

2017

# ANNUAL REPORT



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



Iowa Workforce Development (IWD) is a state agency committed to providing employment services for individual job seekers and connecting employers to available workers through our IowaWORKS partnership.

IWD continually strives to improve processes and align the organization in such a way to provide effective, demand-driven products and services. IWD staff in Des Moines consists of administrative, labor services, workers' compensation, labor market information, and the unemployment insurance services staff. The agency also maintains a statewide delivery system of 15 regional IowaWORKS centers, four satellite offices, and 14 expansion offices, where both employers and job seeking Iowans can receive workforce assistance.



# IOWA WORKFORCE DEVELOPMENT AGENCY OVERVIEW

## 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.

## 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's entire technology environment. Additionally it is currently 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 that is collected and develops products that meet specific customer needs.

Workforce Services Division administers the state and federally funded employment and training programs delivered in the 15 one-stop, four satellite, and 14 expansion offices. Workforce Services is responsible for the establishment and oversight of the policies and procedures of the following programs: PROMISE JOBS, Registered Apprenticeship, Title I programs - Adult Training, Dislocated Worker, Rapid Response and Youth Training, Title III programs - Foreign Labor Certification, State Monitor Advocate and Work Opportunity Tax Credit, and Trade Assistance Act.

## 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.

## UNEMPLOYMENT INSURANCE AND OPERATIONS 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 15 regional one-stop centers, four satellite offices and 14 expansion offices provide a variety of services to meet the workforce and workplace needs of job seekers, dislocated workers, unemployed persons, and Iowa businesses through partnerships of state and local service providers. Staff are responsible for delivering services that are part of the Workforce Investment and Opportunity Act (WIOA).

## 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.

# WORKFORCE SERVICES DIVISION

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[Future Ready Iowa](#)

[IowaWORKS Update](#)

[Employment Services](#)

[Online Job Banks](#)

[Home Base Iowa](#)

[Skilled Iowa](#)

[PROMISE JOBS](#)

[Jobs for Veterans State Grant](#)

[Ex-Offender Initiative](#)

[Workforce Innovation and Opportunity Act](#)

[Registered Apprenticeship](#)

[Trade Adjustment Assistance](#)



The Workforce Services Division provides policy and oversight of the programs delivered by the Operations Division staff in the 15 one-stop offices, four satellite locations and 14 expansion centers.

IowaWORKS Centers are established in each region within Iowa to provide the customer with a single source for employment and training services and information. Many basic services, such as searching for job and filing UI benefit claim, are also available through the agency website.

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

# FUTURE READY IOWA

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Governor Kim Reynolds' number one priority is ensuring Iowa has the skilled workforce necessary to sustain economic growth. The goal of Future Ready Iowa is to ensure 70 percent of Iowa's workforce has 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 percent of Iowans currently meet that qualification, 127,700 additional Iowans need postsecondary credentials to achieve the goal by 2025. The Future Ready Iowa Alliance is an advisory group comprised of businesses, educators, nonprofits, legislators and state agencies.



## FUTURE READY IOWA WEBSITE

FutureReadyIowa.gov provides career and job information for Iowans and includes a tab with information about the Alliance.



# FUTURE READY IOWA RECOMMENDATIONS

From October 2016 to October 2017, the Alliance developed five recommendations that formed the strategic plan to achieve Iowa's 70 percent attainment goal. Governor Reynolds approved the plan in October 2017. This plan will achieve the vision of a future-ready Iowa that prepares individuals for dynamic careers and lifelong learning, meets employer needs, grows family income and strengthens communities.

1



## LAST DOLLAR SCHOLARSHIP

For Iowans seeking up to an associate's degree in a high-demand job at Iowa colleges or universities.



## FUTURE READY IOWA GRANT PROGRAM

For Iowans seeking a bachelor's degree who already earned more than half the credits for a major in a high-demand job.



## EMPLOYER INNOVATION FUND

For public/private partnerships to grow the regional talent pipeline.

2



## ALIGN + EXPAND EXISTING ECOSYSTEM OF SUPPORT

For Iowans beginning/returning to complete college/career training.

Intensive career counseling and mentoring and improved remedial education for high school students needing preparation for college or for career training for adult learners, with a focus on low-income and underrepresented minorities.

3

## EXPAND HIGH-QUALITY WORK-BASED LEARNING EXPERIENCES IN HIGH-DEMAND CAREERS

- Quality pre-apprenticeships
- Registered apprenticeships
- Internship programs
- Leverage existing programs, such as the STEM BEST (Businesses Engaging Students and Teachers) program and Iowa (Work-Based Learning) Intermediary Networks



4



## PREPARE STUDENTS FOR A CHANGING WORLD

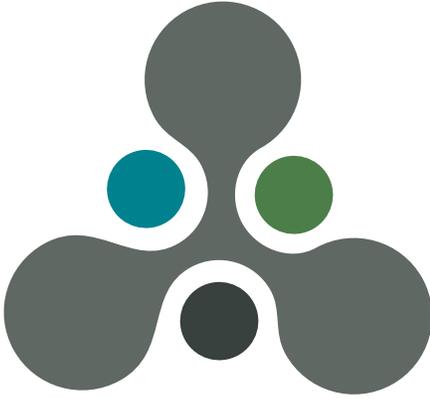
Update Iowa's 21<sup>st</sup> century skills in our 2019 state academic standards and identify other early learning academic approaches.

5



## ENGAGE THE BUSINESS COMMUNITY AND OTHER REGIONAL COLLABORATIONS

Develop a grassroots strategy that maps out existing regional and local workforce partnerships and fills identified gaps.




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## IOWAWORKS UPDATE

The close of fiscal year 2017 marked the ninth anniversary of Iowa's one-stop integration project. All 15 regional IowaWORKS locations operate on the integrated service delivery system.

While the vision of system integration includes an effective inclusion of all workforce programs in a given region, the concentration currently in the integrated centers is on the following programs:

### **Employment & Re-Employment Services**

*(Wagner-Peyser)*

### **Workforce Investment Act/ Workforce Innovation & Opportunity Act**

#### **Adult and Dislocated Worker Services**

#### **Youth and Young Adult Services**

#### **Trade Adjustment Act Services**

#### **Veteran Services**

#### **Migrant Seasonal Farm Worker Services**

### **PROMISE JOBS**

*(welfare reform)*

#### **Food Assistance Employment & Training**

#### **Unemployment Insurance Services**

## EMPLOYMENT SERVICES

Employment Services focuses on providing a variety of employment related resources including job search assistance, placement assistance, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. Depending on the needs of the labor market, other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available.

The services offered to employers, in addition to referral of job seekers to available job openings, include:

- assistance in development of job order requirements
- matching job seeker experience with job requirements
- assisting employers with special recruitment needs
- arranging for job fairs
- helping employers with hard-to-fill job orders
- job restructuring, and dealing with layoffs

For Program Year 2016, IWD field offices served 147,279 individuals, including 11,363 Veterans and 24,839 people over age 55. Of that total, 147,270 received staff-assisted services and 50,186 were referred to employment opportunities. The entered employment rate for that period was 65 percent and the retention rate at six months was 86 percent. Further demographics are to the right.

82,605  
were male

62,988  
were female

146,722  
were adults over age 18

92,394  
were age 18 through 44

29,443  
were age 45 through 54

2,966  
were Migrant Seasonal  
Farm workers

9,466  
were in school

42,867  
do not have high school  
or an equivalent

73,726  
have high school or  
an equivalent

28,681  
have a post-secondary  
degree or certificate

Program Year 2016  
July 1, 2016 - June 30, 2017

# ONLINE JOB BANKS

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From July 1, 2016, through June 30, 2017, IWD received 411,072 job orders from employers. A job order can reflect an employer's need for multiple workers. IWD matches available workers with job opportunities with employers. IWD staff sent more than one million email notices informing unemployed Iowans about job opportunities and career events to help with their search for employment.

Email is seen as a more efficient and cost effective way for IWD to reach job seekers. IWD offers all customers the opportunity to create accounts for free email through Google, Hotmail or Yahoo in our one-stop centers. IowaWORKS offices also use social media, such as YouTube, Twitter, LinkedIn and Facebook, to distribute information to our customers.

IWD continues to look for ways to increase the number of available job opportunities posted on our main job bank, iowajobs.org. Through the use of indexing, we are able to automatically post jobs from employer websites, and job opportunities within a 50 mile commute of Iowa's borders with Missouri, Nebraska, Minnesota, South Dakota, Wisconsin and Illinois. Iowans may be interested in jobs within commuting distance, which allow them to remain Iowans and keep children in the same school.

IWD continues to be the nation's largest user of indexing, which has tripled the number of jobs posted on the agency's website and created the largest source of job postings in the state. Currently we are indexing jobs from more than 1,400 employers.

All of IWD's 15 regions have their own job banks that are a subset of iowajobs.org for their regions. In addition, IWD has created a number of job banks for local chambers of commerce and economic development groups focusing on job opportunities in multi-county areas.

Other identified advantages to posting jobs with IWD include staff assistance providing matches between job seekers and employers, and jobs posted in real-time at no cost. Jobs posted with IWD automatically post to multiple websites, including iowajobs.org, US.jobs and vetcentral.us.jobs. Additionally, through our partnership with the Direct Employers Association, we provide nine microsites, which 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 nine microsites include:

#### WORKINIOWA.JOBS

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

#### WORKINIOWA-VETS.JOBS

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

#### WORKINIOWA-DISABILITY.JOBS

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

#### WORKINIOWA-STEM.JOBS

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

#### WORKINIOWA-GREEN.JOBS

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

#### WORKINIOWA-MANUFACTURING.JOBS

Features jobs in the manufacturing industry.

#### WORKINIOWA-HEALTHCARE.JOBS

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

#### WORKINIOWA-CONSTRUCTION.JOBS

Promotes and features skilled trades professions.

#### WORKINIOWA-YOUTH.JOBS

Features opportunities in internships and summer jobs

# HOME BASE IOWA

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Home Base Iowa is one of the most comprehensive state-led public-private partnerships. This program connects Iowa businesses and communities to skilled veterans and transitioning service members. The Home Base Iowa Act that was signed in May of 2014 makes Iowa a leader for veteran state benefits.

In April of 2017, the “find a veteran” feature was launched on the Home Base Iowa website, [www.homebaseiowa.gov](http://www.homebaseiowa.gov). The upgrade allows veterans to create a profile, which includes location and industry criteria, and submit a resume. After an IowaWORKS representative contacts the veteran, screens the resume and provides information about the program, the resume is published for Home Base Iowa businesses and communities to view. Home Base Iowa businesses and communities with criteria that match the veteran submitters receive an email notification to alert them of a potential match.

## 1,779

Designated Home Base Iowa Businesses\*

## 75

approved Home Base Iowa Communities\*

## 21

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

# HOME BASE IOWA



\*Statistics through November 2, 2017



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

# SKILLED IOWA

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The Skilled Iowa initiative focused heavily on ensuring Iowa students have access to Skilled Iowa tools, with targeted NCRC testing events across the state.

## NATIONAL CAREER READINESS CERTIFICATE

IWD continues to use ACT's National Career Readiness Certificate® (NCRC), a WorkKeys® program, throughout the 15 IowaWORKS centers, four satellite offices, and schools throughout Iowa. All Iowa residents are able to take the NCRC assessments at no cost through the Skilled Iowa initiative.

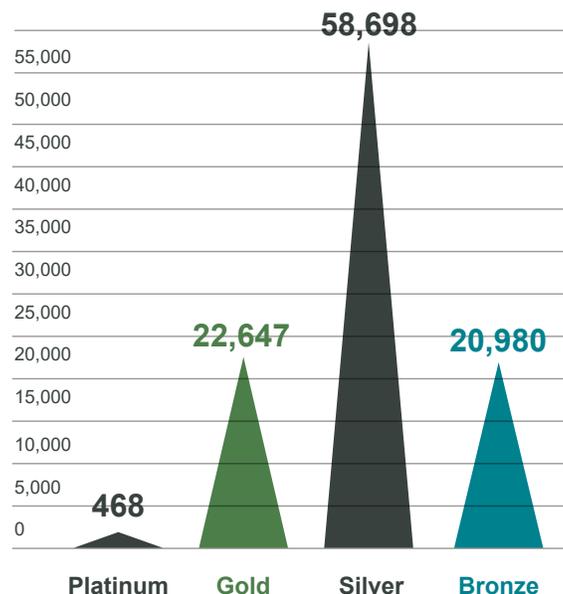
The NCRC assesses the comprehension level of an individual in Graphic Literacy, Workplace Documents and Applied Math. Individuals receive a platinum, gold, silver or bronze certificate based on their level of understanding in a given area. KeyTrain® is also available at no cost to persons needing remediation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

The certificates can be presented to employers as another tool to demonstrate the skills a particular worker possesses. 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 FSET component, in PROMISE JOBS, veteran services, and other employment and training activities.

