mission:** Provide veterans and transitioning service members and their families with opportunities and benefits for a successful transition in Iowa — a place to call home.

## HOME BASE IOWA

Home Base Iowa (HBI) is a one-of-a-kind program connecting veterans and transitioning service members with HBI partners and resources.

Currently, Iowa's unemployment rate is at 2.4 percent and businesses are looking to hire skilled workers. This program helps connect Iowa businesses with qualified veterans looking for career opportunities. Countless resources are available to help veterans and their families with education and in transitioning to a new community with focused support and individuals who want to help. Home Base Iowa's private-public partnership provides a high level of commitment for our veterans, transitioning service members and their families.

**Vision:** Iowa is the "State of Choice" for veterans and transitioning service members for employment, education and/or continued service; and service members are valued in communities which are welcoming, affordable, safe and family-friendly.

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**2,087**

Designated Home Base Iowa Businesses\*

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**88**

Approved Home Base Iowa Communities\*

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**25**

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

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**540**

Veteran Profiles Submitted

\*Statistics through November 27, 2018

# JOBs FOR VETERANS STATE GRANT

**Under federal priority of service regulations, veterans and eligible spouses are entitled to priority of service for qualified training programs funded by the U.S. Department of Labor.**

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

For the last reporting period, IWD field offices served 7,843 veterans, including the following:

**2,529** Campaign veterans

**1,737** Disabled veterans

**1,711** Recently separated veterans (who left military service within the last three years)

## DISABLED VETERANS OUTREACH PROGRAM (DVOP)

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

Veteran representatives are based in Fort Dodge, Dubuque, Mason City, Spencer, Waterloo, Davenport, Cedar Rapids, Iowa City, Des Moines, Sioux City, Council Bluffs, Ottumwa and Burlington. Services are provided in Marshalltown, Carroll and Creston on a referral basis.

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

## LOCAL VETERAN EMPLOYMENT REPRESENTATIVE (LVER)

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

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

A DVOP specialist is focused on providing intensive services to incarcerated veterans and recently released offenders. The goal is to reduce the recidivism rate for veteran offenders; integrate incarcerated veterans into the workforce and connect veterans with VA Health Care.

## 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.

The Iowa Department of Human Services (DHS) contracts with IWD to provide PROMISE JOBS services. Most FIP recipients are required to sign an agreement with PROMISE JOBS. The agreement outlines the work activities and other actions the participant will take to become independent of FIP.

2018 has been a year of transformation for the PROMISE JOBS program. Effective July 1, 2018, PROMISE JOBS transitioned from districts to service areas aligning with the DHS services areas: Western Service Area, Northern Service Area, Eastern Service Area, Cedar Rapids Service Area and Des Moines Service Area.

In addition, IWD chose to not renew subcontracts for case management, which resulted in IWD hiring 13 new PROMISE JOBS case managers. These positions were redistributed in an intentional effort to equalize caseload sizes throughout the state. The average caseload size for a PROMISE JOBS case manager is 76 families. During 2018, PROMISE JOBS case managers served an average of 5,393 families each month.\*

IWD continues to participate in Iowa's 2-Generation Initiative with DHS and the Department of Human Rights (DHR). This focus drives our goals to streamline and optimize our shared programs and technological systems, ultimately improving outcomes for families in Iowa.

\*Statistics from January 1, 2018 through November 27, 2018



## Apprenticeship

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

# REGISTERED APPRENTICESHIP

IWD continues to collaborate with the U.S. Department of Labor/Office of Apprenticeship (U.S. DOL/OA) to expand Registered Apprenticeship opportunities in Iowa.

During Fiscal Year 2018 (FY18), Iowa registered 127 new Registered Apprenticeship Programs, which included 22 programs created under the ApprenticeshipUSA State Expansion Grant. In FY18, 3,480 new apprentices were registered, which included 289 Registered Apprentices supported by the State Expansion Grant. IWD created three Quality Pre-Apprenticeship Programs and supported 17 Quality Pre-Apprentices under the State Expansion Grant.

In 2018, IWD created Registered Apprenticeship Programs in Information Technology (IT), healthcare, and advanced manufacturing. In July 2018, IWD announced additional funding support for companies in these emerging industries to assist in the cost of the related training instruction.

Through the continuation funding of the State Expansion Grant, IWD awarded \$320,000 to nine Quality Pre-Apprenticeship Programs, two high school Registered Apprenticeship Programs, Iowa Department of Corrections, and a healthcare entity. Each of these projects will target individuals in underrepresented populations including women, minorities, youth, people with disabilities, and veterans.

The DOL has recognized Iowa's substantial progress with Registered Apprenticeship during the past year. As a result, Iowa has provided technical assistance to multiple other states across the nation.

# MIGRANT AND SEASONAL FARMWORKER/ **MONITOR ADVOCACY SYSTEM**

Monitor Advocates ensure the employment and training services provided to Migrant Seasonal Farmworkers (MSFW) are qualitatively equivalent and quantitatively proportionate to the employment and training services provided to other jobseekers. This means MSFWs should receive all workforce development services, benefits and protections on an equitable and non-discriminatory basis. Iowa is considered a significant MSFW state. For 2018, Iowa moved up in ranking, now at seventh in the nation of MSFWs that receive American Job Center (AJC) Services.

This year was a building year for the monitor advocacy system, and Iowa made many improvements in the delivery of services to MSFWs. The IowaWORKS Centers received training to build and expand their knowledge of the system, and the areas that are covered by outreach workers were adjusted to allow for maximum efficiency. The team consists of one full-time State Monitor Advocate (SMA) and four full-time outreach workers.

Iowa's outreach workers made contact with 2,927 MSFWs this year. They provided services to MSFWs to meet their immediate needs such as food assistance, clothing, transportation, interpretation services, medical access and housing. Many MSFWs arrive in Iowa from other states with only a backpack and a desire to work. Outreach workers provide information about other employment opportunities in Iowa inside and outside of the agricultural field. They also provide information about the complaint system, worker rights and other organizations providing services to MSFWs. This year, the SMA held a first-ever joint conference with Nebraska. The conference was attended by more than 80 individuals from organizations that provide services to MSFWs. The collaboration from these organizations provides a critical foundation for joint outreach efforts throughout the year. Iowa's team services a unique group of individuals; without the MSFWs in our state, the need that agricultural employers have for employees would be much greater.

# FOREIGN LABOR CERTIFICATION

Foreign labor allows for Iowa's employers to fill a gap in their workforce with individuals who reside outside of the U.S. The Workforce Services Division oversees the H-2A and H-2B visa programs.

The H-2A agricultural program allows agricultural employers, who anticipate a shortage of domestic workers, to bring non-immigrant foreign workers into the U.S. to perform agricultural work of a temporary or seasonal nature. In 2018, Iowa experienced an increase to this program by 29 percent. Iowa's agricultural employers filled 4,314 vacancies with foreign labor this year. All of these positions were first opened and posted for U.S. domestic workers; because they remained vacant, they were approved for foreign labor. Iowa's high-demand areas for the H-2A program are construction on farms and field work during the detasseling and harvest season.

The H-2B temporary non-agricultural program permits employers who meet the program requirements to hire non-immigrant workers to temporarily come to the U.S. and perform non-agricultural work based on the employer's temporary need. Iowa received 29 petitions for a total of 271 workers. The largest areas of H-2B employment need include construction, landscaping and production.

# FEDERAL BONDING PROGRAM

The Federal Bonding Program continues to be a unique job placement tool for applicants who may be difficult to place in employment. The program has introduced talented and dedicated employees to their employers, while mitigating risks that might otherwise prevent an employer from hiring a candidate who falls under the following categories:

- Justice-involved citizens
- Individuals in recovery from substance use disorders
- Welfare recipients
- Individuals with poor credit records
- Economically disadvantaged youth and adults who lack work histories
- Individuals dishonorably discharged from the military

Iowa has increased its promotion and awareness of the value of Federal Bonding. Federal Bonding Certifications to business for 2017-2018 totaled 33 bonds.

