

2023

# ANNUAL REPORT



Iowa Workforce  
Development

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

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## AGENCY OVERVIEW

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

This annual report covers IWD's service to Iowans during Fiscal Year 2023, which ended on June 30, 2023, immediately before a sweeping new alignment of Iowa's cabinet-level state agencies took effect. Information is included here for the Division of Labor and the Division of Worker's Compensation, both of which were transferred out of IWD on July 1, 2023. Data on the programs that joined IWD on July 1, including Vocational Rehabilitation Services and Adult Education and Learning, will be included in future annual reports.

Iowa Workforce Development is confident that the new alignment will help improve processes and lead us to discover many new ways of providing effective, demand-driven products and services to all Iowans seeking new careers.

### BETH TOWNSEND, EXECUTIVE DIRECTOR



Director Townsend has general supervision over the various services IWD provides to Iowans. The Director prepares, administers, and controls the budget of the agency and its divisions.

Director Townsend has been in her current position since 2015 when she was first appointed by Governor Branstad. Director Townsend was reappointed by Governor Reynolds in January 2019 and again in January 2023 and confirmed by the Iowa Senate after each respective appointment.

She previously served as the Director of the Iowa Civil Rights Commission. Director Townsend served in the United States Air Force and ultimately retired from the Air Force Reserve as a Lieutenant Colonel after 21 years of active and reserve duty.

## About This IWD Report State Fiscal Year 2023



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

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

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



# AMERICAN JOB CENTERS (IOWAWORKS)

IowaWORKS Centers located throughout the state provide services for Iowans like career exploration, resume building, mock interviews, and workshops - all the steps needed to jumpstart a new career. Services are also available virtually.



## IOWAWORKS

IowaWORKS is the collective name for Iowa's network of American Job Centers (see **page 10**), where any Iowan can access a wide range of workforce services. These services – provided both by Iowa Workforce Development and a variety of other partners as determined by a network of local boards – include a wide mix of training and job search assistance programs designed to help match Iowans with the employers who need them.

## REEMPLOYMENT CASE MANAGEMENT

One key workforce service was launched in January 2022 with an eye toward changing the focus of Iowa's unemployment system to place more urgency on reemployment. IWD's Reemployment Case Management program created a process where jobless individuals who apply for unemployment benefits are contacted the following week after filing their initial unemployment claims. Designated RCM Career Planners then contact each unemployment claimant to connect them with local job opportunities and job-seeking services. With limited exceptions, Career Planners meet regularly with each individual receiving unemployment benefits to provide job-search guidance, refer them to specific services, and ensure that they are complying with job search requirements. This process continues until reemployment.

In Fiscal Year 2023, Career Planners completed 16,210 RCM appointments and vastly shortened the time Iowans spent on unemployment. On June 30, 2022, the average duration of an Iowa unemployment claim (the time spent receiving benefits) was 11.8 weeks. One year later, after 18 months of RCM, the average claim was lasting 10.0 weeks. This is the lowest this figure has been in Iowa in more than 50 years.

In February 2023, Iowa received the 2022 Full Employment Award from the American Institute for Full Employment because of the Reemployment Case Management program. Commenting on Iowa's success, AIFE President John Courtney said then, "It's encouraging to see leading states like Iowa optimize their policies and processes and implement effective approaches to reemploy UI claimants and stabilize the economy."

### BY THE NUMBERS: FY2023

**16,210:** Total RCM Appointments

**10.0 weeks:** Average UI Claim

**1.8 weeks:** Decrease in average claim duration

## IowaWORKS.gov

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

Workshop  
services received

48,990

### REGISTERED INDIVIDUALS

Individuals registered in  
IowaWORKS for Program Year 2022  
(July 1, 2022 - June 30, 2023)

43,400

Total Newly Registered

420,510

Number of services received

#### AGE AT REGISTRATION

1,588

under the age of 19

28,202

ages 19-44

6,944

ages 45-54

6,666

ages 55 and older

### Enrolled Individuals

Title III Wagner-Peyser Employment Services,  
Title I (Adult/DW/Youth, Trade Adjustment  
Assistance)