**More than 6,803 businesses, with more than 13,763 locations statewide, have committed to the initiative.**

## TOTAL NCRC CERTIFICATES

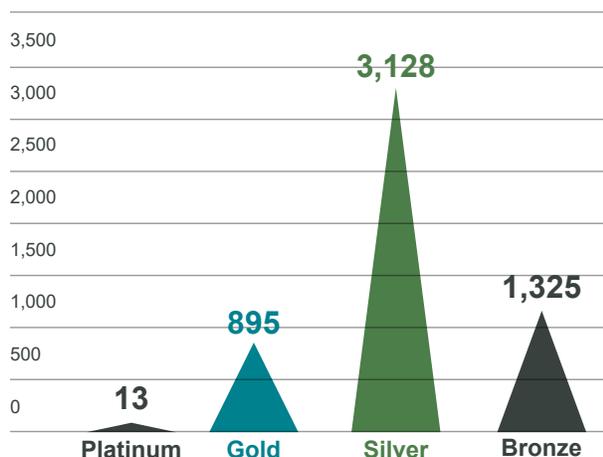
Through December 2017, 102,793 Iowans hold a NCRC. This demonstrates a critical mass of the workforce with certified skill sets in Applied Math, Workplace Documents, and Graphic Literacy. Seventy-nine percent of the certificates were either for silver or gold.



## HIGH SCHOOL NCRC TESTING

High schools across the state continue to implement the National Career Readiness Certificate within existing curriculum. During the 2016-2017 school year, 210 high schools held testing events. Testing ranged from freshmen to all graduating seniors. The total number of Iowans aged 14 to 19 holding an NCRC is 25,928.

During the 2016-2017 school year, 5,361 high school students were awarded the NCRC.



## SKILLED IOWA COMMUNITIES

The Skilled Iowa Community designation was developed to allow self-defined geographic areas within the state to meet the metrics. By becoming a Skilled Iowa Community, an area can market a highly skilled workforce backed up by meaningful data. Currently 56 counties and cities have achieved the Skilled Iowa Community designation.

### SKILLED IOWA CITIES INCLUDE:

Albia	Galva	Newton
Aurelia	Keokuk	Onawa
Battle Creek	Kingsley	Pierson
Bellevue	Larrabee	Quimby
Chariton	Mapleton	Sergeant Bluff
Charles City	Marcus	Sioux City
Cherokee	Marion	Washta
Clarinda	Meriden	West Liberty
Cleghorn	Moville	
Council Bluffs	New Hampton	

### SKILLED IOWA COUNTIES INCLUDE:

Adair	Floyd	Mitchell
Adams	Franklin	Monona
Audubon	Freemont	Montgomery
Benton	Greene	Page
Buchanan	Grundy	Palo Alto
Butler	Guthrie	Ringgold
Calhoun	Harrison	Pottawattamie
Cedar	Henry	Sac
Cerro Gordo	Jasper	Tama
Cherokee	Jones	Taylor
Chickasaw	Keokuk	Union
Clarke	Lee	Van Buren
Clay	Louisa	Wapello
Crawford	Lucas	Washington
Decatur	Madison	Woodbury
Des Moines	Marshall	
Fayette	Mills	

# PROMISE JOBS

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Promoting Independence and Self-Sufficiency through Employment, Job Opportunities & Basic Skills (PROMISE JOBS) is Iowa's welfare reform program. Designed to assist Family Investment Program (FIP) recipients to become self-sufficient, PROMISE JOBS is a participation and eligibility requirement for most FIP recipients. Participants develop an individualized Family Investment Agreement (FIA) that outlines the steps they will take to leave public assistance. Persons who fail to participate or comply with their FIA are considered to have chosen a Limited Benefit Plan and lose their FIP benefits.

IWD has a contract with the Iowa Department of Human Services to administer the PROMISE JOBS program, and staff is located in each of our 15 service delivery areas. A person must be receiving FIP benefits in order to receive PROMISE JOBS assistance. A number of activities are available to PROMISE JOBS participants, including:

- soft skills training
- job seeking skills training
- work experience
- on-the-job training
- monitored employment
- High School Equivalency/Adult Basic Education/ESL
- post-secondary education
- parenting skills and family development services

Financial assistance is available for child care, transportation, short-term training, and high school completion.

All PROMISE JOBS participants are also encouraged to participate in Skilled Iowa activities as part of their plan for self-sufficiency, including the National Career Readiness Certificate. A number of participants have secured permanent unsubsidized employment through Skilled Iowa internships.

**For IWD's Fiscal Year (FY) 2017, there were 83,391 individuals active in PROMISE JOBS activities statewide with an average monthly caseload statewide of 6,949 families<sup>1</sup>.**

**1.** It is important to note that the number of individuals who were active in PROMISE JOBS activities is based on adding the number participating in activities each month. The same individuals may be included in multiple months. This may include duplication across multiple months and across multiple activities. If the same individual is participating in more than one activity, the same person may be counted more than once for the month.

# 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 US 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 unemployed, low income as defined by Workforce Innovation and Opportunity Act, an offender, aged 18-24, or lacking a high school diploma or equivalency. Services include developing an employment plan, career planning, group and individual employment counseling, assessment testing, referrals to other supportive service agencies, and identifying training opportunities. Active outreach is conducted within community and veteran service organizations, businesses, unions, and local counseling and social service agencies to ensure veterans know about and receive services for which they are eligible.

## Disabled Veterans Outreach Program

- Iowa's Jobs For Veterans State Grant team exceeded the 90 percent Intensive Services Rate goal by three percent and for three quarters in a row.
- 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.
- An intensive service coordinator is located in Des Moines for collaboration with our DVOPs and VA VR&E counselors to ensure CH31 veterans are receiving appropriate services to achieve their employment goals.

## Local Veteran Employment Representative

- A Local Veteran Employment Representative (LVER) conducts outreach to employers and employer organizations regarding the benefits of hiring veterans, assists with our Home Base Iowa program and helps to ensure One-Stop 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 Disabled Veteran Outreach Program 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.

For the last reporting period, IWD field offices served 9,736 veterans, including the following:

**3,553** campaign  
veterans

**1,972** disabled  
veterans

**946** recently separated  
veterans  
(who left military service within  
the last three years)

**3,265** post 9/11  
veterans

# OFFENDER REENTRY STANDING COMMITTEE

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The Iowa Workforce Development Board has established the Offender Reentry Standing Committee to support and improve the partnership between IWD and the Iowa Department of Corrections. Three workforce advisors are located in Mitchellville, Newton and Rockwell City correctional facilities. A fourth staff person is located within the Des Moines Women's Work Release Center. The workforce advisors assist offenders about to be released in finding employment. They also network with employers to address the barriers they may have in hiring ex-offenders. Each of the participants in the program completes the National Career Readiness Certification (NCRC).

**Thousands of inmates are released from Iowa prisons each year. Many of them are eager to get a job and lead a productive life.**

Without a job it is nearly impossible for these individuals to establish a new life and become productive citizens. Hiring an ex-offender can help them integrate into society so they can become a taxpayer instead of a tax burden.

Many employers experiencing labor shortages struggle to attract and retain employees. To address these needs, employers are increasing their applicant pool by considering individuals with criminal histories. Businesses report that employed ex-offenders are some of the most dedicated and productive employees. They are dependable and punctual, and the turnover rate is typically low.

Additionally, IWD has been invited by the Iowa Collaboration for Youth Development (ICYD) to be part of a coordinated multi-system approach to create a comprehensive reentry system and plan via a statewide Juvenile Reentry System Task Force (JRSTF). The ICYD Council includes directors or chief administrators of 11 youth-serving state agencies, representing the Executive and Judicial Branches of state government, all with decision-making authority.

For the purposes of this project, recidivism is defined as any re-arrest within 13 months of discharge from a correctional facility. IWD is committed to increasing employment opportunities for ex-offenders as a way to increase the labor force. The involvement with the JRSTF aligns with aspects of the Workforce Innovation and Opportunity Act.

## Work Opportunity Tax Credit

Iowa employers who hire hard-to-place job applicants may be eligible to receive federal income tax credits under Work Opportunity Tax Credit (WOTC). Iowa employers that meet certain criteria are allowed an additional deduction on their Iowa income tax returns for hiring ex-offenders or persons with disabilities.

## Federal Bonding Program

Sponsored by the U.S. Department of Labor, the Federal Bonding Program has been successful as a unique job placement tool for at-risk job applicants who are hard to place in employment. These job seekers include:

- ex-offenders
- economically disadvantaged youth
- substance abuse recoverees
- adults with minimal work history
- recipients of welfare
- dishonorably discharged military members

# WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

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IWD and partnership agencies continue building Iowa's skilled workforce and align workforce services following the WIOA roadmap. WIOA is the first legislative reform of the public workforce system in 16 years.

WIOA legislation encourages seamless integration of government, public and private sector organizations to help job seekers receive the appropriate tools and resources at the right time. Successful integration of WIOA will ensure Iowa has a workforce ready to fill the high-quality, well-paying jobs and careers of today and tomorrow and aligns with the state's Future Ready Iowa initiative.

## Unified State Plan Vision

Iowa's workforce delivery systems will collaborate to build a Future Ready Iowa – a pipeline of skilled workers who are prepared to meet the workforce needs of Iowa's current and emerging industries. In alignment with the National Governor's Association Talent Pipeline vision and goals, this unified plan will ensure individuals are prepared for dynamic careers through an emphasis on lifelong learning while meeting the needs of employers. Iowa's workforce delivery system will assist more Iowans to become Future Ready by attaining the "new minimum" of high-quality education, training, and work readiness by bringing together education, rehabilitation, workforce, and economic development resources and ensuring that all Iowans have access to an integrated and efficient workforce delivery system. Future Ready Iowans will be ready to meet the employment challenges of today and into the future so that ALL Iowans work in competitive, integrated employment settings.

## Unified State Plan Goals

**GOAL I:** Iowa's employers will have access to advanced, skilled, diverse and Future Ready workers.

**GOAL II:** All Iowans will be provided access to a continuum of high quality education, training, and career opportunities in the nation.

**GOAL III:** Iowa's workforce delivery system will align all programs and services in an accessible, seamless and integrated manner.

# REGISTERED APPRENTICESHIP

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The Registered Apprenticeship System provides opportunity for workers seeking high-skilled, high-paying jobs and for employers seeking to build a qualified workforce.



ApprenticeshipUSA

Registered Apprenticeship is an employer-driven model, combining on-the-job learning with related classroom instruction and allows the Registered Apprentice to earn a paycheck from day one. Registered Apprenticeship Programs are a proven solution for recruiting, training and retaining world-class talent in Iowa. Since Iowa is experiencing a talent gap with an aging workforce of highly-skilled and experienced workers, this program has the ability to attract a new and more diverse talent pool, close the gap in workers' skills, and awards an industry credential issued by the US Department of Labor upon completion of the program.

New industries are offering opportunities including: information technology, financial services, healthcare, transportation, energy, advanced manufacturing, and hospitality. A Registered Apprenticeship is an appropriate option for all job seekers including women, minorities, youth, people with disabilities, and veterans.

The US Department of Labor /Office of Apprenticeship, Registered Apprenticeship reported 126 new Apprenticeship Programs and 3,782 new apprentices were registered in Iowa during 2017. By virtue of its success in Iowa, Registered Apprenticeship is recognized as a valuable education, employment and training program and is an ideal way for employers to build and maintain a skilled workforce.