# TRADE ADJUSTMENT ASSISTANCE

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

To determine if an employee group is impacted by foreign trade, a petition for Trade Adjustment Assistance is submitted to the U.S. Department of Labor to analyze the facts and issue a decision. During the 2018 calendar year, the Iowa TAA Unit submitted 24 petitions for Trade Adjustment Assistance to the U.S. Department of Labor for certification; 19 petitions were certified, two are pending, and three were not certified. The 19 TAA Certifications impacted 522 adversely affected employees in Iowa. There are an additional five active Trade certifications from previous years impacting 978 adversely affected employees in Iowa.

# WORK OPPORTUNITY **TAX CREDIT**

Iowa employers who hire and retain veterans and individuals from other target groups with significant barriers to employment may be eligible to receive federal income tax credits under Work Opportunity Tax Credit (WOTC). WOTC helps targeted workers move from economic dependency into self-sufficiency as they earn a steady income. Participating employers are able to reduce their income tax liability.

This year was a successful year for WOTC in Iowa. At the beginning of the year\*, IWD had a substantial backlog of applications that were a year behind. During 2018, IWD certified eligibility on 52,376 WOTC applications. IWD is now out of the backlog, and processing timeframes are within three months.

The target groups most frequently certified in Iowa were Supplemental Nutrition Assistance Program (SNAP), Rural Renewal County and Long Term Family Assistant Recipient (TANF).

\*Federal fiscal year 2018 (10/1/2017-9/30/2018)

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

IT is transforming IWD's technology environment by designing and delivering modernized systems throughout the agency's entire technology environment.

A dark, textured background featuring glowing blue and orange digital text. The text includes "6206C69", "16C20Data", "2E6F616368", "Cyber Attac", "564207368", and "6E207468".

Cyber Attac

# INFORMATION TECHNOLOGY **DIVISION**

Service Delivery

Infrastructure

## SERVICE DELIVERY

The IT Service Delivery team provides application support, software development expertise and project management services to maintain legacy systems for all divisions within IWD. They also provide the expertise and support to deliver all new modernization initiatives. The team manages all IT governance, creates schedules, defines scope and budget, and oversees IT projects from end to end. They work with end users, business unit managers, other agencies and external customers to understand business needs and develop requirements and specifications for systems and applications. The team acts as intermediaries between technical developers and end users with the goal of aligning business needs with system design and usability.

## SERVICE DELIVERY PROJECTS

The agency continued executing upon a modernization strategy for legacy IT systems. These efforts will transform the agency's disparate legacy IT systems into modern, flexible applications that reduce operational expense, ease the reliance on an aging IT development staff and increase overall agency productivity.

These legacy systems were built decades ago using technologies available at the time and have been operating successfully for many years. Unfortunately, these systems were built with components that are becoming obsolete, have awkward user interfaces and result in unproductive business processes. In addition, new IT staff trained in current technology are unfamiliar with business rules that are embedded in code written in obsolete languages using obsolete data structures for which documentation is scarce and outdated.

### IWD HOME PAGE REDESIGN

IWD began phase I of its website redesign project in 2018 by creating and deploying a brand new modernized home page to [www.iowaworkforcedevelopment.gov](http://www.iowaworkforcedevelopment.gov) on November 1, 2018. The new home page reflects the modern era in website design and is designed to be customer centric to enable users of the website to find services which IWD provides in a quick and simple fashion.

### UNEMPLOYMENT INSURANCE INTERSTATE CONNECTION NETWORK (ICON) COMPLIANCE

All states were required by the Federal Department of Labor to conform to data exchange standards and convert binary EBCDIC messages to Extensible Markup Language (XML), the designated standard for the real-time applications on the Interstate Connection Network (ICON). These applications include Interstate Wages and Benefits Inquiries/Responses, SSN verification Withdrawn/Invalid Claims and State Identification Inquiry and accordingly the following messages: WIC2, SID, IBIQ, and UIQ. Iowa completed this project in October 2018.

### LEXISNEXIS

The purpose of this project is to establish the integration of LexisNexis Identity Management Solutions to IWD's current technology platform to improve operational efficiencies, reduce the impact of fraud and abuse within the unemployment insurance program, as well as increase overpayment recovery. A suite of LexisNexis verification products and reporting will be delivered in early second quarter 2019 to streamline the identity authentication process during benefits enrollment, scan and monitor existing active claimants identities for ongoing risk(s), locate and contact debtors and aid fraud investigation.

## UNEMPLOYMENT INSURANCE MODERNIZATION

This will be the largest undertaking within the UI project portfolio to move all of the Unemployment Insurance Benefits, Appeals, Tax, and Integrity systems onto one all-encompassing integrated Unemployment Insurance solution.

## WORKFORCE SERVICES MODERNIZATION (CASE MANAGEMENT SYSTEM)

The largest initiative undertaken in Workforce Services, this multi-year project is replacing the existing homegrown, non-compliant WIA and iWorks Case Management system. Additionally, the system will allow IWD to comply with Federal reporting mandates and provide job seekers and employers with a robust labor exchange system.

## PIRL (PARTICIPANT INDIVIDUAL RECORD LAYOUT)

A Department of Labor (DOL) compliance effort, several individually required reports have been "merged" into one report – the PIRL. The purpose of the combined report is to better reflect program outcomes related to Workforce Service programs.

## WORKERS COMPENSATION E-FILING SYSTEM

Efforts continue to replace the outdated Legacy Workers' Compensation IT systems. The new system will move Workers Compensation off of the Main Frame system and on to a new web-based system and will help reduce administrative effort to more efficiently satisfy state law and service the injured workers, their employers, their legal counsel, and the insurance companies that support them. Two external vendors are engaged with analysis, design and development of the new platform. Data from the Legacy mainframe system is being extracted for conversion and the current 15-year-old EDI standards are being upgraded to the latest version.

## AMANDA UPGRADE

To take advantage of the latest enhancements to the AMANDA platform, and to better coordinate with the other agencies using AMANDA, IWD upgraded its AMANDA software and the applications under AMANDA to the latest version from CSDC Systems at the beginning of 2018.

## MIGRATION OF LABOR SERVICES TO AMANDA FROM LOTUS NOTES

IT continues the process of moving applications off of the obsolete Lotus Notes platform and migrating them to the modernized web based AMANDA system. October 2018 saw the Amusement Ride database migrate to AMANDA. The plan for 2019 is to continue this migration for the remainder of database which include Wage and Asbestos services.

## INFRASTRUCTURE

The Infrastructure team is responsible for maintaining infrastructure (servers, network, storage, computers, mobile device, etc.) used by the agency. The team manages the agency's technology 'backbone' – its data centers and networks. They plan, design, implement and maintain server configurations, routing protocols and network configurations. They also configure server backups, monitor network use statistics and loads, and implement contingency plans to minimize network and system downtime. They ensure that agency servers and networks meet or exceed established security requirements. The team is tasked with mitigating risk related to internal and external data breaches and cyber-attacks. They provide technology assistance to the agency's employees by setting up hardware and software, troubleshooting technical issues and performing root cause analysis to reduce instances of technical problems. The team manages the purchasing of technology-related assets and analyzes the point at which hardware/software should be replaced.