27,227

Total Enrolled

178,710

Number of services received

376

under the age of 19

15,572

ages 19 - 44

5,420

ages 45 - 54

5,859

ages 55 and older

Veterans registered with  
IowaWORKS programs

1,734

Total registered

Statistics from PY22: July 1, 2022 – June 30, 2023

## NATIONAL CAREER READINESS CERTIFICATE

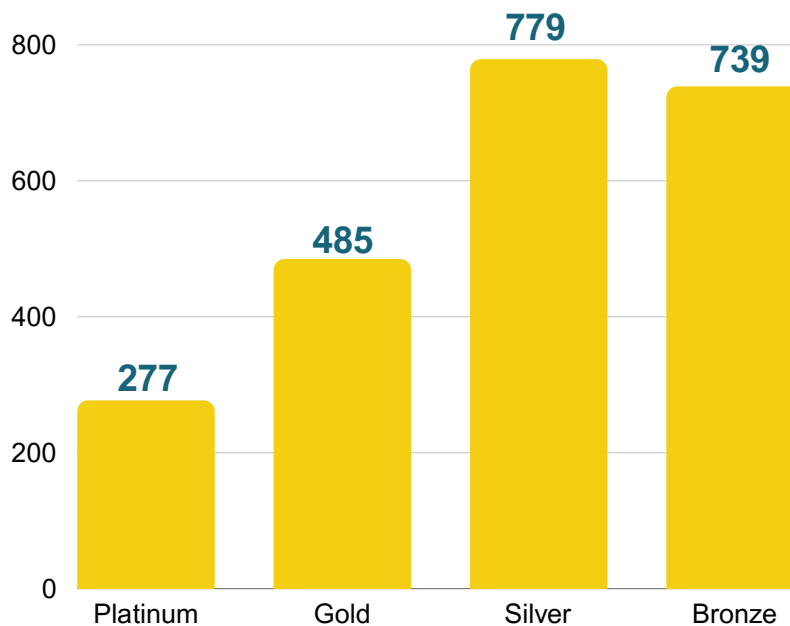
IWD continues to use ACT's National Career Readiness Certificate® (NCRC), a WorkKeys® program, throughout the statewide delivery system of IowaWORKS Centers, satellite offices and expansion offices as well as in Iowa high schools. All Iowa residents are able to take the NCRC assessments at no cost.

The NCRC assesses the comprehension level of an individual in Graphic Literacy, Workplace Documents and Applied Math. Individuals receive a platinum, gold, silver or bronze certificate-based on their level of understanding in a given area.

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

### TOTAL NCRC CERTIFICATES

In Fiscal Year 2023, 2,280 Iowans earned an NCRC. Of these certificates, there have been 277 Platinum, 485 Gold, 779 Silver and 739 Bronze. This demonstrates a critical mass of the workforce with certified skill sets in Applied Math, Workplace Documents, and Graphic Literacy.



**NCRC Level Achieved**  
State Fiscal Year 2023

## RETURNING CITIZEN INITIATIVE

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

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

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



# 331

Offenders took the National Career  
Readiness Certificate assessment



# IOWAWORKS CENTERS

## Burlington IowaWORKS Center

550 S. Gear Ave. Suite #35  
West Burlington, IA 52655  
Phone: 319-753-1674  
Fax: 319-753-5881  
Email: BurlingtonIowaWORKS@iwd.iowa.gov

## Denison IowaWORKS Center

504 IA-39 N. Denison  
Denison, IA 51442  
Phone: 712-792-2685  
Email: DenisonIowaWORKS@iwd.iowa.gov

## Cedar Rapids IowaWORKS Center

Lindale Mall  
4444 1st Avenue NE, Suite 436  
Cedar Rapids, IA 52402  
Phone: 319-365-9474  
Fax: 319-365-9270  
Email: CedarRapidslowaWORKS@iwd.iowa.gov

## Council Bluffs IowaWORKS Center

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

## Creston IowaWORKS Center

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

## Davenport IowaWORKS Center

1801 E. Kimberly Road, Suite A  
Davenport, IA 52807  
Phone: 563-445-3200  
Fax: 563-445-3240  
E-mail: DavenportIowaWORKS@iwd.iowa.gov

## Des Moines IowaWORKS Center

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

## Dubuque IowaWORKS Center

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

## Fort Dodge IowaWORKS Center

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

## Marshalltown IowaWORKS Center

Southgate Plaza  
101 Iowa Avenue W., Suite 200  
Marshalltown, IA 50158  
Phone: 641-754-1400  
Fax: 641-754-1443  
Email: MarshalltownIowaWORKS@iwd.iowa.gov