## Accelerator and State Expansion Grants

Iowa Workforce Development was awarded the ApprenticeshipUSA Accelerator and State Expansion Grants in November 2016 to partner with the U.S. Department of Labor – Office of Apprenticeship to expand Registered Apprenticeship in Iowa.

This \$2 million investment will help to increase the amount of Registered Apprentices in Iowa, encourage underrepresented populations such as minorities, women and people with disabilities, and create 143 new Registered Apprenticeship Programs.

IWD is also targeting healthcare, IT, and advance manufacturing to create or grow programs.

# TRADE ADJUSTMENT ASSISTANCE

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Trade Adjustment Assistance (TAA) program helps workers who have lost their jobs as a result of foreign trade. TAA offers a variety of benefits and services to eligible workers, including job training, income support, job search and relocation allowances, a tax credit to help pay the costs of health insurance, and a wage supplement to certain reemployed trade-affected workers 50 years of age and older.

As of December 31, 2017, Iowa has three pending and 28 active Trade Act petitions. There were four petitions certified in 2017.



# IOWA WORKFORCE DEVELOPMENT



DOING MORE.  
DOING IT BETTER.  
**DOING IT NOW.**

# UNEMPLOYMENT INSURANCE (UI) DIVISION

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## UI BENEFITS

Trust Fund  
Customer Service  
Information

## UI TAX

Misclassification

## UI INTEGRITY

Fraud/Non-Fraud

## UI APPEALS Bureau

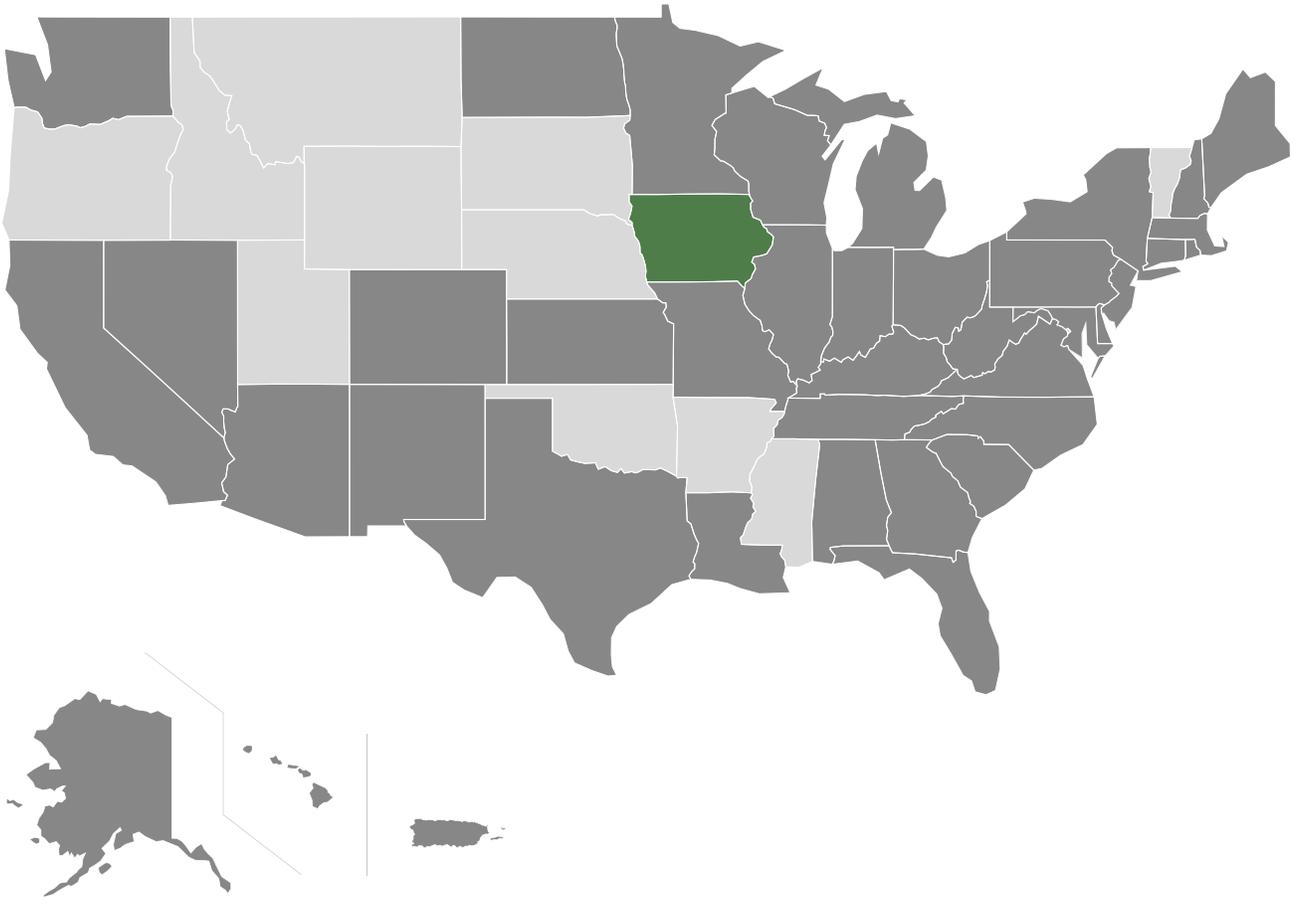
The Unemployment Insurance (UI) Division is comprised of four bureaus: UI Benefits, UI Tax, UI Integrity and UI Appeals. Each bureau serves an important role in ensuring Iowa's UI program is administered efficiently.

# UI BENEFITS TRUST FUND

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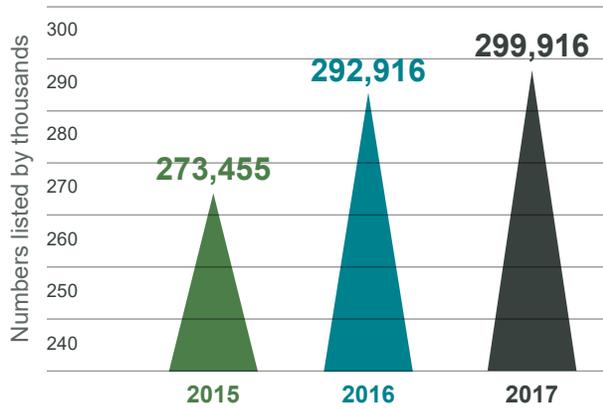
The UI Trust Fund is funded through the state payroll taxes. Taxes are paid by employers based on a portion of their worker's wages. These taxes are placed in the UI Trust Fund. The Trust Fund can only be used to pay UI benefits.

Iowa's UI TRUST FUND was solvent enough to be ranked in the TOP 15 nationally.