## INFRASTRUCTURE PROJECTS

### AWS GOVCLOUD

- Implemented a Rubrik backup appliance to backup and archive all agency servers to the AWS GovCloud. With Rubrik, IT is able to automate the backup and cloud data replication tasks to reduce the overall time and cost for administering backups.
- Implemented NetApp OnTap Cloud in the AWS GovCloud. Retired an older NetApp NAS controller in our secondary data center and migrated all NetApp archived volumes to the cloud. This solution reduced the overall cost to maintain the NetApp NAS controller in the secondary data center and lowered the overall cost of ownership on the agency IT department.
- Implemented a direct circuit to the Amazon (AWS) GovCloud. Utilizing a dedicated circuit to AWS GovCloud IT is able to provide a safe, secure and stable connection that brought reduced and consistent latency for IT operations and projects utilizing the AWS GovCloud.

### FIELD OFFICE UPDATES

- Designed and implemented a new field office in Ames, offering the full array of IT technologies currently found in all agency field offices. Successfully closed field offices in Fort Madison and Webster City and reclaimed and reposed the IT assets found within those offices.

### ZOOM MEETINGS

- Implemented Zoom meetings to enable IWD to hold large webinars as well as recorded meeting sessions.

### VOIP PHONE MIGRATION

- Migrated all remaining agency analog phones to our Cisco VoIP phone platform. This change brings additional stability to the agency phone system as well as consolidating all phones on a more modern technology platform.

## ACCESSIBILITY

- Implemented Purple VRI (video relay interface) and NVDA (Non Visual Desktop Access) to provide enhanced communication and technology access for the constituents of Iowa with either visually and hearing impaired needs.

## SECURITY

- Upgraded our Cisco Firewall to a new Firewall platform, Cisco FirePower. Redesigned the agency DMZ network to implement greater security on our internet exposed IT assets.

## CYBERSTORM VI

- Participated in a nationwide cyber security exercise led by the Department of Homeland Security (DHS).
- Cyber Storm VI is the latest iteration of the DHS national-level cyber exercise series that simulates a cyber crisis of national and international consequence. It remains the nation's most extensive cybersecurity exercise, with over a thousand players nationwide. While no actual systems are attacked during the exercise, Cyber Storm provides a venue to simulate discovery of and response to a large scale, coordinated cyber attack impacting U.S. critical infrastructure. The exercise helps assess cybersecurity preparedness; examines incident response processes, procedures, and information sharing; and identifies area for improvement.

The Iowa Division of Labor provides a broad range of services to constituents and businesses of Iowa. The Division is responsible for the enforcement of programs designed to protect the safety, health and economic security of all Iowans.



# DIVISION OF LABOR

Amusement Ride Inspections

Athletic Commission

Asbestos Permits & Licenses

Boiler Inspection

Bureau of Labor Statistics

Child Labor & Wage  
Enforcement

Contractor Registration

Elevator Inspection

Iowa OSHA Consultation

Iowa OSHA Enforcement

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

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

The Division of Labor strives to develop outreach programs and activities to educate employers and employees on all facets of the services the division provides.

## AMUSEMENT RIDE INSPECTIONS

Inspections in FY18 = 3,227

All amusement rides and concessions are inspected at least once annually to assure compliance with state rules. An operator must obtain a permit from the Labor Commissioner before operating any amusement device or ride.

## ATHLETIC COMMISSION

(Boxing, Mixed Martial Arts, Kickboxing & Wrestling)

Professional Athletic Program Licenses Issued in FY18 = 101

The Athletic Commissioner and staff regulate amateur and professional mixed martial arts, boxing, kickboxing and wrestling events. They also issue Boxer's Federal Identification Cards for professional boxers as part of the Association of Boxing Commissioners.

## ASBESTOS PERMIT & LICENSING

Licenses Issued in FY18 = 1,991

Permits Issued in FY18 = 97

Total Permits and Licenses Issued = 2,008

The division administers and processes Iowa's asbestos licensing and permitting program. Iowa Asbestos Permitting & Licensing enforces regulations designed to protect Iowans from asbestos hazards and non-compliant contractors.

## BOILER INSPECTION

State Inspections in FY18 = 4,063

Private Inspections in FY18 = 23,871

Total Inspections in FY18 = 27,934

The Commissioner and staff work with the Boiler Board on a variety of topics annually. They are also called upon to review code and rules for appropriate action and/or adoption or modification. They also address other responsibilities including adopting administrative rules. The staff enforces safety codes for boilers and unfired steam pressure vessels.

## BUREAU OF LABOR STATISTICS

The division collects the Iowa data for the Bureau of Labor Statistics non-fatal occupational injury and illness survey and also for the census of fatal occupational injuries.

## CHILD LABOR & WAGE ENFORCEMENT

### WAGE PAYMENT PROGRAM

Child Labor and Wage Enforcement processes claims relating to unpaid wages, vacation pay, unpaid expenses, unauthorized deductions, minimum wage, etc.

Wage Claims Received in FY18 = 538

Wage Claims Settled in FY18 = 608

### CHILD LABOR PROGRAM

Investigate all child labor complaints and injuries and provide outreach training for employer education on wage and child labor.

Claims Closed in FY18 = 98

Work Permits Issued in FY18 = 6,551

## SECOND INJURY FUND

Amount Collected in FY18 = \$877,342.56

## CONTRACTOR REGISTRATION

Registrations Issued in FY18 = 17,536

Citations Issued in FY18 = 258

Contractor Registration focuses resources to ensure construction contractors, performing work in Iowa, provide workers' compensation insurance and unemployment insurance to their employees. This is accomplished through public outreach, and through articles and attendance at expositions and trade shows. In addition, Contractor Registration readily exchanges information with UI Tax and Iowa OSHA. These activities allow all parties to provide a better work environment for Iowans.

## ELEVATOR INSPECTION

Annual Inspections in FY18 = 7,601

Other Inspections in FY18 = 1,743

3rd Party Inspections in FY18 = 2,213

3rd Party Re-Inspections in FY18 = 800

Total Inspections in FY18 = 12,357

The Labor Commissioner and the Elevator Safety Board meet monthly to serve the public on waiver, variance requests and any other topics requiring action. They work to adopt administrative rules and keep the Legislature informed on necessary code changes.

The inspectors inspect and enforce safety codes for elevators, escalators, construction personnel hoists, wind tower elevators and related equipment.

## IOWA OSHA CONSULTATION

### IOWA OSHA CONSULTATION ACTIVITIES

Education Seminars in FY18 = 137

Ten-Hour Classes in FY18 = 10

Attendance in FY18 = 198

Consultations Conducted in FY18 = 372

Employees Covered in FY18 = 38,384

Serious Hazards Identified in FY18 = 1,754

Consultation ensures there is extensive outreach to small employers (especially those with classifications under all Local Emphasis Programs (LEP's) and National Emphasis Programs (NEP's).

### VOLUNTARY PROTECTION PROGRAM (VPP)

Active Facilities in FY18 = 41

Inactive Facilities in FY18 = 0

New Facilities in FY18 = 2

Consultation and Education administers Iowa OSHA's VPP which promotes effective worksite based safety and health programs through partnerships with management, labor and OSHA. Businesses and employers receiving VPP status are recognized for their outstanding commitment to workplace safety and health.

## IOWA OSHA ENFORCEMENT

### IOWA OSHA ENFORCEMENT INSPECTIONS

Fatality/Accident Inspections in FY18 = 18

Complaint Inspections in FY18 = 190

Programmed Inspections in FY18 = 348

Referral Inspections in FY18 = 215

Follow-Up Inspections in FY18 = 0

Other Related Inspections in FY18 = 93

Total Inspections in FY18 = 864

Emphasis programs allow enforcement to better utilize staff time and resources toward industries with higher incidence rates and more safety and health concerns. This allows Iowa OSHA to strive toward reducing the number of accidents and illnesses throughout the state. Iowa OSHA continues to refine education, outreach and selection methods for enforcement. The goal is to substantially decrease the number of accidents and deaths in the future.