## Mason City IowaWORKS Center

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

## Ottumwa IowaWORKS Center

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

## Sioux City IowaWORKS Center

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

## Spencer IowaWORKS Center

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

## Waterloo IowaWORKS Center

3420 University Avenue  
Waterloo, IA 50701  
Phone: 319-235-2123  
Fax: 319-235-1068  
Email: WaterlooIowaWORKS@iwd.iowa.gov

## SATELLITE OFFICES

### Decorah IowaWORKS Satellite Office

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

### Iowa City IowaWORKS Satellite Office

Eastdale Plaza  
1700 S 1st Avenue, Suite 11B  
Iowa City, IA 52240  
Phone: 319-351-1035  
Fax: 319-351-4433  
Email: IowaCityIowaWORKS@iwd.iowa.gov

### Des Moines IowaWORKS Satellite Office

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



## HOME BASE IOWA

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

## HOME BASE IOWA

Home Base Iowa (HBI) is Iowa's premier veteran initiative focused on connecting Iowa businesses to skilled veterans, current and transitioning service members, and spouses looking for career opportunities. FY 2023 marked a new beginning for Home Base Iowa through an internal reorganization of veteran services within IWD. The creation and launch of the IowaWORKS for Veterans portal ([iowaworksforveterans.gov](http://iowaworksforveterans.gov)) highlighted this reorganization and offers a gateway for military job seekers to find training and education resources. Additionally, it offers employers a pathway to improve their veteran recruitment and retention efforts.

As part of the broader IowaWORKS for Veterans system, HBI is integrated with IWD's veteran services and programs maximizing its reach and impact across the state of Iowa.

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

HBI's three Focus Areas are: 1) Workforce Solutions and Growth. 2) Quality Education and Student Access and 3) Community Support. The HBI community initiative designates communities as centers of opportunity for veterans and further highlights Iowa's statewide commitment to welcoming and employing veterans, service members, and spouses.

## FY 2023 HIGHLIGHTS

- 4/7/23** Launched IowaWORKS for Veterans portal
- 120+** Surpassed 120 Total Home Base Iowa Communities
- 100+** Helped Over 100 Veterans and Spouses Find Employment

## JOBS FOR VETERANS STATE GRANT

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

For the last reporting period, IWD field offices served the following:

**758** Eligible Veterans, Transitioning Service Members and/or Spouses

**240** Campaign Veterans

**154** Veterans unemployed 27 or more weeks in the previous 12 months

The Jobs for Veterans State Grant (JVSG) provides federal funding through a formula grant to State Workforce Agencies (SWA) for hiring dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment (SBEs), as well as helping employers fill vacancies with job-seeking veterans.

The JVSG funding supports Disabled Veterans' Outreach Program (DVOP) specialist staff and Local Veterans' Employment Representative (LVER) staff. Iowa refers to DVOP staff as Veteran Career Planners.

For the JVSG program in Iowa, 2023 marked a new beginning through an internal reorganization of veteran services within IWD. The JVSG program and Home Base Iowa (HBI) program were brought together and integrated to maximize their reach and impact across the state. This new work unit is referred to as the Office of Veteran Workforce Services. This reorganization has increased our capacity, communication, and consistency in the way we deliver services to veterans, service members, and employers. The JVSG program continues to serve eligible persons as defined by Department of Labor guidance, but both programs now work more closely with one another to leverage the knowledge and skillsets of all team members.

## VETERAN CAREER PLANNERS and LOCAL VETERANS' EMPLOYMENT REPRESENTATIVES (LVERs)

Veteran Career Planners work with eligible veterans and eligible persons that have significant barriers to employment. These barriers may include service-connected disabilities, homelessness, long-term unemployment, low income as defined by WIOA, an offender as defined by WIOA, aged 18-24, or lacking a high school diploma or equivalent. There are also additional eligible populations as defined in guidance provided by the Department of Labor.

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

During this reporting period, 758 eligible participants were served by a Veteran Career Planner through the JVSG program. This was a 27.8 percent increase over the number of participants served during the previous year. Of those 758, 746 received an individualized career service from a Veteran Career Planner, giving our program an Individualized Career Service Rate of 98.4 percent. (DOL expectation is 90 percent.)

LVER staff conduct outreach to employers and business associations and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans and to encourage the hiring of disabled veterans. Most recently, Iowa has been approved as a third-party provider of the DoD SkillBridge program. LVERs will play an important role in working with interested businesses to join this program in hopes of attracting transitioning service members back to Iowa for internship opportunities.