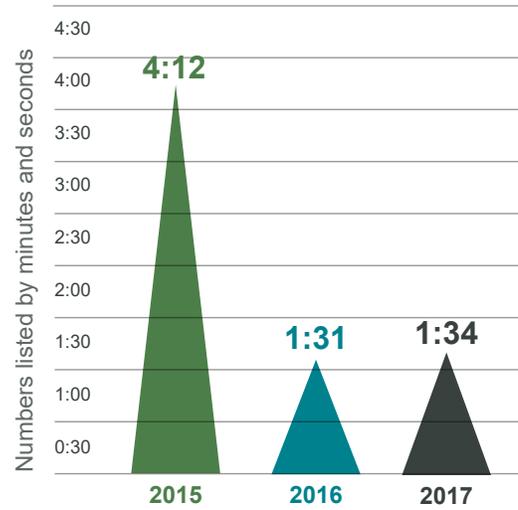


# UI BENEFITS CUSTOMER SERVICE

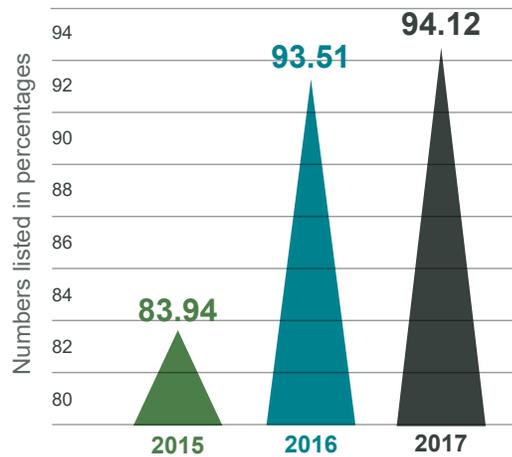
TOTAL CALLS PRESENTED



AVERAGE WAIT TIME

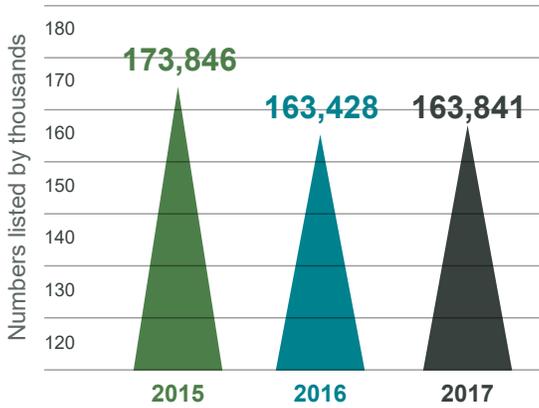


PERCENTAGE OF  
CALLS HANDLED

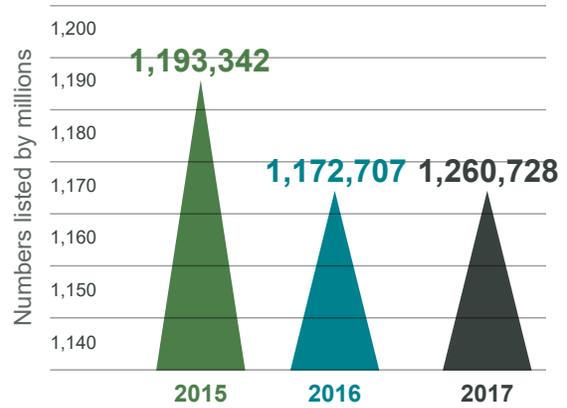


# UI BENEFITS INFORMATION

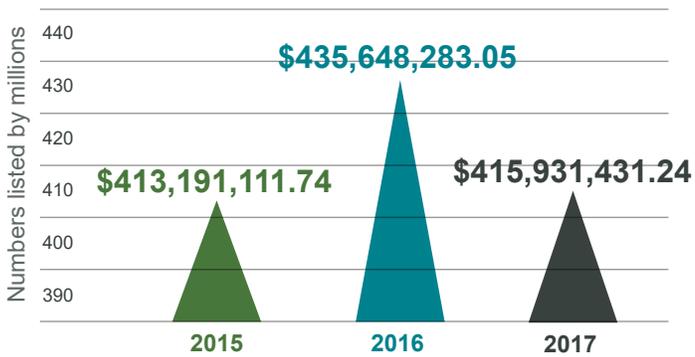
## INITIAL CLAIMS FILED



## WEEKLY CLAIMS FILED

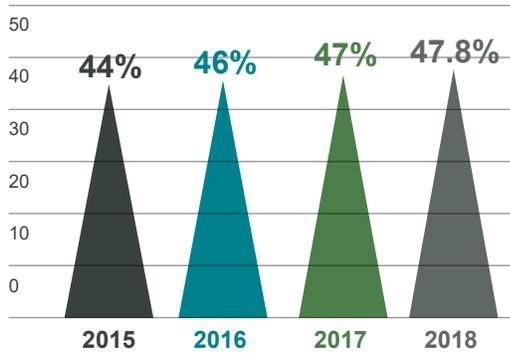


## BENEFITS PAID CALENDAR YEAR

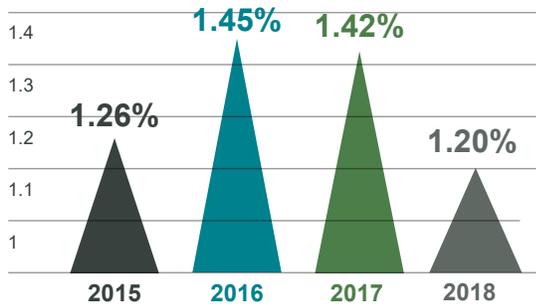


# UI TAX BUREAU

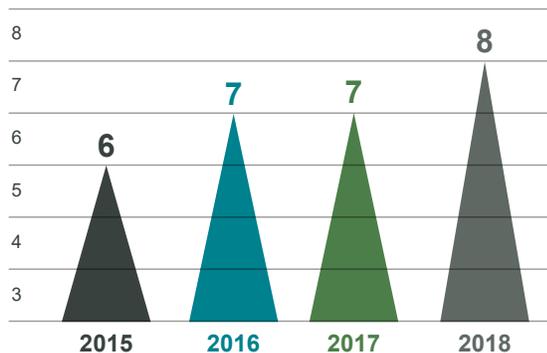
**PERCENT EMPLOYERS WITH UI TAX RATE OF 0% (DO NOT PAY TAXES)**



**UI TAX RATE FOR AN AVERAGE EMPLOYER**

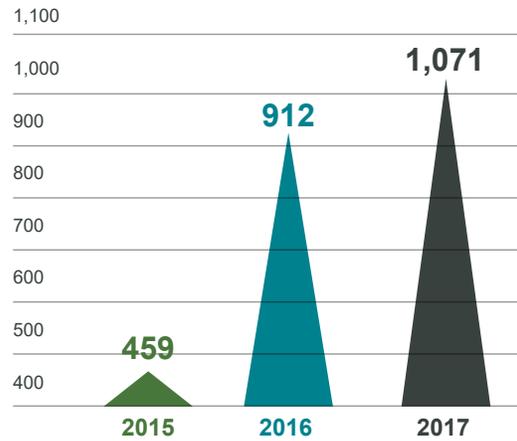


**UI TAX EMPLOYER CONTRIBUTION RATE TABLE**



# UI TAX MISCLASSIFICATION

**FIELD AUDITS COMPLETED**



**2017 CALENDAR YEAR**

Workers Found **1,855**

Wages Found **\$29,560,305**

Total Contribution Added **\$729,797**

# UI INTEGRITY FRAUD/NON-FRAUD

---

## OVERPAYMENT TYPE

Fraud 988

Non-Fraud 1,103

Total 2,096

## TOTAL COLLECTIONS

**\$5,973,145.00** Fraud

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**\$2,365,148.00** Non-Fraud

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**\$490,996,049.19** Contribution  
(Employer Tax)

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**\$499,334,342.19** 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 2016

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

90.6% Sept 30, 2016

87.0% August 31, 2016

87.4% July 31, 2016

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

96.5% Sept 30, 2016

95.3% August 31, 2016

96.0% July 31, 2016

## 4<sup>th</sup> Quarter 2016

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

87.2% December 31, 2016

90.4% November 30, 2016

88.5% October 31, 2016

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

95.1% December 31, 2016

95.4% November 30, 2016

95.1% October 31, 2016

## 1<sup>st</sup> Quarter 2017

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

84.0% March 31, 2017

85.4% February 28, 2017

86.4% January 31, 2017

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

95.7% March 31, 2017

93.9% February 28, 2017

95.8% January 31, 2017

## 2<sup>nd</sup> Quarter 2017

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

90.3% June 30, 2017

84.8% May 31, 2017

79.4% April 30, 2017

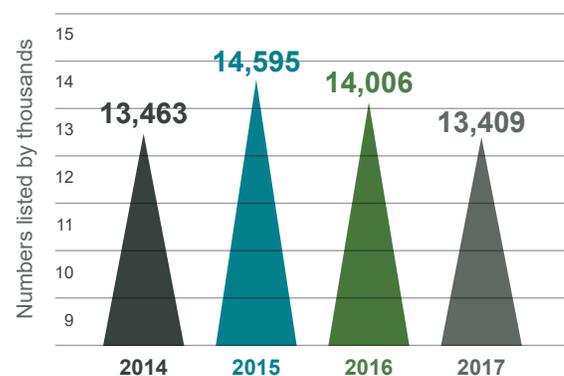
**Within 45 days** (US DOL Standard 80%)

94.8% June 30, 2017

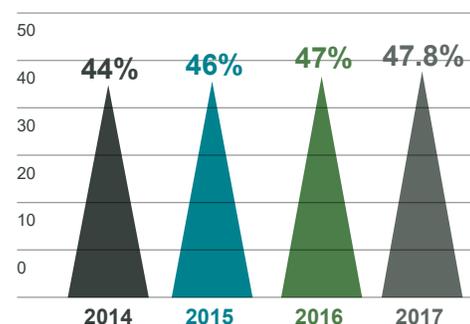
92.7% May 31, 2017

93.5% April 30, 2017

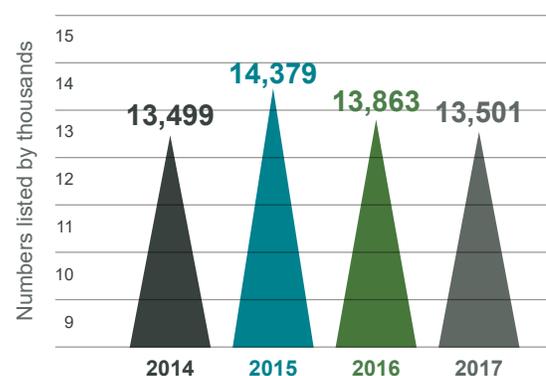
## TOTAL APPEALS DECISIONS ISSUED



## AVERAGE APPEALS DECISION ISSUED WITHIN 30 DAYS OF APPEAL



## TOTAL APPEALS FILED



# DIVISION OF LABOR

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Amusement Ride Inspections

Contractor Registration

Athletic Commission

Elevator Inspection

Asbestos Permits & Licenses

Iowa OSHA Consultation

Boiler Inspection

Iowa OSHA Enforcement

Bureau of Labor Statistics

Child Labor & Wage  
Enforcement

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.

The Labor Services programs protect a person who rides on elevators, escalators and amusement rides and enters a building with an asbestos abatement project or a public building with a boiler. We protect employees from dangers in the workplace, the right to be paid wages and Iowa's children from dangers in workplaces and 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.

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## AMUSEMENT RIDE INSPECTIONS

Inspections in FY17 = 2,930

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 & Wrestling)

Professional Athletic Program Licenses  
Issued in FY17 = 78

The Athletic Commissioner and staff regulate amateur and professional mixed martial arts, boxing 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 FY17 = 1,804  
Permits Issued in 2016 = 98

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 FY17 = 3,948  
Private Inspections in FY17 = 24,216  
Total Inspections in FY17 = 28,164

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 FY17 = 533  
Wage Claims Settled in FY17 = 588

### 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 FY17 = 74  
Work Permits Issued in FY17 = 6,020

### Second Injury Fund

Amount Collected in FY17 = \$620,986.98

## CONTRACTOR REGISTRATION

Registrations Issued in FY17 = 14,439  
Citations Issued in FY17 = 649

Contractor Registration focuses resources to ensure that 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 FY17 = 7,530  
Other Inspections in FY17 = 1,396  
3rd Party Inspections in FY17 = 2,201  
3rd Party Re-Inspections In FY17 = 421

The Labor Commissioner and the Elevator Safety Board meet monthly to serve the public on waiver, variance requests and any other topic 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 FY17 = 166  
Ten-Hour Classes in FY17 = 11  
Attendance in FY17 = 326  
Consultations Conducted in FY17 = 359  
Employees Covered in FY17 = 38,375  
Serious Hazards Identified in FY17 = 1,273

The division ensures there are 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 FY17 = 39  
Inactive Facilities in FY17 = 2  
New Facilities in FY17 = 0

Consultation and Education also 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 FY17 = 26  
Complaint Inspections in FY17 = 203  
Programmed Inspections in FY17 = 289  
Referral Inspections in FY17 = 190  
Follow-Up Inspections in FY17 = 6  
Other Related Inspections in FY17 = 78  
Total Inspections in FY17 = 792

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 FY17 = 807  
Willful Violations in FY17 = 0  
Repeat Violations in FY17 = 10  
Other Violations in FY17 = 372  
Failure To Abate Violations in FY17 = 4  
Total Violations in FY17 = 1,193

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 FY17 = \$1,394,655  
Willful Penalties in FY17 = 0  
Repeat Penalties in FY17 = \$62,100  
Other Penalties in FY17 = \$278,543  
Failure To Abate Penalties in FY17 = \$23,000  
Total Penalties in FY17 = \$1,758,298

# WORKERS' COMPENSATION DIVISION

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Hearing-Level Adjudication

Appeal-Level Adjudication

Compliance

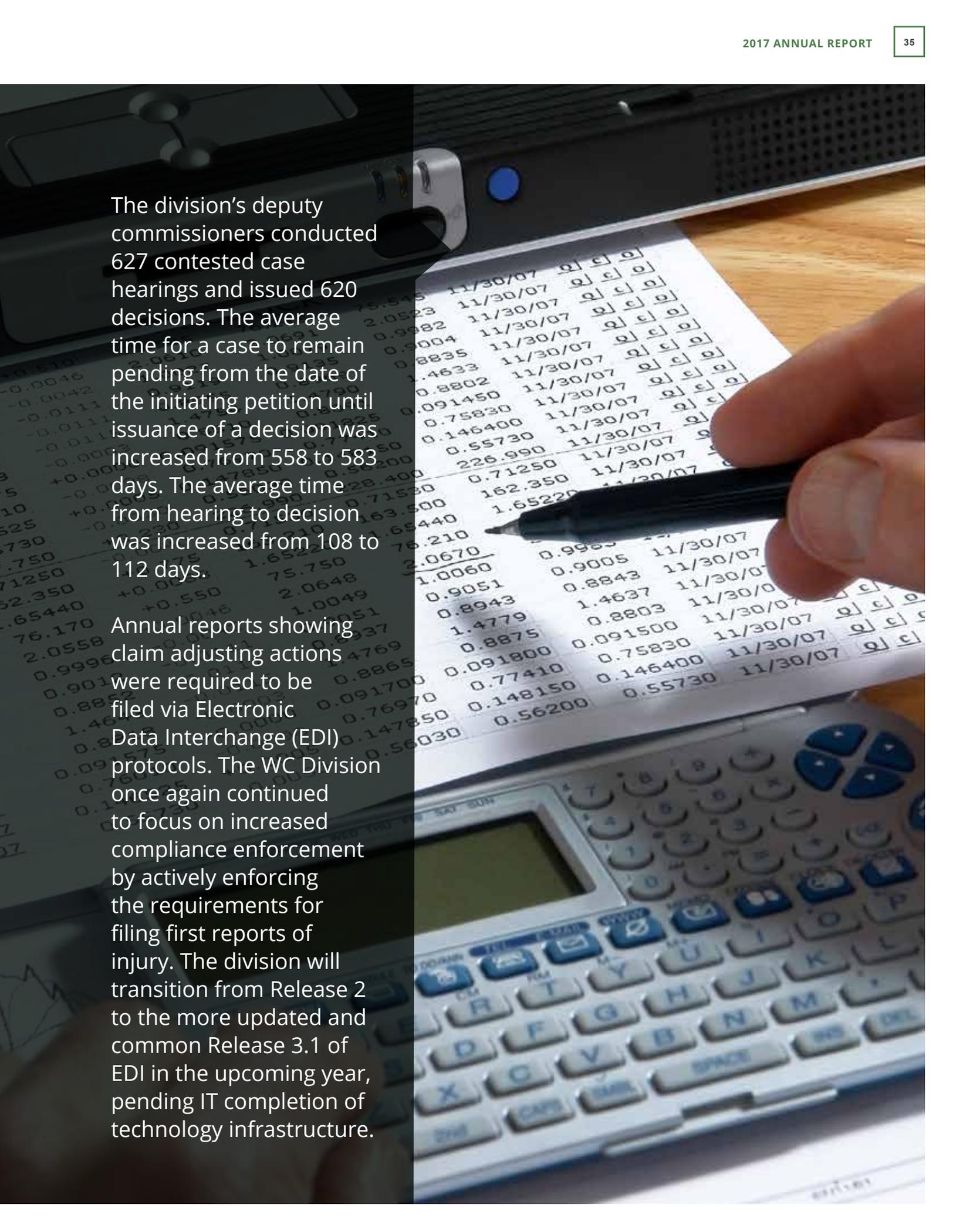
Online Filing & Docket System

Enforcement

Education

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.