### IOWA OSHA VIOLATIONS ISSUED

Serious Violations in FY18 = 927

Willful Violations in FY18 = 6

Repeat Violations in FY18 = 9

Other Violations in FY18 = 423

Failure To Abate Violations in FY18 = 0

Total Violations in FY18 = 1,365

Iowa OSHA is committed to timely turn around on all OSHA inspection activities and working with Federal partners to ensure it is meeting both annual and five-year strategic performance goals.

### IOWA OSHA PENALTIES PROPOSED

Serious Penalties in FY18 = \$1,683,968

Willful Penalties in FY18 = \$160,335

Repeat Penalties in FY18 = \$173,006

Other Penalties in FY18 = \$399,928

Failure To Abate Penalties in FY18 = \$0

Total Penalties in FY18 = \$2,417,237

The Workers' Compensation Division has three core functions: adjudication of disputed workers' compensation claims, enforcement of compliance standards and education of Iowans about workers' compensation law and procedures.



# WORKERS' COMPENSATION DIVISION

[Hearing-Level Adjudication](#)

[Online Filing & Docket System](#)

[Appeal-Level Adjudication](#)

[Enforcement](#)

[Compliance](#)

[Education](#)

The Workers' Compensation Commissioner oversees this division of IWD. The division continued to reassess and revise its processes during FY18 in order to provide more prompt adjudication and effective compliance enforcement. The division has also invested significant time to map processes to prepare for much needed technological advances. The Workers' Compensation Division staff continued an emphasis on providing statewide educational presentations to help businesses and workers understand Iowa's workers' compensation laws. In addition, the division continually strives to update the website, which provides information to thousands of visitors.

The division's deputy commissioners conducted 589 contested case hearings and issued 597 decisions. The average time for a case to remain pending from the date of the initiating petition until issuance of a decision was increased from 583 to 610 days. The average time from hearing to decision was increased from 112 to 144 days.

Annual reports showing claim adjusting actions were required to be filed via Electronic Data Interchange (EDI) protocols. The division once again continued to focus on increased compliance enforcement by actively enforcing the requirements for filing first reports of injury. The division will transition from Release 2 to the more updated and common Release 3.1 of EDI in 2019.

## HEARING-LEVEL ADJUDICATION

Hearing-level adjudication occurs when a dispute arises over an employee's entitlement to benefits.

Most injury claims are resolved without hearing-level adjudication. Annually, over 20,000 injuries are reported; however, in FY18, only 3,917 petitions for workers' compensation benefits were filed, which was a decrease of 1,972 petitions compared to the 5,889 petitions filed in FY17. Workers' Compensation hearing-level adjudication procedures resemble those used in the district court for non-injury cases.

The following is the hearing-level adjudication process:

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

## APPEAL-LEVEL ADJUDICATION

Any party dissatisfied with a deputy commissioner's decision can appeal to the commissioner for a de novo review of the case. A large number of decisions at the hearing level produced a large number of appeals.

The average monthly inventory of pending appeal cases decreased in FY18 from 334 to 313.

## COMPLIANCE

Compliance administrators monitor injury and claim payment reporting, acting as ombudsmen. The requests for information about law increased slightly from 10,184 in FY17 to 10,333 in FY18. They reviewed 5,162 settlements for approval compared to 5,155 settlements approved in FY17. As time allows, the compliance administrators coordinate with the Labor Services Division to enforce proof of coverage compliance. Injury and claim payment data is reported to the Workers' Compensation Division using the Electronic Data Interchange (EDI) protocol. The EDI database is used to monitor claim payment practices as part of the compliance plan.

## ONLINE FILING AND DOCKET SYSTEM

The Workers' Compensation Division is working toward the implementation of a new filing and docket system which will allow for electronic filing of pleadings, updated case management capabilities and enhanced scheduling of arbitration hearings. If all goes as expected, the new system will be implemented by mid-2019.

## ENFORCEMENT

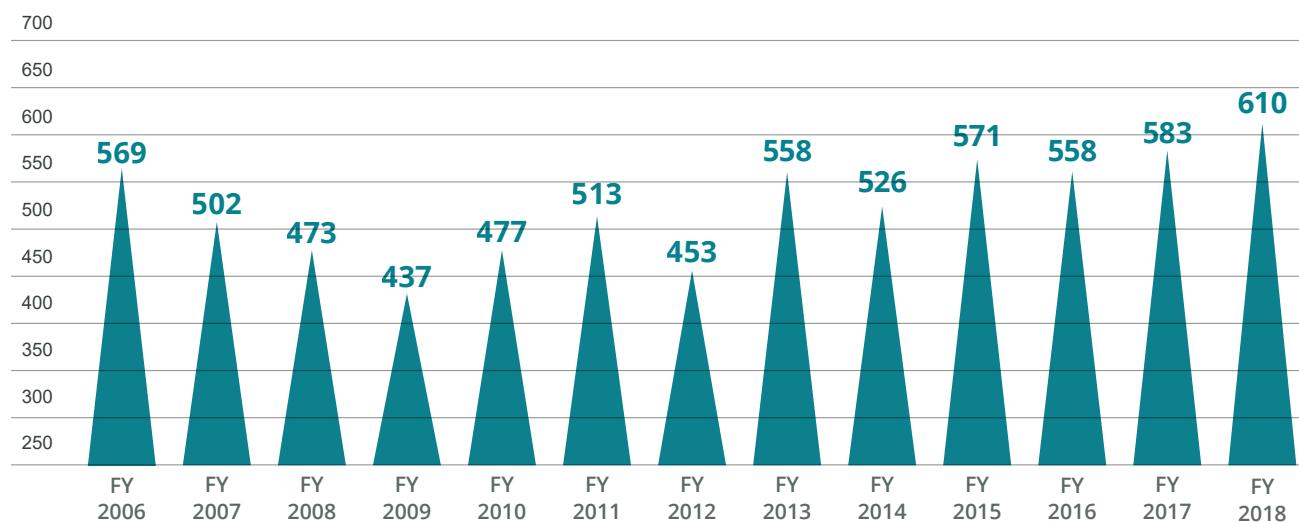
The Workers' Compensation Division has increased its focus on requirements to file First Reports of Injury and assessing \$1,000.00 fines for failure to do so. The division hopes to enforce 86.13. Assessments for late commencement of benefits through the compliance division once the new computer system is successfully launched.