LVERs explain and demonstrate why it is a good business decision to hire and retain veterans. Additionally, LVERs play a big role with the state's Home Base Iowa (HBI) program and help ensure IowaWORKS Business Engagement team members are properly trained to provide information to employers about veteran hiring initiatives. LVERs are located throughout the state in such a way as to maximize their effectiveness and collaboration with those Business Engagement teams and to serve our business customers.

During this reporting period, LVERs recorded 3,518 services to a total of 829 employers.

# WORKFORCE SERVICES DIVISION

The mission of the Workforce Services Division is to promote an effective workforce system in Iowa and support its stakeholders through policy development and implementation, oversight and monitoring, and technical assistance of federal and state workforce programs.





## WORKFORCE SERVICES DIVISION (WFS)

The Workforce Services Division has undergone a significant transformation over the last year. The alignment of workforce programming at IWD brings several new programs under the administration of the WFS Division, including the WIOA Title II Adult Education and Literacy programs, the Senior Community Service Employment Program, the entirety of the PROMISE JOBS program, and, coming in State Fiscal Year 2024, the Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) Intermediary network. In addition, the WFS Division added a Grants Bureau to facilitate grant funds at IWD, both with IWD as the Grantor and Grantee. In addition to the funding opportunities made available through Future Ready Iowa (Child Care Business Incentive, \$443,234; Summer Youth Program, \$379,000), the IWD Grants team helped administer the following funding opportunities in 2022 and 2023:

Grant	Total Funding Amount	Funding Source
'22/'23 Central Iowa Jobs Training	\$100,000	State
'23 15B Registered Apprenticeship (RA)	\$3,000,000	State
'23 15C RA	\$760,000	State
Health Careers 1.0 RA	\$3,443,362	Federal – ARPA
Health Careers 2.0 RA	\$13,814,484	Federal – ARPA
State Intermediary Network	\$1,500,000	State
Teacher/Para Education RA	\$46,556,645	Federal - ARPA
Entry Level Driver Training (ELDT)	\$2,937,177	Federal - ARPA
English Language Learners	\$364,619	Federal - ARPA

## **WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

The oversight and compliance of the WIOA Title I and Title III programs continued to grow and improve in 2022 through the hard work and dedication of the Workforce Services (WFS) WIOA team. The WFS team continues to provide policy, technical assistance and training, and monitoring for all Local Workforce Development Areas in Iowa to ensure the effective delivery of services to both job seeker and employer customers of the state and local workforce systems.

The WFS Division continues to accomplish many “firsts” in Iowa under WIOA, including the development and publishing of the Memorandum of Understanding/Infrastructure Funding Agreement policy and procedure; this policy is required under WIOA and outlines how core and required partners will provide services within their local workforce delivery system, and ensures all partners are contributing to the IowaWORKS center costs.

All Local Workforce Development Boards (LWDBs) are required to execute MOU/IFAs by July 1, 2024. Comprehensive on-site monitoring of all local areas was completed and continues to be refined to provide timely and valuable feedback to the LWDBs. Looking forward, fiscal monitoring will be integrated with program monitoring for Program Year 2023.

The WFS team continues to provide outstanding technical assistance and training to system stakeholders and partners, providing bi-weekly training meetings throughout 2022. Additionally, the WFS team continues to support the Iowa State Workforce Development Board (SWDB) established under WIOA, by providing technical assistance and staffing support to the reinvigorated committees of the SWDB.

Pursuant to Senate File 514, signed into law by Governor Reynolds on April 4, 2023, the administration of the WIOA Title II Adult Education and Family Literacy program transitioned to Iowa Workforce Development from Iowa Department of Education on July 1, 2023. In early 2023, the IWD Workforce Services team began working closely with the Adult Education team at the Iowa Department of Education to ensure a seamless transition of program administration and services. The teams’ hard work has paved the way to continue providing outstanding adult education and literacy services to Iowans, allowing adults to acquire the basic skills they need to be productive workers, family members, and citizens, including reading, writing, math, and English language skills. Looking forward, the WFS team is focused on expanding the availability of adult education and literacy services across Iowa, including increasing the use of Integrated Education and Training (IET) programs with employers, and ensuring services are aligned and integrated with all workforce programming.