The Workers' Compensation Commissioner oversees this division of IWD. The division continued to reassess and revise its processes during FY17 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 627 contested case hearings and issued 620 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 558 to 583 days. The average time from hearing to decision was increased from 108 to 112 days.

Annual reports showing claim adjusting actions were required to be filed via Electronic Data Interchange (EDI) protocols. The WC 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 the upcoming year, pending IT completion of technology infrastructure.

## 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 FY17 only 5,889 petitions for WC benefits were filed, which was an increase of 881 petitions compared to the 5,008 petitions filed in FY16.

WC 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 108 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 increased in FY17 from 316 to 334.

## Compliance

Compliance administrators monitor injury and claim payment reporting, acting as ombudsmen. The requests for information about law decreased slightly from 11,442 in FY16 to 10,184 in FY17. They reviewed 5,155 settlements for approval compared to 4,969 settlements approved in FY16. 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 WC 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 is expected to be implemented by late 2018.

## Enforcement

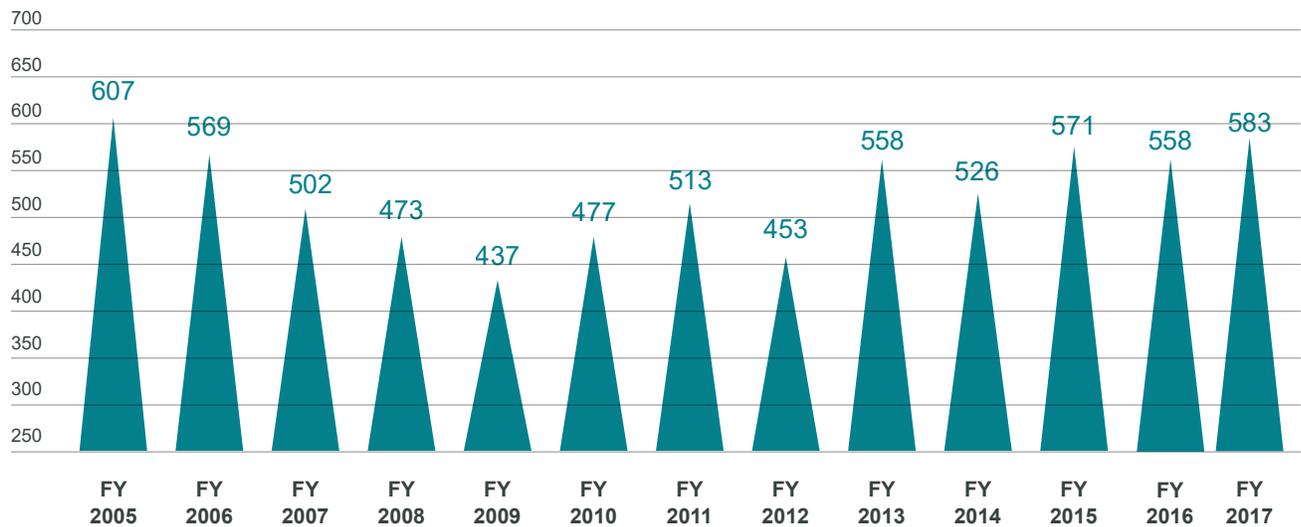
The Workers' Compensation Division has increased its focus on requirements to file First Reports of Injury and assessing \$1,000.00 fines for failure to do so. The division hopes to enforce 86.13A assessments for late commencement of benefits through the compliance division once the new computer system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

## Education

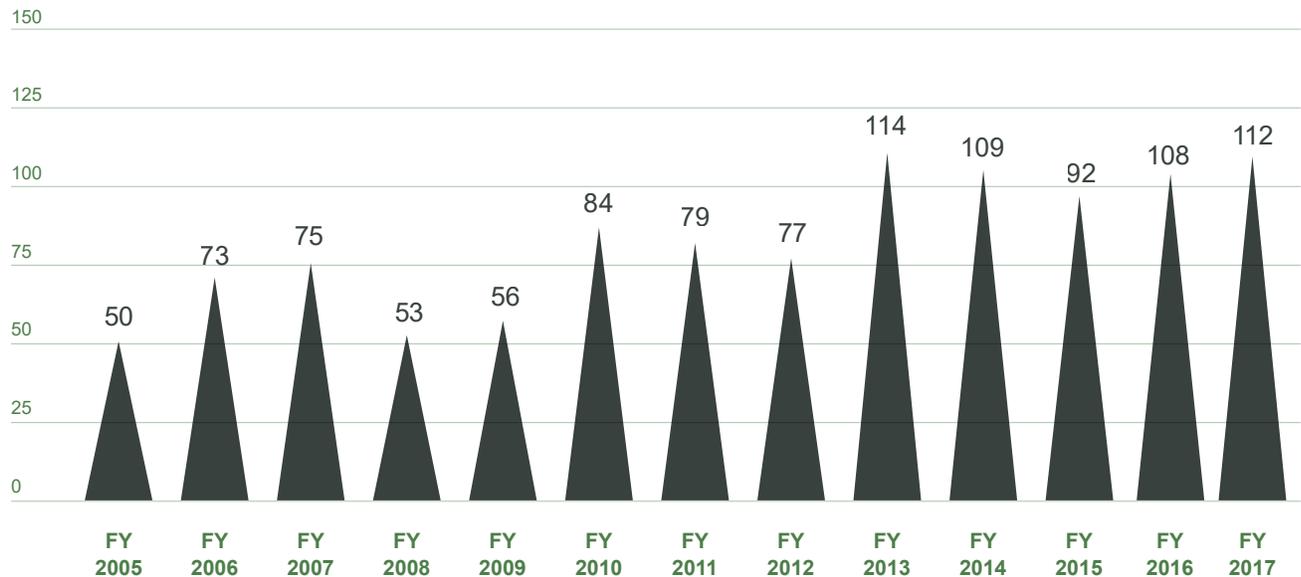
The division provides information about workers' compensation law and procedures to the public on the web, including news and updates, EDI materials, weekly benefit schedules, summaries of recent appeal decisions and access to the hearing schedule.

The division issues publications that disseminate information about workers' compensation law 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



# LABOR MARKET INFORMATION DIVISION

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Federal and State Cooperative Programs

Current Employment Statistics

Local Area Unemployment Statistics

Occupational Employment Statistics

Quarterly Census of Employment & Wages

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

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 and students who use the data to make informed data-driven decisions. This information can be found in LMI's website [www.iowalmi.gov](http://www.iowalmi.gov).

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



The federal-state cooperative programs require funding, methodology and oversight from the U.S. Department of Labor, Bureau of Labor Statistics.

The programs include:

- Current Employment Statistics (CES)
- Local Area Unemployment Statistics (LAUS)
- Occupational Employment Statistics (OES)
- Quarterly Census of Employment and Wages (QCEW)

LMI also partners with the U.S. Census Bureau on Local Employment Dynamics (LED) and is an affiliate of the State Data Center of Iowa.

## Federal State Cooperative Programs

The LMI division works in cooperation with the Federal Bureau of Labor Statistics (BLS) on four programs. 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 and unemployment, wages, earnings, industries and occupations.

## Current Employment Statistics

The Current Employment Statistics (CES) program produces detailed industry estimates of employment, hours and earnings of workers on nonfarm payrolls. Nationally, CES surveys approximately 147,000 businesses and government agencies each month, representing 634,000 individual worksites. BLS produces national, state and Metropolitan Statistical Area (MSA) employment estimates. CES data is used as a leading economic indicator. The system provides analysts with comprehensive visual graphing capability and facilitates the flow of data between state, regional and national levels. CES staff are responsible for partial data collection, entry of economic events, non-covered employment estimation, benchmarking, data analysis and dissemination.

## Local Area Unemployment Statistics

The Local Area Unemployment Statistics (LAUS) program is the most well-known and frequently used BLS program. 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 (CSA), counties and cities with a population of 25,000 or more residents. LAUS estimates are a major economic indicator and an important source of information for researchers, analysts, community and government leadership and economic developers.

## Occupational Employment Statistics

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

## Quarterly Census of Employment and Wages

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

A redesigned QCEW data program is scheduled to be released by BLS in 2020. The new system will allow processing to be conducted in a 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 the end of 2018.

## Automated Current Employment Statistics

In 1986, the BLS and Iowa Workforce Development developed an application called the Automated Current Employment Statistics (ACES) system. This new process was promoted by the BLS, and began to be used by all states, the District of Columbia, Puerto Rico and the Virgin Islands as the sole method for creating employment estimates. Iowa ACES Support was charged with maintaining the system and providing support to all users.

The ACES system provides the BLS, states with:

- Standardized processing
- Cost efficiency in system development, training and maintenance
- Automation of previously manual activities
- Interfaces with other BLS processing systems

Iowa ACES staff have continually made modifications to the system to reduce operational costs, increase program efficiencies and add processing tools to aid state and federal analysts (economists).

In 2009, the staff launched a new web based system, known as ACESweb which moved all operations from a mainframe to an internet based application and provided the BLS with tremendous savings. The new platform allows ACES Support to provide a substantial array of tools to greatly reduce the processing time of estimates, decrease the overall program costs, and vastly improves the accuracy of estimates.

ACESweb was developed and launched in four major phases beginning in February 2009. Phase 4, ACESweb 4.0 released in July 2016, was a major improvement that expanded the tools available to the BLS economists. Since its release, ACESweb 4.0 has had many updates with version 4.12 scheduled for release November 26, 2017.

## UI 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 that 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 17 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 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 include potential labor force, 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 2017, 30 Laborshed studies were completed. Specific industry and occupational labor availability data was requested for business expansion and prospective recruitment for 102 different projects throughout Iowa.

## Educational Outcomes Measures

The LMI Division uses wage records from the state's unemployment insurance (UI) database to report the outcomes of workforce programs, apprenticeships, training and post-secondary education. This reporting includes employment, earning levels, type of industry 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 employer 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 colleges. Through this partnership, an Education Outcomes annual report was developed and is published each spring.

In addition, IWD provided analysis by request for five different educational institutions covering 12 projects across the state and reporting for the following departmental programs:

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

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, Federal Employment Data Exchange System 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. 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 one of the most frequently requested employment statistics besides the unemployment rate. The methodology, software and guidelines for the production of projections are provided by the Projections Managing Partnership. Projections provide information on the current and future levels of industries and occupations. Some of their uses are to identify in-demand industries and occupations; assist with planning employment, education, training and economic development programs; and to provide supporting documentation for grant applications.

Iowa prepared, disseminated and published short-term industry and occupational projections for the State of Iowa and the 15 Iowa Workforce Development Regions for the 2016-2018 time-period.

### 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) 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.

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

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

### Statewide Annual Economic Analysis Report

The U.S. Department of Labor Employment and Training Administration (ETA) requires an annual economic analysis report and other reports. 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.

Other reports created include the Status of the Iowa Workforce and the Economy (a monthly overview of the economy) and the Iowa Wage Report (an annual update of occupational wages).

Various labor market information products were updated for the state and region including the Employer Database, Career Resources, Iowa Wage Reports, Industry and Regional Profiles and Guides.

### **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 Iowa Workforce Development every 18-24 months. This year's survey was distributed in July of 2016 yielding responses from 10,478 Iowa employers. The results were published in April 2017.

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

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

### **Dislocated Worker Analysis**

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

In FY17, the Regional Research and Analysis Bureau completed 12 individual Dislocated Worker Fact Sheets and collected data from 46 employers. These fact sheets provide workforce office staff, employers and prospective businesses with information about affected workforce in the area. Demographic information, along with median salaries, education level, work experience and advertising utilization is included. 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**

From March through May 2017, Iowa Workforce Development collected data through an online survey that was given to college students across the State of Iowa. 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. Students 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.

# INFORMATION TECHNOLOGY DIVISION

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## 2017 Highlights

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

The IT Division is comprised of the following departments:

- **IT Solution Delivery** - Consists of two divisions: Unemployment Insurance (UI) and Workforce Services (WFS). Other divisions supported are Labor and Workers' Compensation.
- **IT Infrastructure**

## About the IT Teams

### IT Solution Delivery

The IT Solution Delivery teams provide technical 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.