## EDUCATION

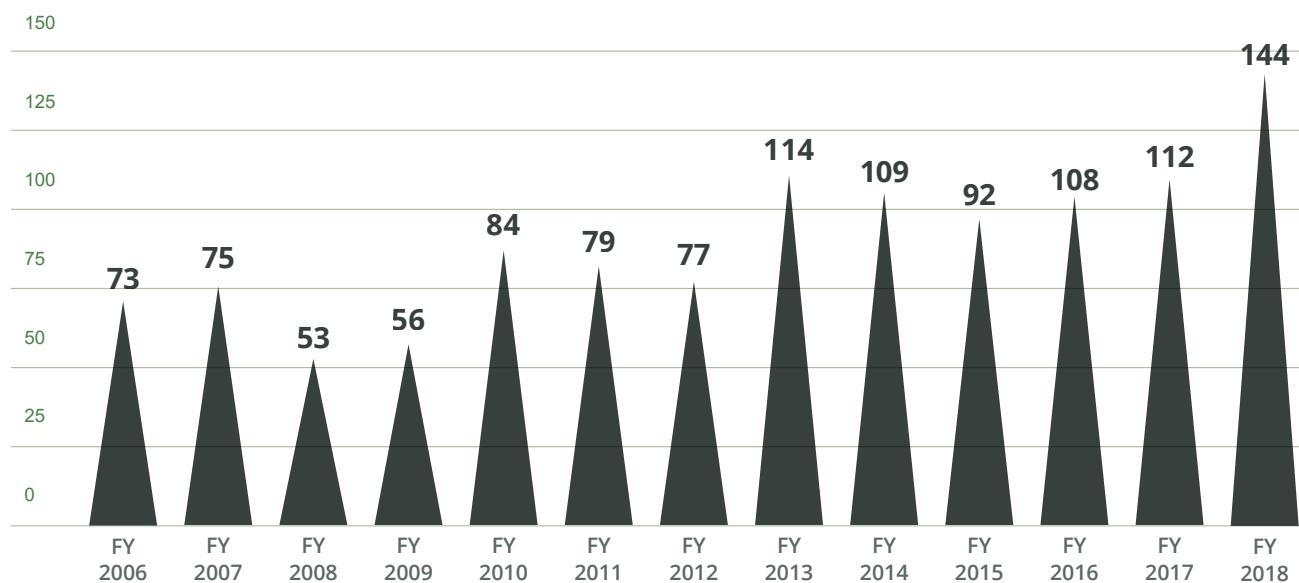
The division provides information about workers' compensation law and procedures to the public on the web, including news and updates, EDI materials, weekly benefit schedules, summaries of recent appeal decisions and access to the hearing schedule.

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

## AVERAGE DAYS FROM PETITION TO DECISION



## AVERAGE DAYS FROM HEARING TO DECISION





# FISCAL YEAR 2018 **EXPENDITURE REPORT**

[By Division](#)

[By Program](#)

[By Funding Source](#)

# FY 2018 EXPENDITURE REPORT BY DIVISION

**GRAND TOTAL OF EXPENDITURES IN 2018**

**2018 BUDGET: \$209,399,451**

**2018 EXPENDITURES: \$115,001,601**

**2018 EXPENDITURES PERCENTAGE: 54.92%**

<b>DIRECTOR'S OFFICE</b>	<b>'18 BUDGET</b>	<b>'18 EXP</b>	<b>% EXP</b>
INDIRECT COST, DIRECTOR'S	\$1,021,751	\$847,485	83%
FUTURE READY IOWA, LUMINA TIDE CENTER	\$54,769	\$29,206	53%
FUTURE READY IOWA, PENALTY AND INTEREST	\$275,000	\$284,337	103%
HOME BASE IOWA, PENALTY AND INTEREST	\$150,000	\$155,665	104%
DIRECTOR'S OFFICE, PENALTY AND INTEREST	\$80,000	\$69,684	87%
<b>TOTALS</b>	<b>\$1,581,520</b>	<b>\$1,386,377</b>	<b>88%</b>
<b>COMMUNICATIONS</b>	<b>'18 BUDGET</b>	<b>'18 EXP</b>	<b>% EXP</b>
INDIRECT COST	\$529,840	\$456,308	86%
APPRENTICESHIP/ACCELERATOR GRANT, 1ST INCREMENT	\$1,250	\$1,250	100%
APPRENTICESHIP/ACCELERATOR GRANT, 2ND INCREMENT	\$587,655	\$226,906	39%
PENALTY AND INTEREST, OTHER	\$20,000	\$15,365	77%
<b>TOTALS</b>	<b>\$1,138,745</b>	<b>\$699,829</b>	<b>61%</b>
<b>PROJECT OFFICE</b>	<b>'18 BUDGET</b>	<b>'18 EXP</b>	<b>% EXP</b>
INDIRECT COSTS, PROJECT OFFICE	\$151,300	\$87,284	58%
<b>TOTALS</b>	<b>\$151,300</b>	<b>\$87,284</b>	<b>58%</b>
<b>ADMINISTRATIVE SERVICES DIVISION</b>	<b>'18 BUDGET</b>	<b>'18 EXP</b>	<b>% EXP</b>
INDIRECT COSTS, ADMIN	\$391,832	\$332,808	85%
INDIRECT COSTS, ACCOUNTING	\$1,091,329	\$900,752	83%
UNEMPLOYMENT, FINANCIAL MANAGEMENT	\$230,500	\$191,237	83%
INDIRECT COSTS, PERSONNEL	\$133,000	\$96,724	73%
INDIRECT COSTS, PREMISES	\$601,961	\$580,276	96%
INDIRECT COSTS, OVERHEAD	\$982,864	\$1,118,257	114%
INDIRECT COST, PRINTING	\$242,845	\$157,571	65%
INDIRECT COST, SUPPLY RM	\$150,067	\$161,134	107%
INDIRECT COSTS, PREVIOUS YEAR'S SURPLUS	\$101,441	\$7,091	7%
INDIRECT COSTS, CUSTOMER SERVICE	\$0	\$14,667	0%
TRADE ACT, ACCOUNTING	\$149,971	\$97,860	65%
PENALTY AND INTEREST, OVERHEAD	\$10,000	\$6,655	67%
STATE APPROPRIATIONS, I3 SYSTEM	\$249,178	\$228,822	92%
PENALTY AND INTEREST, I3 SYSTEM	\$100,000	\$7,148	7%
PENALTY AND INTEREST, WORKERS' COMP IT	\$300,000	\$379,978	127%
PENALTY AND INTEREST, INFRASTRUCTURE FIELD OFFICES	\$200,000	\$0	0%
PENALTY AND INTEREST, INFRASTRUCTURE 150 DSM	\$4,000	\$2,965	74%
PENALTY AND INTEREST, INFRASTRUCTURE 1000 GRAND	\$500,000	\$472,661	95%
<b>TOTALS</b>	<b>\$5,438,988</b>	<b>\$4,756,606</b>	<b>87%</b>

**INFORMATION TECHNOLOGY DIVISION**

	'18 BUDGET	'18 EXP	% EXP
IT SERVICES BUREAU	\$4,039,500	\$4,145,191	103%
IT SERVICES BUREAU	\$168,484	\$140,772	84%
IT SERVICES BUREAU	\$345,000	\$354,276	103%
IT SERVICES BUREAU	\$1,317,600	\$1,306,552	99%
IT, APPRENTICESHIP/ACCELERATOR GRANT, 2ND INCREMENT	\$300,000	\$0	0%
IT, ACES PROGRAM	\$662,489	\$671,025	101%
IT, OTHER DIRECT UI COSTS, AUTOMATION	\$297,700	\$165,621	56%
IT, IWORKS	\$130,100	\$130,398	100%
IT, WORKER'S COMPENSATION	\$134,200	\$129,685	97%
IT, RESEA	\$30,899	\$0	0%
IT, IOWA ACCESS GRANT	\$200,000	\$200,000	100%
PENALTY AND INTEREST, TYBERA, CASE MANAGEMENT	\$0	\$37	100%
IT, CASE MANAGEMENT GRANT	\$850,094	\$496,390	58%
<b>TOTALS</b>	<b>\$8,476,066</b>	<b>\$7,739,948</b>	<b>91%</b>