## **PROMISE JOBS**

PROMISE JOBS, “Promoting Independence and Self-Sufficiency through Employment, Job Opportunities and Basic Skills,” provides case management, employment, education, training, and supportive services to recipients of the Family Investment Program (FIP), Iowa’s cash assistance program under the Temporary Assistance for Needy Families (TANF) block grant.

IWD provides PROMISE JOBS services on behalf of the Iowa Department of Health and Human Services (HHS); families are co-enrolled into other programs offered through the AJCs, as appropriate.

PROMISE JOBS case managers, co-located in IowaWORKS Centers, served an average of 3,013 PROMISE JOBS families each month. IWD continues to work with two other state agencies, HHS and the Department of Human Rights, on the Two-Generation Initiative, geared toward providing a whole-family approach to public services. IWD and PROMISE JOBS also continue working in the new data management system in conjunction with HHS to enhance performance reporting and overall better serve PROMISE JOBS families.

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

As a top-20 significant state, Iowa has seen improvement in the provision of Migrant and Seasonal Farm Worker (MSFW) services during this program year; a likely contributor being pandemic recovery. During PY22, 10 offices were designated as significant offices to include: Iowa City, Burlington, Waterloo, Marshalltown, Council Bluffs, Davenport, Spencer, Denison, Des Moines, and Fort Dodge. Peak season comes in July in Iowa with the arrival of migrant workers and H2A workers, mainly from Texas, Georgia, South Africa, and Mexico, however some come from Central and South America and Ukraine.

During PY22, 15,417 MSFWs were offered services through outreach, with 591 MSFWs becoming enrolled as participants and received individualized career services, providing services to two times as many MSFWs as the previous year. In situations where the MSFWs were unable to visit an IowaWORKS Center, outreach workers provided services offsite. This enabled MSFWs to access necessary services in a way that was most appropriate for their circumstances. Outreach workers continue to be the primary points of contact for all scheduling events, such as registrations, presentations, logging complaints, and secondary needs.

Additionally, outreach workers focused on building relationships with agricultural employers and MSFWs. These workers spent time marketing the Agricultural Recruitment System (ARS) and in PY22, secured ten ARS job orders requesting 150 workers in total. Iowa's outreach workers were able to recruit 58 workers domestically without the need of the employer moving to H-2A workers. Outreach workers stay in contact with farm workers throughout the year, answering questions about ARS and helping them understand the benefits and processes associated. Iowa is actively promoting the ARS system in hopes to increase participation in ARS as a business strategy that also protects the interests of Iowa farm workers.

## **FOREIGN LABOR CERTIFICATION**

The H-2A program allows agricultural employers, who anticipate a shortage of domestic workers, to bring nonimmigrant, foreign workers into the U.S. to perform agricultural work of a temporary or seasonal nature. In PY22, Iowa's agricultural employers submitted 505 job orders. All these job orders were posted for U.S. domestic workers but not filled by domestic workers, resulting in the hiring of foreign labor.

PY22 showed the continual struggle for Iowa's farmers to fill their workforce with local workers, likely due to an extremely low unemployment rate. Iowa's high-demand areas for the H-2A program during PY22 were construction on farms and work in the fields during the de-tasseling and harvest seasons. In PY22, Iowa continued to utilize a contracted agency to conduct H-2A housing inspections. This agency received training on conducting inspections for the SWA and submitted all required documents for the inspections. There was a total of 761 housing inspections completed in PY22 by the contracted agency and IWD staff. Total worker capacity for all inspections was 5,485.

The H-2B temporary non-agricultural program permits eligible employers to hire nonimmigrant workers to temporarily come to the U.S. and perform non-agricultural work, based on the employer's temporary need. The demand for temporary workers has increased annually over the past few years. Due to this increased demand and workload, Iowa Workforce Development will be hiring an additional full-time dedicated Foreign Labor Certification workforce advisor. With this staffing change, the SWA will be better positioned to complete the extra duties associated with the trending increase.

## **TRADE ADJUSTMENT ASSISTANCE ACT**

The Trade Adjustment Assistance (TAA or Trade) Act is a federally funded reemployment program providing specialized benefits and services to workers who have experienced layoff as a result, either direct or indirect, of foreign trade. Benefits available to eligible participants include fully funded assistance up to 2½ years towards post-secondary education, up to 2 years of on-the-job training, job search and relocation allowances for eligible activities outside the workers' commuting area, and wage subsidies for workers aged 50 or older.