### IT Infrastructure

The Infrastructure team is responsible for maintaining infrastructure (servers, network, storage, computers, mobile device, etc.) utilized 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, troubleshoot technical issues and perform 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.



# 2017 HIGHLIGHTS

## IT SOLUTION DELIVERY PROJECTS

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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 and the documentation is scarce and outdated.

### Unemployment Insurance Division

#### UI Tax System

Continued to enhance existing UI MyIowaUI tax system with more user and employee friendly interfaces. These changes have resulted in increased employer and employee satisfaction and productivity.

#### DataWorks UI - Document Management System

This project consolidated all of the different content repositories used within UI to store customer information into one state-of-the-art document management system. At the time of completion, the project migrated an estimated 40 million documents from six legacy systems to the new solution, called DataWorksUI. This web-based, open source solution has provided staff within UI a more stable technology platform and more powerful and flexible search functionality.

#### Document Scanning and Capture Software

Ephesoft Transact was a replacement of the existing scanning software. Ephesoft is a web-based intelligent document capture system which has created efficiencies within UI by increasing accuracy of capturing images from paper documents and classifying them more accurately. This has significantly reduced the amount of time staff spend on scanning and validating documents.

#### Microsoft Dynamic Great Plains

Great Plains replaced the current home grown mainframe accounting system with a "true" General Ledger accounting system for UI. The system has allowed for more accurate data which, amongst other things, is used to collect debt and for mandatory Federal reporting.

### **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 program, as well as increase overpayment recovery. A suite of LexisNexis products will be delivered 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. This is a multi-year project to move all of the Unemployment Insurance Benefits, Appeals, Tax, and Integrity systems onto one all-encompassing integrated Unemployment Insurance solution. This includes moving off of the IBM Mainframe and Legacy MyIowaUI Tax system.

### **Treasury Offset Program**

To be able to setup overpayments, create and apply recoveries, generate account balance reports and per claimant billing. The agency will have a pure general ledger system and will be able to send out regular balance updates to Iowa Department of Revenue (IDR), Treasury Offset Program (TOP), and Department of Administrative Services (DAS).

## **Workforce Services Division**

### **Workforce Services Modernization (Case Management System)**

The largest initiative undertaken in Workforce Services, this multi-year project is replacing the existing, homegrown, non-compliant WIOA 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 activity related to Workforce Service programs.

### **Workers' Compensation Modernization Project**

Efforts are fully underway to replace the outdated Legacy Workers' Compensation IT systems. The new system will reduce administrative effort to more efficiently satisfy state law and service the injured workers, their employers, their legal council, 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 analyzed for conversion. The current 15-year-old EDI standards are being upgraded to the latest version. After the proposed go-live date in late 2018, the new system will be supported by leading industry vendors.

### **AMANDA Upgrade**

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

### **Labor AMANDA Contract Registration**

To meet new legislation, this effort was completed in 2017 between IWD and Iowa Department of Public Health (IDPH) to streamline the plumbing license and contractor registration renewal into a one-stop shop for plumbers.

### **Labor AMANDA Amusement**

To continue the process of moving applications off of the obsolete Lotus Notes platform, work is underway to redesign the Amusement Ride database under the AMANDA platform.

# IT INFRASTRUCTURE UPDATES

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## **ADFS (Active Directory Federation Services)**

Implemented ADFS to allow our agency to authenticate against our partners and service providers using our current user accounts. ADFS is a standards-based service that allows the secure sharing of identity information between trusted business partners (known as a federation) across an extranet.

## **Office Refresh and Remodels**

Supported and implemented IT network and telephony changes through the agency's office moves and remodel projects. Including a complete network and telephony equipment refreshes in Waterloo, Decorah and Cedar Rapids. Facilitated the Des Moines field office move from 430 E. Grand to 200 Army Post with zero Information Technology downtime.

## **VOIP Server Refresh**

Migrated the VOIP application servers to new hardware. This effort was completed with zero impact to the business and will ensure that our VOIP environment will remain functional and compliant for the next five years.

## **Google Hangouts (Video Calls)**

Implemented Chromebox devices in all field office and all major conference rooms at IWD headquarters. These Chromebox devices allow the agency to conduct video calls with needing to engage IWD IT. This serves as means for the agency to save on travel expenses for inter-office meetings.

## **Windows 10**

Began the rollout of Windows 10 to the agency. All new machine purchases and refreshes are deployed with Microsoft's latest Windows 10 operating system.

## **Security**

Implemented additional security tools (FireEye) to better protect IWD's array of systems from desktops, VMs and servers with multiple approaches to continue in our fight to secure our customer's data.

## **Server Consolidations**

Continued to consolidate and virtualize standalone physical servers. IWD is pleased to announce that it is 99 percent virtualized in regard to server environment.

## **VMware**

All virtual server hosts have been upgraded from ESXi 5.5 to ESXi 6 Update 2. All unsupported thin clients have been upgraded to our newest thin client model. Implemented WYSE CCM to manage and distribute IWD virtual desktops to remote thin clients.

# **FY 2017 MONTHLY EXPENDITURE REPORT**

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**JUNE 2017 FINAL**



# FY 2017 MONTHLY EXPENDITURE REPORT BY DIVISION

GRAND TOTAL OF  
EXPENDITURES IN 2017  
FOR THE MONTH OF JUNE

2017 BUDGET: \$278,909,943

2017 EXPENDITURES: \$122,628,009.09

2017 EXPENDITURES PERCENTAGE: 44%

JUNE 2017 FINAL

<b>DIRECTOR'S OFFICE</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
Indirect Cost, Director's	\$698,984	\$754,963	108%
Future Ready Iowa, Lumina Tide Center	\$100,000	\$45,231	45%
Future Ready Iowa, Penalty and Interest	\$450,000	\$20,326	5%
Director's Office, Penalty and Interest	\$150,000	\$82,935	55%
<b>TOTALS</b>	<b>\$1,398,984</b>	<b>\$903,454</b>	<b>65%</b>
<b>COMMUNICATIONS</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
Indirect Cost	\$526,500	\$389,932	74%
Apprenticeship/Accelerator Grant, 1st Increment	\$70,300	\$70,050	100%
Apprenticeship/Accelerator Grant, 2nd Increment	\$596,800	\$9,145	2%
Penalty and Interest, Rebranding	\$50,000	\$0	0%
Penalty and Interest, Other	\$240,000	(\$52,674)	-22%
<b>TOTALS</b>	<b>\$1,483,600</b>	<b>\$416,452</b>	<b>28%</b>
<b>PROJECT OFFICE</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
Indirect Costs, Project Office	\$556,331	\$174,563	31%
<b>TOTALS</b>	<b>\$556,331</b>	<b>\$174,563</b>	<b>31%</b>
<b>ADMINISTRATIVE SERVICES DIVISION</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
Indirect Costs, Admin	\$584,941	\$483,236	83%
Indirect Costs, Accounting	\$1,206,009	\$1,165,688	97%
Unemployment, Financial Management	\$225,520	\$218,562	97%
Indirect Costs, Personnel	\$223,976	\$130,046	58%
Indirect Costs, Premises	\$857,891	\$618,273	72%
Indirect Costs, Overhead	\$1,339,921	\$939,181	70%
Indirect Cost, Printing	\$239,884	(\$80,945)	-34%
Indirect Cost, Supply Rm	\$201,426	\$142,463	71%
Indirect Costs, Previous Year's Surplus	\$119,053	\$17,612	15%
Trade Act, Accounting	\$110,871	\$113,609	102%
Penalty and Interest, Financial Services	\$25,000	\$18	0%
Penalty and Interest, Overhead	\$383,000	\$182,327	48%
State appropriations, I3 System	\$274,819	\$254,463	93%
Penalty and Interest, I3 System	\$110,000	\$5,293	5%
Penalty and Interest, Infrastructure	\$2,291,540	\$2,180,748	95%
<b>TOTALS</b>	<b>\$8,193,851</b>	<b>\$6,370,575</b>	<b>78%</b>

**INFORMATION TECHNOLOGY DIVISION**

	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
IT Services Bureau	\$3,514,333	\$3,798,028	108%
IT Services Bureau	\$150,785	\$202,172	134%
IT Services Bureau	\$323,200	\$374,414	116%
IT Services Bureau	\$1,855,211	\$1,480,389	80%
IT, Apprenticeship/Accelerator Grant, 2nd Increment	\$300,000	\$0	0%
IT, ACES Program	\$909,850	\$694,909	76%
IT, Other Direct UI Costs, Automation	\$1,931,704	\$1,411,738	73%
IT, iWORKS	\$320,189	\$228,219	71%
IT, WOTC	\$49,354	\$1,270	3%
IT, Worker's Compensation	\$182,857	\$119,695	65%
IT, RESEA	\$50,562	\$0	0%
IT, Penalty and Interest, Tybera, Case Management	\$742,000	\$0	0%
IT, Case Management Grant	\$1,100,000	\$249,906	23%
IT, TAA Administration	\$2,000	\$0	0%
IT, TAA Case Management	\$198,000	\$760	0%
<b>TOTALS</b>	<b>\$11,630,045</b>	<b>\$8,552,095</b>	<b>74%</b>

**LABOR DIVISION**

	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
Athletic Commission, Actual Receipts	\$137,206	\$105,548	77%
BLS, COF 50-50, Federal Share	\$11,250	\$10,497	93%
BLS, COF 50-50, State Share	\$33,774	\$13,188	39%
BLS, ROSH, 50-50, Federal Share	\$85,088	\$79,132	93%
BLS, ROSH, 50-50, State Share	\$178,259	\$87,134	49%
Boiler Inspection, Actual Receipts	\$ 2,473,512	\$855,035	35%
Elevator Inspection, Actual Receipts	\$4,089,030	\$1,993,047	49%
Contractor Registration, Actual Receipts	\$2,227,341	\$708,960	32%
Labor, 100% State (AB, LA, LH, MW)	\$1,206,539	\$839,358	70%
OSHA, 100% Federal	\$14,327	\$10,818	76%
OSHA, 90-10, Federal Share	\$662,475	\$740,288	112%
OSHA, 90-10, State Share	\$441,307	\$166,488	38%
OSHA, 50-50, Federal Share (AB, CT, HE, LA, SF)	\$1,738,602	\$1,903,548	109%
OSHA, 50-50, State Share (AB, CT, HE, LA, SF)	\$3,803,253	\$2,821,123	74%
<b>TOTALS</b>	<b>\$17,101,964</b>	<b>\$10,334,163</b>	<b>60%</b>

**WORKERS' COMPENSATION DIVISION**

	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
Misc. Receipts, Actual Revenue Recd, SFY 16	\$528,820	\$ 528,820	100%
State Appropriation, Work Comp (WC,WJ,WT), Carryover	\$181,904	\$181,904	100%
State Appropriation, Work Comp (WC,WJ,WT)	\$3,259,044	\$3,004,077	92%
<b>TOTALS</b>	<b>\$3,969,768</b>	<b>\$3,714,801</b>	<b>94%</b>

**UNEMPLOYMENT OPERATIONS**

	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
UI Appeals	\$3,674,823	\$3,485,645	95%
UI, Administration	\$604,289	\$492,023	81%
UI, Overhead	\$50,000	\$44,434	89%
UI, Tax	\$4,932,986	\$4,501,674	91%
UI, Quality Control	\$1,433,867	\$1,425,324	99%
UI, Inspections	\$1,149,721	\$1,165,210	101%
UI, Call Center	\$9,456,814	\$9,499,355	100%
UI, Recovery Unit	\$1,285,776	\$1,295,877	101%
UI, Upjohn	\$17,857	\$11,401	64%
State Appropriations, Misclassification	\$448,139	\$448,139	100%
Reed Act, 1957, Idaho Project	\$734,101	\$734,101	100%
Reed Act, 1958, Idaho Project	\$334,555	\$334,555	100%
Reed Act, 1998, Idaho Project	\$7,110	\$7,110	100%
Reed Act, 2009, Idaho Project	\$4,825,000	\$1,570,528	33%
Trust Fund, VSW Project & STC Marketing	\$1,003,178	(\$41,436)	-4%
Unemployment, Automation, SBR's	\$2,065,987	\$83,120	4%
Unemployment, Automation, Integrity	\$950,000	\$844,715	89%
Wagner Peyser	\$103,361	\$106,939	103%
Apprenticeship/Accelerator Grant, 1st Increment	\$0	\$9,090	100%
UI Unemployment, Penalty and Interest, Idaho Loan	\$0	\$0	0%
UI, Call Center, Penalty and Interest	\$100,000	\$45,472	45%
Tax Specific, Penalty and Interest, & IDR	\$280,000	\$122,574	44%
<b>TOTALS</b>	<b>\$33,457,564</b>	<b>\$26,185,848</b>	<b>78%</b>