**LABOR COMMISSION**

	'18 BUDGET	'18 EXP	% EXP
ATHLETIC COMMISSION, ACTUAL RECEIPTS	\$131,912	\$96,404	73%
BLIS, COF 50-50, FEDERAL SHARE	\$15,978	\$16,906	106%
BLIS, COF 50-50, STATE SHARE	\$20,586	\$19,939	97%
BLIS, ROSH, 50-50, FEDERAL SHARE	\$99,582	\$101,194	102%
BLIS, ROSH, 50-50, STATE SHARE	\$137,190	\$104,583	76%
LABOR ESTATE BEQUEATH	\$65,000	\$0	0%
BOILER INSPECTION, ACTUAL RECEIPTS	\$954,891	\$954,891	100%
ELEVATOR INSPECTION, ACTUAL RECEIPTS	\$2,001,206	\$2,001,206	100%
CONTRACTOR REGISTRATION, ACTUAL RECEIPTS	\$685,834	\$685,834	100%
LABOR, 100% STATE (AB, LA, LH, MW)	\$1,622,258	\$780,677	48%
OSHA, 100% FEDERAL	\$14,385	\$8,017	56%
OSHA, 90-10, FEDERAL SHARE	\$671,837	\$717,434	107%
OSHA, 90-10, STATE SHARE	\$352,849	\$151,286	43%
OSHA, 50-50, FEDERAL SHARE (AB, CT, HE, LA, SF)	\$1,835,654	\$2,004,986	109%
OSHA, 50-50, STATE SHARE (AB, CT, HE, LA, SF)	\$3,191,542	\$2,224,696	70%
<b>TOTAL</b>	<b>\$11,800,705</b>	<b>\$9,868,054</b>	<b>84%</b>

**WORKERS' COMPENSATION DIVISION**

	'18 BUDGET	'18 EXP	% EXP
MISC. RECEIPTS, ACTUAL REVENUE RECD, SFY 18	\$360,828	\$360,828	100%
STATE APPROPRIATION, WORK COMP (WC,WJ,WT), CARRYOVER	\$135,271	\$135,271	100%
STATE APPROPRIATION, WORK COMP (WC,WJ,WT)	\$3,259,044	\$2,966,182	91%
<b>TOTALS</b>	<b>\$3,755,143</b>	<b>\$3,462,281</b>	<b>92%</b>

<b>UNEMPLOYMENT OPERATIONS</b>	<b>'18 BUDGET</b>	<b>'18 EXP</b>	<b>% EXP</b>
UI APPEALS	\$3,674,550	\$3,481,053	95%
UI, ADMINISTRATION	\$520,500	\$539,249	104%
UI, OVERHEAD	\$60,000	\$62,685	104%
UI, TAX	\$5,068,100	\$4,322,880	85%
UI, QUALITY CONTROL	\$1,533,200	\$1,275,808	83%
UI, INSPECTIONS	\$1,150,000	\$1,126,625	98%
UI, CALL CENTER	\$9,014,900	\$8,100,554	90%
UI, RECOVERY UNIT	\$1,618,100	\$1,674,103	103%
STATE APPROPRIATIONS, MISCLASSIFICATION	\$496,689	\$496,689	100%
REED ACT, 2009, IDAHO PROJECT	\$42,454,472	\$6,363,506	15%
TRUST FUND, VSW PROJECT & STC MARKETING	\$1,003,178	\$49	0%
UNEMPLOYMENT, AUTOMATION, SBR'S	\$1,106,922	\$74,836	7%
UNEMPLOYMENT, AUTOMATION, INTEGRITY	\$950,000	\$773,617	81%
WAGNER PEYSER	\$114,000	\$63,584	56%
TAX SPECIFIC, PENALTY AND INTEREST, & IDR	\$80,000	\$68,482	86%
<b>TOTALS</b>	<b>\$68,844,611</b>	<b>\$28,423,720</b>	<b>41%</b>

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<b>LABOR MARKET INFORMATION DIVISION</b>	<b>'18 BUDGET</b>	<b>'18 EXP</b>	<b>% EXP</b>
AMOS	\$139,450	\$139,450	100%
APPRENTICESHIP/ACCELERATOR GRANT, 2ND INCREMENT	\$249,127	\$42,636	17%
APPRENTICESHIP/ACCELERATOR GRANT	\$9,764	\$9,764	100%
INFORMATION AND POLICY	\$367,191	\$372,275	101%
LMI, PENALTY AND INTEREST	\$350,000	\$348,256	100%
LABORSHED	\$304,732	\$302,863	99%
LABOR BENEFIT SURVEYS, MISC RECEIPTS	\$319,620	\$68,833	22%
LABORSHED, WAGNER PEYSER	\$157,800	\$128,728	82%
ECONOMIC DEVELOPMENT OUTCOMES	\$55,000	\$118,566	216%
MOU REIMBURSEMENTS	\$13,000	\$2,615	20%
LMI, TRADE ACT , ADMINISTRATION	\$10,198	\$9,934	97%
LMI, TRADE ACT, CASE MANAGEMENT	\$72,802	\$50,398	69%
WDQI ROUND 6	\$997,890	\$49,497	5%
CES	\$109,938	\$99,558	91%
ES-202	\$423,553	\$393,325	93%
LAUS	\$232,918	\$211,193	91%
MINNESOTA ALMIS	\$47,149	\$47,149	100%
MANDATORY EDUCATION REPORTING	\$150,000	\$51,477	34%
OES/BLS	\$444,156	\$393,689	89%
ONE STOP LMI	\$559,428	\$465,303	83%
<b>TOTALS</b>	<b>\$5,013,716</b>	<b>\$3,305,509</b>	<b>66%</b>

WORKFORCE ADMINISTRATION	'18 BUDGET	'18 EXP	% EXP
APPRENTICESHIP/ACCELERATOR GRANT, 1ST INCREMENT	\$19,840	\$19,840	100%
APPRENTICESHIP/ACCELERATOR GRANT, 2ND INCREMENT	\$604,731	\$349,132	58%
FOREIGN LABOR CERTIFICATION, EST.	\$127,000	\$108,398	85%
JOHN DEERE NEG	\$667,416	\$631,659	95%
DISABILITY GRANT	\$1,602,223	\$702,213	44%
GOVERNOR'S 10%, NCRC PROGRAM	\$525,000	\$515,733	98%
PENALTY AND INTEREST, WORKFORCE ADMIN	\$75,000	\$56,032	75%
PENALTY AND INTEREST, PASS THRU	\$515,000	\$483,198	94%
PROMISE JOBS	\$10,322,834	\$10,258,233	99%
PROMISE JOBS, QUALITY ASSURANCE	\$535,019	\$501,968	94%
PROMISE JOBS, FSSG	\$80,000	\$73,273	92%
STATE APPROPS, ONE-STOPS, STATE BOARD, LIBRARIES	\$7,848,690	\$7,848,690	100%
STATE APPROPS, ONE-STOPS, P AND I FUNDS	\$1,766,084	\$1,272,239	72%
STATE APPROPS, SATELLITE OFFICES	\$449,783	\$449,783	100%
STATE APPROPS, SATELLITE OFFICES, UI RESERVE FUND	\$1,060,000	\$1,060,000	100%
STATE APPROPS, REED ACT	\$597,000	\$597,000	100%
STATE APPROPRIATIONS, OFFENDER, FIELD (INCL WA)	\$372,073	\$283,394	76%
TAA ADMINISTRATION, FIELD OPERATIONS	\$409,319	\$405,080	99%
TAA TRAINING	\$24,248,997	\$4,233,037	17%
TAA CASE MANAGEMENT	\$733,456	\$458,536	63%
TICKET TO WORK	\$812,619	\$754,845	93%
UNEMPLOYMENT, BASIC FUNDS, FIELD OPERATIONS	\$3,407,800	\$2,970,931	87%
UNEMPLOYMENT, RESEA GRANT, FIELD OPERATIONS (INCL FN)	\$1,504,148	\$1,513,489	101%
VETERAN'S DVOP, FIELD OPERATIONS (INCL WA)	\$1,832,837	\$1,652,697	90%
WAGNER PEYSER, FIELD OPERATIONS (INCL WA/WX)	\$5,696,900	\$5,175,475	91%
WORKFORCE INNOVATION AND OPPORTUNITY ACT	\$17,749,687	\$12,683,234	71%
WOTC	\$199,300	\$213,882	107%
<b>TOTALS</b>	<b>\$83,762,757</b>	<b>\$55,271,992</b>	<b>66%</b>