Through case management and access to career planning, TAA participants upgrade their knowledge and experience to enhance their marketability in today's labor force and attain suitable reemployment after a trade-affected layoff. This is achieved through various methods such as evaluations, assessments, workshops, training, and more to support the career-pathway goals of impacted workers. Outcomes are most successful when a TAA participant is co-enrolled in a partner program like Title I Dislocated Worker or Adult programs, which allows eligible workers to receive additional supportive services while enrolled in TAA.

On July 1, 2022, Federal TAA Termination provisions took effect. Under termination, the Department of Labor cannot conduct new investigations or issue certifications of eligibility for new groups of workers. However, workers who were separated or threatened and covered under petitions certified on or before June 30, 2022, may still receive benefits and services. Currently enrolled participants continue with their training uninterrupted, and eligible participants can apply for TAA benefits and services as usual. The only TAA benefit affected by termination is the RTAA/ATAA wage subsidy for older workers which is now disallowed. RTAA/ATAA applications are still being accepted but cannot be approved. An expected decrease happened amongst the entire program in PY22 due to termination provisions. Six petition submissions were filed to the U.S. Department of Labor in PY22, compared to 14 in PY21.

TAA had 55 new enrollments for PY22 compared to PY21, which had 155. PY22 also saw a decrease in new training enrollments, with 51 new participants enrolling in TAA training compared to 99 in PY21. Additionally, a robust job market throughout most of the state offered ample reemployment opportunities to many Trade-affected workers.

Looking forward to PY23, the Trade team is committed to ensuring TAA participants receive all available services in their journey to reemployment. The WFS Trade team continues to explore creative ways to generate new enrollments, including partnering with the RESEA program by cross referencing certified Trade eligible worker lists.

## **WORK OPPORTUNITY TAX CREDIT**

The Work Opportunity Tax Credit (WOTC) program is a federal tax credit available to Iowa employers who hire and retain veterans and individuals from other target groups with barriers to employment. During Federal Fiscal Year 2023 (October 1, 2022, through September 30, 2023), IWD certified 15,923 applications. Target groups with the highest number of certifications included: Supplemental Nutrition Assistance Program (SNAP) (7,235), Designated Community Resident (4,283) and Ex-Felon (1,731).

After being awarded a Federal WOTC Backlog Funding Grant for Federal Fiscal Year 2022, IWD eliminated its backlog of WOTC applications. IWD is now processing applications within 30 days of receipt. During Federal Fiscal Year 2023, IWD was able to implement and refine two interfaces for application processing. This has greatly reduced the time staff spends manually processing applications, creating even more efficiency in processing.

## **SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM**

The Senior Community Service Employment Program (SCSEP) is a community service and work-based training program for older Americans. SCSEP participants gain work experience in a variety of community service activities at non-profits and public facilities, called host sites. Participants work an average of 20 hours per week and are paid the highest of federal, state, or local minimum wage. This training serves as a bridge to unsubsidized employment opportunities.

Beginning January 3, 2023, Iowa's state SCSEP grant transitioned from the Iowa Department on Aging to Iowa Workforce Development. This has strengthened participants' connection to employment assistance from the IowaWORKS field offices. Participants take advantage of workshops hosted by IowaWORKS as part of their pre-employment training hours. During PY22, 105 participant slots were allocated to the state grant. For PY23, 106 participant slots have been allocated. On average, full enrollment has been maintained.



# BUSINESS ENGAGEMENT DIVISION

The Business Engagement Division is designed as a “one-stop shop” to help employers with individualized assistance and address workforce needs.





# BUSINESS ENGAGEMENT

*Iowa's one-stop shop for employers*

## OVERVIEW

In January 2022, Governor Reynolds announced the creation of a new Business Engagement Division within IWD designed to serve as a “one-stop shop” to provide individualized assistance to employers. IWD launched the Business Engagement Division on September 1, 2022, with the goal of making it much, much easier for employers navigate a landscape of workforce-related programs that at that time spanned 10+ Iowa agencies. To make this happen, the division also provides centralized oversight and training for IWD staff providing outreach services to employers across the state.