**LABOR MARKET INFORMATION DIVISION**

	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
AMOS	\$100,000	\$60,550	61%
Apprenticeship/Accelerator Grant, 2nd Increment	\$250,000	\$873	0%
Apprenticeship/Accelerator Grant	\$25,000	\$15,236	61%
Information and Policy	\$367,171	\$361,300	98%
LMI, Penalty and Interest	\$300,000	\$278,793	93%
Laborshed	\$284,624	\$284,624	100%
Labor Benefit Surveys, Misc Receipts	\$122,972	\$122,972	100%
Laborshed, Wagner Peyser	\$157,800	\$80,505	51%
Economic Development Outcomes	\$55,000	\$73,146	133%
MOU Reimbursements	\$13,000	(\$0)	0%
Miscellaneous Revenue	\$7,229	\$7,229	100%
LMI, Trade Act , Administration	\$14,380	\$10,597	74%
LMI, Trade Act, Case Management	\$68,458	\$55,282	81%
WDQI Round 6	\$550,000	\$0	0%
CES	\$113,046	\$92,751	82%
ES-202	\$437,779	\$414,590	95%
LAUS	\$245,697	\$207,627	85%
Minnesota ALMIS	\$93,362	\$47,763	51%
Mandatory Education Reporting	\$150,000	\$85,841	57%
OES/BLS	\$455,958	\$372,805	82%
One Stop LMI	\$523,458	\$501,984	96%
<b>TOTALS</b>	<b>\$3,843,666</b>	<b>\$2,933,782</b>	<b>71%</b>

**WORKFORCE ADMINISTRATION**

	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
Apprenticeship/Accelerator Grant, 1st Increment	\$104,700	\$74,769	71%
Apprenticeship/Accelerator Grant, 2nd Increment	\$653,200	\$48,469	7%
Case Management Grant	\$0	\$0	0%
Foreign Labor Certification, est.	\$135,365	\$122,100	90%
JD NEG, Apprenticeship Program	\$4,997,588	\$3,826,864	77%
SP NEG	\$4,973,580	\$1,829,889	37%
John Deere NEG	\$1,011,844	\$344,428	34%
WIOA NEG Transition	\$52,124	\$47,607	91%
Indirect, Case Management (If available)	\$750,000	\$0	0%
Disability Grant	\$1,912,691	\$448,460	23%
Governor's 10%, NCRC Program	\$525,000	\$501,713	96%
Penalty and Interest, Workforce Admin	\$300,000	\$112,812	38%
Penalty and Interest, Pass thru	\$1,135,000	\$373,558	33%
Promise Jobs	\$12,761,844	\$11,625,218	91%
Promise Jobs, Quality Assurance	\$617,575	\$483,542	78%
Promise Jobs, FSSG	\$80,000	\$58,735	73%
State Approps, One-Stops, State Board, Libraries	\$8,395,867	\$8,395,867	100%
State Approps, One-Stops, P and I Funds	\$1,766,084	\$891,396	50%
State Approps, Satellite Offices	\$1,369,820	\$1,368,569	100%
State Approps, Satellite Offices, UI Reserve Fund	\$557,000	\$0	0%
State Appropriations, Offender, Field (incl WA)	\$366,815	\$297,044	81%
TAA Administration, Field Operations	\$434,028	\$427,706	99%
TAA Training	\$21,125,311	\$5,709,083	27%
TAA Case Management	\$707,367	\$595,329	84%
Ticket to Work	\$1,311,493	\$483,770	37%
Unemployment, Basic Funds, Field Operations	\$4,319,686	\$3,824,476	89%
Unemployment, RESEA Grant, Field Operations (incl FN)	\$1,513,904	\$1,577,942	104%
Veteran's DVOP, Field Operations (incl WA)	\$1,934,117	\$1,737,886	90%
Wagner Peyser, Field Operations (incl WAWX)	\$5,458,929	\$5,162,572	95%
Workforce Investment Act	\$880,764	\$678,085	77%
Workforce Innovation and Opportunity Act	\$16,179,041	\$11,654,104	72%
WOTC	\$206,007	\$199,594	97%
<b>TOTALS</b>	<b>\$96,536,744</b>	<b>\$62,901,589</b>	<b>65%</b>

**RESERVED FUNDS****'17 BUDGET**

IT, ACES Program	\$227,119
Disability Grant	\$241,488
Foreign Labor Certification	\$56,250
Labor Commission, Federal Funds, COF	\$0
Labor Commission, Federal Funds, ROSH	\$0
Labor Commission, Federal Funds, OSHA 90-10	\$184,975
Labor Commission, Federal Funds, OSHA 100%	\$3,150
Labor Commission, Federal Funds, OSHA 50-50	\$527,625
Labor Market, LAUS	\$54,623
Labor Market, OES	\$110,208
Labor Market, CES	\$28,051
Labor Market, ES-202	\$107,960
WDQI Round 6	\$447,890
Reed Act, 2002	\$708,970
Reed Act, 2009	\$65,989,387
RESEA	\$874,948
TAA Case Management	\$0
TAA Administration	\$0
TAA Training	\$0
UI, Baseline	\$6,860,163
Veteran's DVOP	\$407,587
WOTC	\$60,605
<b>TOTALS</b>	<b>\$76,890,999</b>

**CONTINGENCY FUNDS****'17 BUDGET**

ACES Program	(\$4,529)
Foreign Labor Certification	\$128,409
Labor Commission, Misc Receipts, Actual Receipts	\$5,354
Labor Commission, State Appropriations	\$410,537
LMI, One-Stop	\$780,036
LMI, CES Program	\$0
LMI, ES-202 Program	\$0
LMI, LAUS Program	(\$7,346)
LMI, OES Program	(\$6,421)
LMI, Minnesota	\$0
Laborshed	\$0
Labor Surveys	\$0
Offender Re-entry	\$117,282
Penalty and Interest, Unobligated	\$3,207,211
Penalty and Interest, Temporary Loans	\$1,000,000
Penalty and Interest, Permanent Loans	\$1,100,000
Penalty and Interest, Pre-Paid and Indirect Loans	\$2,100,000
Ticket to Work	\$0
Trade Act, Admin	\$1,908,595
Trade Act, Case Management	\$563,197
UI Baseline	\$2,576,233
UI Automation	\$1,693,196
UI, RESEA Program	\$0
Veteran's Programs	(\$7,214)
Wagner Peyser	\$6,747,317
Wagner Peyser, Gov 10%	\$978,021
WOTC	\$65,281
<b>TOTALS</b>	<b>\$23,355.158</b>

# FY 2016 MONTHLY EXPENDITURE REPORT BY PROGRAM

GRAND TOTAL OF  
EXPENDITURES IN 2016  
FOR THE MONTH OF JUNE

2017 BUDGET: **\$278,909,943**

2017 EXPENDITURES: **\$122,628,009**

2017 EXPENDITURES PERCENTAGE: **43.97%**

JUNE 2017 FINAL

<b>US DEPARTMENT OF LABOR - ETA</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
FOREIGN LABOR CERTIFICATION	\$263,774	\$122,100	46.29%
APPRENTICESHIP/ACCELERATOR GRANT	\$1,912,691	\$227,632	11.38%
DISABILITY GRANT	\$1,503,021	\$448,460	23.45%
GOVERNOR'S 10%	\$5,900,766	\$501,713	33.38%
REED ACT/TRUST FUND PROJECTS	\$25,132,207	\$2,646,294	44.85%
TRADE ADJUSTMENT ASSISTANCE	\$7,644,065	\$6,912,366	27.50%
UNEMPLOYMENT, AUTOMATION	\$30,076,886	\$2,288,731	29.94%
UNEMPLOYMENT, BASE	\$1,564,466	\$26,313,878	87.49%
UNEMPLOYMENT, RESEA	\$1,926,903	\$1,577,942	100.86%
VETERANS PROGRAMS	\$12,787,596	\$1,737,886	90.19%
WAGNER PEYSER	\$320,642	\$5,578,235	43.62%
WORK OPP TAX CREDIT (WOTC)	\$550,000	\$200,864	62.64%
WORKFORCE DATA QUALITY INITIATIVE	\$17,279,041	\$0	0%
WORKFORCE INNOVATION & OPP. ACT	\$11,035,135	\$11,904,011	68.89%
WIA/WIOA NATIONAL EMERGENCY GRANTS	\$880,764	\$6,048,788	54.81%
WORKFORCE INVESTMENT ACT	880,764	\$678,085	76.99%
<b>US DEPARTMENT OF LABOR - OSHA</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
OSHA, 100%	\$14,327	\$10,818	75.50%
OSHA/BLS, 50-50	\$1,738,602	\$1,903,548	109.49%
OSHA, 90-10	\$662,475	\$740,288	111.75%
<b>US DEPARTMENT OF LABOR - BLS</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
BUREAU LABOR STATS, COF 50-50	\$18,348	\$22,049	120.17%
BUREAU LABOR STATS, ROSH, 50-50	\$82,934	\$92,282	111.27%
CURRENT EMPLOYMENT STATS (CES)	\$99,691	\$95,472	95.77%
EMPL & WAGE CENSUS (ES-202)	\$343,196	\$312,270	90.99%
EMPLOYMENT STATISTICS (ACES)	\$687,661	\$638,942	92.92%
LOCAL AREA UNEMPL STATS (LAUS)	\$212,368	\$193,858	91.28%
OCCUPATIONAL EMPL STATS (OES)	\$402,882	\$381,453	94.68%
ONE STOP LABOR MARKET INFO	\$798,662	\$393,490	49.27%
<b>DEPT OF HEALTH &amp; HUMAN SERVICES</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
PROMISE JOBS	\$13,459,419	\$12,167,495	90.40%