RESERVED FUNDS	'18 BUDGET
IT, ACES PROGRAM	\$170,225
DISABILITY GRANT	\$103,495
LABOR COMMISSION, FEDERAL FUNDS, COF	\$3,825
LABOR COMMISSION, FEDERAL FUNDS, ROSH	\$24,300
LABOR COMMISSION, FEDERAL FUNDS, OSHA 90-10	\$188,225
LABOR COMMISSION, FEDERAL FUNDS, OSHA 100%	\$2,575
LABOR COMMISSION, FEDERAL FUNDS, OSHA 50-50	\$500,150
LABOR MARKET, LAUS	\$49,091
LABOR MARKET, OES	\$99,967
LABOR MARKET, CES	\$26,426
LABOR MARKET, ES-202	\$96,980
REED ACT, 2002	\$708,970
RESEA	\$708,686
UI, BASELINE	\$6,239,730
VETERAN'S DVOP	\$429,379
<b>TOTALS</b>	<b>\$9,352,024</b>

## CONTINGENCY FUNDS

## '18 BUDGET

ACES PROGRAM	\$219,017
FOREIGN LABOR CERTIFICATION	\$295,924
ATHLETIC COMMISSION	-\$35,508
INDIRECT	-\$467,315
LABOR COMMISSION, MISC RECEIPTS, ACTUAL RECEIPTS	\$5,098
LABOR COMMISSION, STATE APPROPRIATIONS	\$298,302
LMI, ONE-STOP	\$291,131
LMI, CES PROGRAM	\$14,611
LMI, ES-202 PROGRAM	-\$6,571
LMI, LAUS PROGRAM	-\$26,686
LMI, OES PROGRAM	\$7,266
LABORSHED	-\$1,869
LABOR SURVEYS	-\$250,788
OFFENDER RE-ENTRY	\$102,138
PENALTY AND INTEREST, UNOBLIGATED	-\$5,002,384
PENALTY AND INTEREST, PERMANENT LOANS	\$2,100,000
PENALTY AND INTEREST, PRE-PAID AND INDIRECT LOANS	\$2,100,000
TRADE ACT, ADMIN	\$2,474,681
TRADE ACT, CASE MANAGEMENT	\$1,022,498
UI BASELINE	\$3,626,586
UI AUTOMATION	\$1,362,199
UI, RESEA PROGRAM	\$99,216
WAGNER PEYSER	\$1,138,585
WAGNER PEYSER, GOV 10%	\$479,420
WOTC	\$238,324
<b>TOTALS</b>	<b>\$10,083,876</b>

# FY 2018 EXPENDITURE REPORT BY PROGRAM

**GRAND TOTAL OF EXPENDITURES IN 2018**

2018 BUDGET: **\$209,399,451**  
 2018 EXPENDITURES: **\$115,001,601**  
 2018 EXPENDITURES PERCENTAGE: **54.92%**

## U.S. DEPARTMENT OF LABOR – ETA

	'18 BUDGET	'18 EXP	% EXP
FOREIGN LABOR CERTIFICATION	\$422,924	\$108,398	25.63%
APPRENTICESHIP/ACCELERATOR GRANT	\$1,772,368	\$649,528	36.65%
DISABILITY GRANT	\$1,602,223	\$702,213	43.83%
GOVERNOR'S 10%	\$1,004,420	\$515,733	51.35%
REED ACT/TRUST FUND PROJECTS	\$42,454,472	\$6,363,506	14.99%
TRADE ADJUSTMENT ASSISTANCE	\$29,121,923	\$5,254,845	18.04%
UNEMPLOYMENT, AUTOMATION	\$4,719,998	\$1,014,124	21.49%
UNEMPLOYMENT, BASE	\$30,271,427	\$24,117,399	79.67%
UNEMPLOYMENT, RESEA	\$1,634,263	\$1,513,489	92.61%
VETERANS PROGRAMS	\$1,832,837	\$1,652,697	90.17%
WAGNER PEYSER	\$7,237,385	\$5,498,185	75.97%
WORK OPPORTUNITY TAX CREDIT (WOTC)	\$437,624	\$213,882	48.87%
WORKFORCE DATA QUALITY INITIATIVE	\$997,890	\$49,497	4.96%
WORKFORCE INNOVATION & OPP. ACT	\$18,599,780	\$13,179,625	70.86%
WIA/WIOA NATIONAL EMERGENCY GRANTS	\$667,416	\$631,659	94.64%
<b>TOTALS</b>	<b>\$142,776,950</b>	<b>\$61,464,781</b>	<b>43.05%</b>

## U.S. DEPARTMENT OF LABOR – OSHA

	'18 BUDGET	'18 EXP	% EXP
OSHA, 100%	\$14,385	\$8,017	55.73%
OSHA/BLS, 50-50	\$1,835,654	\$2,004,986	109.22%
OSHA, 90-10	\$671,837	\$717,434	106.79%
<b>TOTALS</b>	<b>\$2,521,876</b>	<b>\$2,730,437</b>	<b>108.27%</b>

## U.S. DEPARTMENT OF LABOR – BLS

	'18 BUDGET	'18 EXP	% EXP
BUREAU LABOR STATS, COF 50-50	\$15,978	\$16,906	105.81%
BUREAU LABOR STATS, ROSH, 50-50	\$99,582	\$101,194	101.62%
CURRENT EMPLOYMENT STATS (CES)	\$124,549	\$99,558	79.94%
EMPL & WAGE CENSUS (ES-202)	\$416,982	\$393,325	94.33%
EMPLOYMENT STATISTICS (ACES)	\$881,506	\$671,025	76.12%
LOCAL AREA UNEMPLOYMENT STATS (LAUS)	\$206,232	\$211,193	102.41%
OCCUPATIONAL EMPLOYMENT STATS (OES)	\$451,422	\$393,689	87.21%
ONE STOP LABOR MARKET INFO	\$850,559	\$465,303	54.71%
<b>TOTALS</b>	<b>\$3,046,810</b>	<b>\$2,352,193</b>	<b>77.20%</b>

## DEPARTMENT OF HEALTH & HUMAN SERVICES

	'18 BUDGET	'18 EXP	% EXP
PROMISE JOBS	\$10,937,853	\$10,833,474	99.05%
<b>TOTALS</b>	<b>\$10,937,853</b>	<b>\$10,833,474</b>	<b>99.05%</b>

**STATE APPROPRIATIONS**

	<b>'18 BUDGET</b>	<b>'18 EXP</b>	<b>% EXP</b>
STATE APPROP, AMOS	\$139,450	\$139,450	100.00%
STATE APPROP, LABOR	\$5,622,727	\$3,281,181	58.36%
STATE APPROP, I3	\$249,178	\$228,822	91.83%
STATE APPROP, FIELD OPS & CARRYOVER	\$8,298,473	\$8,298,473	100.00%
STATE APPROP, WORKERS' COMPENSATION	\$3,393,244	\$3,095,867	91.24%
STATE APPROP, OFFENDER RE-ENTRY PROGRAM	\$474,211	\$283,394	59.76%
STATE APPROP, MISCLASSIFICATION	\$496,689	\$496,689	100.00%
STATE APPROP, REED ACT	\$597,000	\$597,000	100.00%
STATE APPROP, UI RESERVE FUND	\$1,060,000	\$1,060,000	100.00%
PENALTY AND INTEREST, APPROP, FIELD	\$1,766,084	\$1,272,239	72.04%
<b>TOTALS</b>	<b>\$22,097,057</b>	<b>\$18,753,115</b>	<b>84.87%</b>