## LEADERSHIP WITHIN BUSINESS ENGAGEMENT IS RESPONSIBLE FOR:

- Supervision and Administration of Business Engagement Consultants and the programs within Business Engagement Division.
- Providing data-informed training and value-added strategy to employers in line with Iowa’s growth industries.
- Providing a central Point of Contact (POC) within IWD for local economic developers and employer-facing partnerships.
- Dedicated and ongoing collaboration with the Local Workforce Development Boards (LWDBs), Sector Partnerships, and Intermediary Networks.
- Strategy Development for State Apprenticeship Agency and Disability Engagement Bureau.

## BUSINESS ENGAGEMENT CONSULTANTS (BECs)

The Business Engagement Division employs a team of Business Engagement Consultants working throughout the state to proactively serve employers at the speed of business. Regionally located, the BECs provide guidance, resources, and responsive workforce solutions to meet the needs of Iowa’s growing economy. This consultative approach to serving employers involves:

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

## PROACTIVE OUTREACH

Originally launched on September 1, 2022, the Business Engagement Division is built around a mission of helping employers navigate the landscape of work-related programs. In calendar 2023, this is expected to culminate in more than 5,000 engagements with Iowa employers, including 2,500 employers that did not previously have a relationship with Iowa Workforce Development.

Further, in support of the Vision of WIOA to increase the prosperity of workers and employers, the division has been actively working to optimize the connections between Job Seekers and Employers – especially those targeted for assistance through previous legislation, such as veterans, people with a disability, and citizens returning from the justice system.

Other significant efforts within the Business Engagement Division include:

## DISABILITY ENGAGEMENT BUREAU

Across the United States, an estimated 1 in 5 individuals experience a disability. Under the U.S. Workforce Innovation and Opportunity Act (WIOA), greater inclusion of people with a disability has become an imperative under the law. To demonstrate a commitment to its own mission to “serve all Iowans,” Iowa Workforce Development (IWD) in 2022 created a “Disability Engagement Bureau” under its Division of Business Engagement. In 2022, the national unemployment rate for people with a disability was 7.6 percent vs 3.5 percent for those without a disability. In addition, only 21 percent of people with a disability reported any type of employment, compared to more than 65 percent of people without a disability.

IWD’s Disability Engagement Bureau engages with businesses across the state to determine customer needs and ensure effective delivery of workforce training and education programs that lead to competitive, integrated employment.

In 2023, IWD and its partners participated in a two-week training program called WINDMILLS to better support work with employers, industry trade groups, and associations statewide to increase capacity for full inclusion of people with disability into the larger workforce. The WINDMILLS curriculum is designed to empower and equip workforce professionals, human resource staff, managers, and supervisors to become more efficient and effective in assisting individuals with disabilities move to high quality and self-sufficient employment. This initiative has resulted in the formation of a WINDMILLS Training Committee at IWD which will guide ongoing disability inclusion activities both within the agency and to external partners, including employers.

## REGISTERED APPRENTICESHIP PROGRAMS

Iowa Workforce Development has worked strategically and relentlessly for years to grow Registered Apprenticeship (RA) programs throughout the state. IWD coordinates with the U.S. DOL/Office of Apprenticeship (U.S. DOL/OA) toward this end and is working with the appropriate agencies to spark new apprenticeship innovation in Iowa by creating a state Office of Apprenticeship.

An employer-driven model, Registered Apprenticeships benefit both workers and employers. Employers create a pipeline of workers trained to meet the specific needs of their industries and worksites, thus leading to increased productivity and a stronger bottom line. Apprentices benefit by increasing their skills without taking on the cost of education. Registered Apprenticeship training is an “earn while you learn” model in that an apprentice receives a paycheck while learning on the job and in the classroom, freeing him or her from the difficult choice of pursuing additional education or providing for themselves in the short term.

Iowa currently has more than 950 Registered Apprenticeship programs in advanced manufacturing, energy, health care, hospitality, construction, transportation, information technology and other fields, and the number of Registered Apprenticeship programs in Iowa is rising. Iowa currently has more than 70 high schools with students participating in apprenticeship programs.

Because apprenticeships are directly linked to private-sector demand, workers who participate in the programs are prepared with in-demand skills that can lead to significant increases in lifetime earnings. Per the DOL, the post-apprenticeship employment rate is more than 93 percent. The average starting salary in Iowa for apprentices after finishing Registered Apprenticeship programs is \$77,000 per year.