<b>STATE APPROPRIATIONS</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
STATE APPROPP, AMOS	\$100,000	\$60,550	60.55%
STATE APPROPP, LABOR	\$6,073,668	\$3,927,291	64.66%
STATE APPROPP, I3	\$274,819	\$254,463	92.59%
STATE APPROPP, FIELD OPS & CARRYOVER	\$9,765,687	\$9,764,436	99.99%
STATE APPROPP, WORK COMP	\$3,441,901	\$3,123,773	90.76%
STATE APPROPP, OFFENDER RE-ENTRY PRG	\$484,097	\$297,044	61.36%
STATE APPROPP, MISCLASSIFICATION	\$448,139	\$448,139	100.00%
STATE APPROPP, UI RESERVE FUND	\$557,000	\$0	0.00%
PENALTY AND INTEREST, APPROPP, FIELD	1,766,084	891,396	50.47%
<b>OTHER SOURCES</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
ATHLETIC COMMISSION	\$137,206	\$105,548	76.93%
BOILER INSPECTIONS	\$2,473,512	\$855,035	34.57%
ELEVATOR INSPECTIONS	\$4,089,030	\$1,993,047	48.74%
CONTRACTOR REGISTRATION	\$2,227,341	\$708,960	31.83%
INDIRECT RESERVE FUND	\$119,053	\$17,612	14.79%
LABOR COMMISSION, MISC RECEIPTS	\$5,354	\$0	0%
LABOR SURVEYS	\$122,972	\$122,972	100.00%
LABORSHED	\$284,624	\$284,624	100.00%
MINNESOTA ALMIS	\$93,362	\$47,763	51.16%
ECONOMIC DEVELOPMENT OUTCOMES	\$55,000	\$73,146	132.99%
LMI EDUCATION MOU	\$13,000	(\$0)	0%
PENALTY AND INTEREST, OTHER	\$13,963,751	\$3,352,185	24.01%
LABOR MARKET INFO, MISC RECEIPTS	\$7,229	\$7,229	100.00%
MANDATORY EDUCATION REPORTING	\$150,000	\$85,841	57.23%
FUTURE READY IOWA, LUMINA TIDE CENTER	\$100,000	\$45,231	45.23%
UPJOHN	\$17,857	\$11,401	63.84%
TICKET TO WORK	\$1,311,493	\$483,770	36.89%
WORK COMP, MISC. RECEIPTS	\$710,724	\$710,724	100.00%
<b>TOTAL FROM PAGES 55 &amp; 56</b>	<b>\$188,989,552</b>	<b>\$112,055,607</b>	<b>59.29%</b>
<b>RESERVED REVENUE</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
FOREIGN LABOR CERTIFICATION	\$56,250	\$0	0%
LABOR FEDERAL FUNDS	\$715,750	\$0	0%
LMI FEDERAL FUNDS	\$300,842	\$0	0%
WDQI ROUND 6	\$447,890	\$0	0%
BLS, ACES PROGRAM	\$227,119	\$0	0%
DISABILITY GRANT	\$241,488	\$0	0%
RESEA	\$874,948	\$0	0%
VETERANS, RESERVE	\$407,587	\$0	0%
REED ACT, 2009	\$66,698,357	\$0	0%
TAA, RESERVE	\$0	\$0	0%
WOTC RESERVE	\$60,605	\$0	0%
UNEMPLOYMENT, BASE, RESERVE	\$6,860,163	\$0	0%
<b>TOTALS</b>	<b>\$76,890,999</b>	<b>\$0</b>	<b>0%</b>
<b>NON-REVENUE GENERATING</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
INDIRECT COST POOL	\$13,029,392	\$10,572,402	81.14%
<b>TOTALS</b>	<b>\$13,029,392</b>	<b>\$10,572,402</b>	<b>81.14%</b>

# FY 2017 MONTHLY EXPENDITURE REPORT BY FUNDING SOURCE

JUNE 2017 FINAL

<b>FEDERAL FUNDS</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
<b>US DEPARTMENT OF LABOR</b>			
BUREAU OF LABOR STATISTICS	\$4,132,433	\$2,374,294	57.46%
EMPLOYMENT AND TRAINING ADMINISTRATION	\$76,744,989	\$34,360,142	44.77%
OCCUPATIONAL SAFETY & HEALTH ADMIN.	\$3,131,154	\$2,654,654	84.78%
UNEMPLOYMENT DIVISION	\$119,619,652	\$32,826,845	27.44%
DEPARTMENT OF EDUCATION	\$163,000	\$85,841	52.66%
<b>US DEPARTMENT OF HUMAN SERVICES</b>			
PROMISE JOBS PROGRAMS	\$13,459,419	\$12,167,495	90.40%
<hr/>			
<b>STATE GENERAL FUND</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
AMOS	\$100,000	\$60,550	60.55%
FIELD OFFICES	\$9,765,687	\$9,764,436	99.99%
I3 ACCOUNTING SYSTEM	\$274,819	\$254,463	92.59%
LABOR PROGRAMS	\$6,073,668	\$3,927,291	64.66%
WORKERS' COMPENSATION	\$3,441,901	\$3,123,773	90.76%
MISCLASSIFICATION	\$448,139	\$448,139	100.00%
OFFENDER RE-ENTRY PROGRAM	\$484,097	\$297,044	61.36%
<hr/>			
<b>OTHER SOURCES</b>	<b>'17 BUDGET</b>	<b>'17 EXP</b>	<b>% EXP</b>
ATHLETIC COMMISSION	\$137,206	\$105,548	76.93%
BOILER INSPECTIONS	\$2,473,512	\$855,035	34.57%
ELEVATOR INSPECTIONS	\$4,089,030	\$1,993,047	48.74%
CONTRACTOR REGISTRATION	\$2,227,341	\$708,960	31.83%
INDIRECT RESERVE FUND	\$119,053	\$17,612	14.79%
LABOR COMMISSION, MISC. RECEIPTS	\$5,354	\$0	0%
LABORSHED	\$407,596	\$407,596	100.00%
MINNESOTA ALMIS	\$93,362	\$47,763	51.16%
PENALTY AND INTEREST	\$15,729,835	\$4,243,580	26.98%
ECONOMIC DEVELOPMENT OUTCOMES	\$55,000	\$73,146	132.99%
REVOLVING ACCOUNT INTEREST	\$557,000	\$0	0.00%
LABOR MARKET INFO, MISC RECEIPTS	\$7,229	\$7,229	100.00%
UPJOHN	\$17,857	\$11,401	63.84%
FUTURE READY IOWA	\$100,000	\$45,231	45.23%
TICKET TO WORK	\$1,311,493	\$483,770	36.89%
WORKERS' COMPENSATION, COPYING	\$710,724	\$710,724	100.00%
<hr/>			
<b>TOTAL OF ALL SOURCES</b>	<b>\$265,880,551</b>	<b>\$112,055,607</b>	<b>42.15%</b>

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

# IOWAWORKS OFFICE LOCATIONS

## Region 1

Serving Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek counties

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

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

## Region 2

Serving Cerro Gordo, Floyd, Franklin, Hancock, Mitchell, Winnebago and Worth counties

**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

## Region 3/4

Serving Buena Vista, Clay, Dickinson, Emmet, Kossuth, Lyon, O'Brien, Osceola, Palo Alto and Sioux counties

**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

## Region 5

Serving Calhoun, Hamilton, Humboldt, Pocahontas, Webster and Wright counties

**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

**Webster City IowaWORKS Center**  
Hours: Monday & Thursday, 8:30 a.m. to 4 p.m.  
Tuesday, Wednesday and Friday Closed  
403 Elm Street  
Webster City, IA 50595  
Phone: 515-832-5261  
Fax: 515-832-3562  
Email: Region5.Web@iwd.iowa.gov

## Region 6

Serving Hardin, Marshall, Poweshiek and Tama counties

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

## Region 7

Serving Black Hawk, Bremer, Buchanan, Butler and Grundy counties

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

## Region 8

Serving Audubon, Carroll, Crawford, Greene, Guthrie and Sac counties

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

**Denison IowaWORKS Center**  
Hours: Monday & Thursday, 8 a.m.-Noon & 1-4:30 p.m.  
Location: Western Iowa Tech Community College  
11 N. 35th St., Denison, IA 51442  
Phone: 712-267-3654  
Email: Region8.Web@iwd.iowa.gov

## Region 9

Serving Clinton, Jackson, Muscatine and Scott counties

**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

## Region 10

Serving Benton, Linn, Jones, Iowa, Johnson, Cedar and Washington counties

**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

**Iowa City IowaWORKS Center**  
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

## Region 11

Serving Boone, Dallas, Jasper, Madison, Marion, Polk, Story and Warren counties

**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

## Region 12

Serving Cherokee, Ida, Monona, Plymouth and Woodbury counties

**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

## Region 13

Serving Cass, Fremont, Harrison, Mills, Page, Pottawattamie and Shelby counties

**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

## Region 14

Serving Adair, Adams, Clarke, Decatur, Montgomery, Ringgold, Taylor and Union counties

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

## Region 15

Serving Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello and Wayne counties

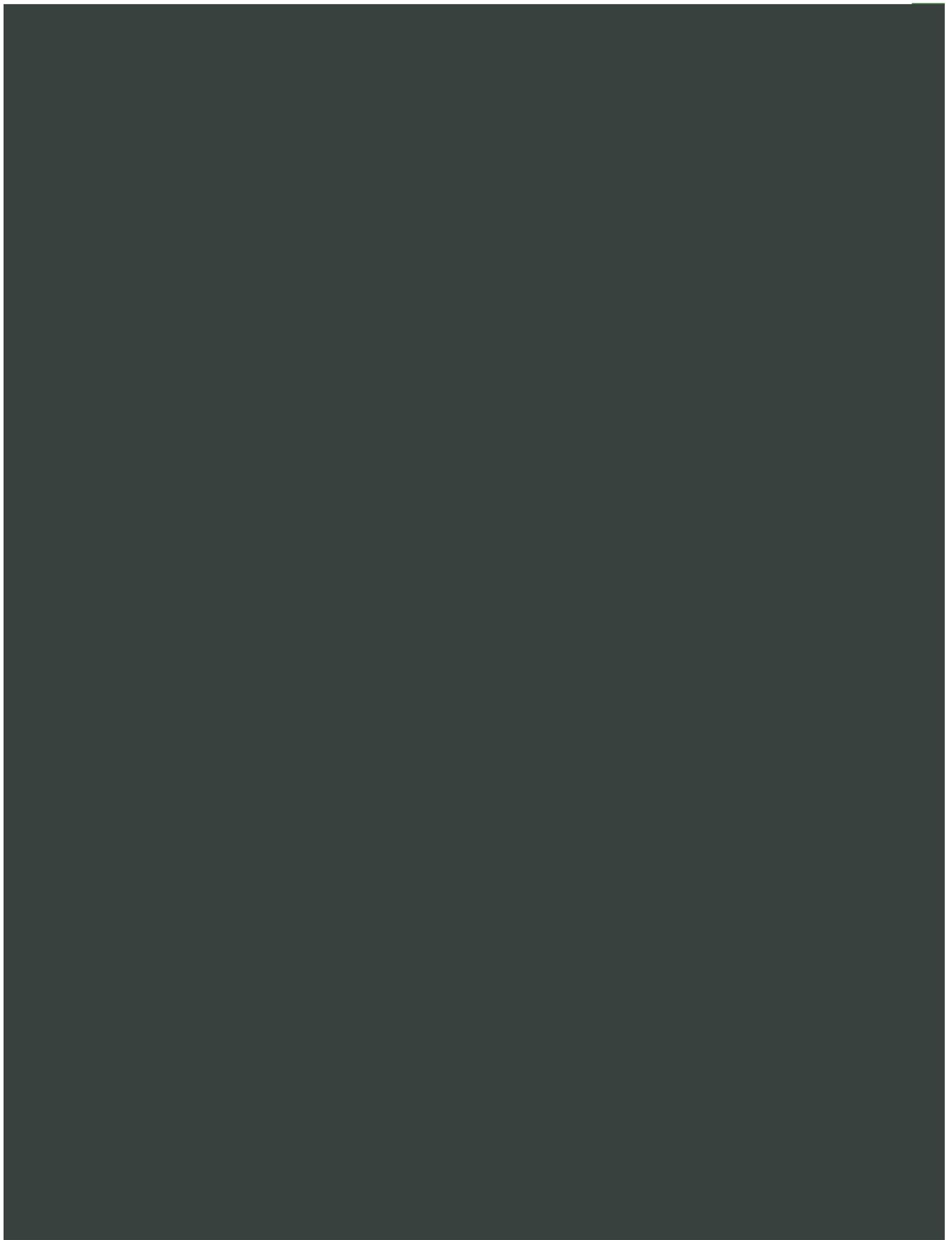
**Ottumwa IowaWORKS Center**  
Location: 15260 Truman Street, IHCC North Campus  
Ottumwa, IA 52501  
Phone: 641-684-5401  
Fax: 641-684-4351  
Email: Region15.Web@iwd.iowa.gov

## Region 16

Serving Des Moines, Henry, Lee and Louisa counties

**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

**Fort Madison IowaWORKS Center**  
Hours: 8:30 a.m. to 12:30 p.m. & 1:30 to 4:30 p.m.  
933 Avenue H  
Fort Madison, IA 52627  
Phone: 319-372-4412  
Fax: 319-372-5008





## **IWD Administrative Office**

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

### **Unemployment Insurance Customer Service**

Hours (excluding state holidays)  
Monday through Friday, 8:00 a.m. – 4:30 p.m.

### **Benefits**

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

### **Tax**

Phone: 888-848-7442

### **IowaWORKS Offices**

Hours (as follows, unless otherwise indicated on following pages)  
Monday, Tuesday, Thursday Friday: 8:30 a.m. – 4:30 p.m.  
Wednesday: 9:00 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