**OTHER SOURCES**

	<b>'18 BUDGET</b>	<b>'18 EXP</b>	<b>% EXP</b>
ATHLETIC COMMISSION	\$96,404	\$96,404	100.00%
BOILER INSPECTIONS	\$954,891	\$954,891	100.00%
ELEVATOR INSPECTIONS	\$2,001,206	\$2,001,206	100.00%
CONTRACTOR REGISTRATION	\$685,834	\$685,834	100.00%
LABOR ESTATE BEQUEATH	\$65,000	\$0	0.00%
INDIRECT RESERVE FUND	\$101,441	\$7,091	6.99%
LABOR COMMISSION, MISC RECEIPTS	\$5,098	\$0	0.00%
LABOR SURVEYS	\$68,833	\$68,833	100.00%
LABORSHED	\$302,863	\$302,863	100.00%
MINNESOTA ALMIS	\$47,149	\$47,149	100.00%
ECONOMIC DEVELOPMENT OUTCOMES	\$55,000	\$118,566	215.57%
LMI EDUCATION MOU	\$13,000	\$2,615	20.12%
IOWA ACCESS GRANT	\$200,000	\$200,000	100.00%
PENALTY AND INTEREST, OTHER	\$1,856,616	\$2,350,462	126.60%
MANDATORY EDUCATION REPORTING	\$150,000	\$51,477	34.32%
FUTURE READY IOWA, LUMINA TIDE CENTER	\$54,769	\$29,206	53.33%
TICKET TO WORK	\$812,619	\$754,845	92.89%
WORK COMP, MISC. RECEIPTS	\$496,099	\$496,099	100.00%
<b>TOTALS</b>	<b>\$7,966,824</b>	<b>\$8,167,543</b>	<b>102.52%</b>

**RESERVED REVENUE**

	<b>'18 BUDGET</b>	<b>'18 EXP</b>	<b>% EXP</b>
FOREIGN LABOR CERTIFICATION	\$0	\$0	0.00%
LABOR FEDERAL FUNDS	\$719,075	\$0	0.00%
LMI FEDERAL FUNDS	\$272,464	\$0	0.00%
BLS, ACES PROGRAM	\$170,225	\$0	0.00%
DISABILITY GRANT	\$103,495	\$0	0.00%
RESEA	\$708,686	\$0	0.00%
VETERANS, RESERVE	\$429,379	\$0	0.00%
REED ACT, 2009	\$708,970	\$0	0.00%
UNEMPLOYMENT, BASE, RESERVE	\$6,239,730	\$0	0.00%
<b>TOTALS</b>	<b>\$9,352,024</b>	<b>\$0</b>	<b>0.00%</b>

**NON-RESERVED REVENUE**

	<b>'18 BUDGET</b>	<b>'18 EXP</b>	<b>% EXP</b>
INDIRECT COST POOL	\$10,700,058	\$10,700,058	100.00%
<b>TOTALS</b>	<b>\$10,700,058</b>	<b>\$10,700,058</b>	<b>100.00%</b>
<b>TOTALS FROM PAGES 55-56</b>	<b>\$209,399,451</b>	<b>\$115,001,601</b>	<b>54.92%</b>

# FY 2018 MONTHLY EXPENDITURE REPORT BY FUNDING SOURCE

## FEDERAL FUNDS

US DEPARTMENT OF LABOR	'18 BUDGET	'18 EXP	% EXP
BUREAU OF LABOR STATISTICS	\$3,489,499	\$2,352,193	67.41%
EMPLOYMENT AND TRAINING ADMINISTRATION	\$64,229,663	\$28,456,262	44.30%
OCCUPATIONAL SAFETY & HEALTH ADMIN.	\$3,240,951	\$2,730,437	84.25%
UNEMPLOYMENT DIVISION	\$87,334,547	\$33,605,519	38.48%
DEPARTMENT OF EDUCATION	\$163,000	\$54,092	33.19%
<b>TOTALS</b>	<b>\$158,457,659</b>	<b>\$67,198,503</b>	<b>42.41%</b>

## US DEPARTMENT OF HUMAN SERVICES

PROMISE JOBS PROGRAM	\$10,937,853	\$10,833,474	99.05%
<b>TOTALS</b>	<b>\$10,937,853</b>	<b>\$10,833,474</b>	<b>99.05%</b>

## STATE GENERAL FUNDS

STATE GENERAL FUNDS	'18 BUDGET	'18 EXP	% EXP
AMOS	\$139,450	\$139,450	100.00%
FIELD OFFICES	\$8,298,473	\$8,298,473	100.00%
I3 ACCOUNTING SYSTEM	\$249,178	\$228,822	91.83%
LABOR PROGRAMS	\$5,622,727	\$3,281,181	58.36%
WORKERS' COMPENSATION	\$3,393,244	\$3,095,867	91.24%
MISCLASSIFICATION	\$496,689	\$496,689	100.00%
OFFENDER RE-ENTRY PROGRAM	\$474,211	\$283,394	59.76%
<b>TOTAL</b>	<b>\$18,673,973</b>	<b>\$15,823,877</b>	<b>84.74%</b>

## OTHER SOURCES

OTHER SOURCES	'18 BUDGET	'18 EXP	% EXP
ATHLETIC COMMISSION	\$96,404	\$96,404	100.00%
BOILER INSPECTIONS	\$954,891	\$954,891	100.00%
ELEVATOR INSPECTIONS	\$2,001,206	\$2,001,206	100.00%
CONTRACTOR REGISTRATION	\$685,834	\$685,834	100.00%
LABOR ESTATE BEQUEATH	\$65,000	\$0	0.00%
INDIRECT RESERVE FUND	\$101,441	\$7,091	6.99%
LABOR COMMISSION, MISC. RECEIPTS	\$5,098	\$0	0.00%
LABORSHED	\$371,696	\$371,696	100.00%
MINNESOTA ALMIS	\$47,149	\$47,149	100.00%
IOWA ACCESS GRANT	\$200,000	\$200,000	100.00%
PENALTY AND INTEREST	\$3,622,700	\$3,622,700	100.00%
ECONOMIC DEVELOPMENT OUTCOMES	\$55,000	\$118,566	215.57%
REVOLVING ACCOUNT INTEREST	\$1,060,000	\$1,060,000	100.00%
FUTURE READY IOWA	\$54,769	\$29,206	53.33%
TICKET TO WORK	\$812,619	\$754,845	92.89%
WORKER'S COMPENSATION, COPYING	\$496,099	\$496,099	100.00%
<b>TOTALS</b>	<b>\$10,629,908</b>	<b>\$10,445,689</b>	<b>98.27%</b>
<b>TOTAL OF ALL SOURCES</b>	<b>\$198,699,393</b>	<b>\$104,301,542</b>	<b>52.49%</b>

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

**IWD Administrative** Office

1000 E. Grand Ave, Des Moines, IA 50319  
[iowaworkforcedevelopment.gov](http://iowaworkforcedevelopment.gov)

**Unemployment Insurance Customer Service**  
Hours (excluding state holidays)  
Monday through Friday, 8 a.m. – 4:30 p.m.

**Benefits**  
Phone: 866-239-0843  
Email: [uiclaimhelp@iwd.iowa.gov](mailto:uiclaimhelp@iwd.iowa.gov)

**Tax**  
Phone: 888-848-7442

**IowaWORKS Centers**

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

**Workers' Compensation**

Mailing Address:  
1000 E. Grand Avenue, Des Moines, IA 50319  
Physical Address:  
150 Des Moines Street, Des Moines, IA 50309  
Phone: 800-645-4583

**Labor Services**

Mailing Address:  
1000 E. Grand Avenue, Des Moines, IA 50319  
Physical Address:  
150 Des Moines Street, Des Moines, IA 50309  
Phone: 515-242-5870