Registered Apprenticeships	Federal Fiscal Year 2022	Federal Fiscal Year 2023
New Programs	163	169
Active Programs	890	957
New High School Programs	16	10
IWD Create Programs	38	63
Employers Engaged	1,988	2,136
Total Apprentices	9,731	9,954
Total HS Apprentices	204	293
Total New Apprentices	5,402	5,947
Certificates Awarded	1870	1946

Data from the U.S. Department of Labor/Office of Apprenticeship shows Iowa registered 5,947 new apprentices and 169 new programs during the Federal Fiscal Year ending September 30, 2023. During the same period, Iowa also reached a record level of 9,954 active apprentices. The state has expanded RA programs in health care, information technology, and advanced manufacturing along with increasing the traditional RA occupations within the skilled trades. Iowa's leadership also sparked the creation of new apprenticeships in health care, education (teacher/paraeducator), and other non-traditional occupations.

Growth can be attributed to outreach efforts led by Governor Reynolds' office to grow high school RA programs. Iowa will continue to utilize RA to fast-track careers and engage students in opportunities that lead to careers in high demand fields. In addition, Iowa will expand high-quality work-based learning experiences to provide exposure to high-demand fields and careers, creating pathways for all students-- particularly for traditionally underrepresented students. IWD leverages several federal funding sources and grants including SAE, SAEF to support growth for the apprenticeship ecosystem in Iowa.

### **IOWA OFFICE OF APPRENTICESHIP**

In 2023, the Iowa Legislature passed and Governor Reynolds signed SF 318, a bill to create the Iowa Office of Apprenticeship, a State Apprenticeship Agency (SAA). The transition is designed to help keep our state's workforce competitive, responsive, and innovative by doing the following:

- Creating more efficient ways for Iowans to obtain portable and transferable credentials linked to fast-growing and high-demand careers.
- Creating more opportunities for in-school youth through apprenticeships and credential attainment.
- Creating multiple points of entry into the workforce for adults who require competency-based credentials to work or upskill in their careers.

IWD remains a committed partner of the RA ecosystem in Iowa and will continue to work diligently towards establishing Iowa's State Apprenticeship Agency. Under federal law, the U.S. Department of Labor is responsible for registering new RA programs, providing oversight, and monitoring compliance of RA programs. The federal department has not yet approved transitioning those roles to the state office.

### **IOWA APPRENTICESHIP ACT TRAINING PROGRAM (15B) AND REGISTERED APPRENTICESHIP DEVELOPMENT FUND (15C)**

In October 2021, IWD took over administration of the Iowa Apprenticeship Act Funding Program (15B) as well as Registered Apprenticeship Development Fund (15C), both previously administered by Iowa Economic Development Authority. By aligning RA efforts and related funding under IWD, sponsors, apprentices, interested businesses, high schools and have direct access to one centralized resource for RA-related information and expertise.

The 15B program was created to increase the number of skilled registered apprentices in Iowa by providing training grants to eligible apprenticeship programs. The program currently is administered in coordination with the United States Department of Labor (DOL) / Office of Apprenticeship (OA).



15B Awards	FY 22	FY 23
Grant Recipients	57	64
Registered Apprentices	5,891	5,162
Funds Awarded	\$2.94M	\$2.94M

A worker who graduates from a Registered Apprenticeship program receives a national, industry-recognized, portable credential that provides a guarantee to employers that the graduate is fully qualified to do the job. An apprenticeship program registered with U.S. DOL/OA is referred to as a “sponsor.” Sponsors include both union and non-union programs. A “lead sponsor” is an organization representing a group of Registered Apprenticeship sponsors. During Fiscal Year 2023, a total of \$2.94 million was allocated to 64 eligible sponsors and lead sponsors representing 5,162 Registered Apprentices. Combined, these applicants represent nearly 589,100 contact hours.

15C Awards	FY 22	FY 23
Grant Recipients	31	30
Businesses Participating	27	26
Funds Awarded	\$667,517	\$459,011

**The Iowa Registered Apprenticeship Development Fund (15C)** was established to provide annual grants for small- to mid-sized Registered Apprenticeship sponsors who are establishing an RA program in a high-demand occupation. The 15C program supports the growth of Registered Apprenticeship programs in these occupations. Competitive grants are available for Registered Apprenticeship programs that create a new program with an eligible high-demand occupation or add an eligible high-demand occupation to their existing program. During Fiscal Year 2023, 15C grants totaling \$459,011 were awarded to 26 participating businesses.

## FUTURE READY IOWA

The Future Ready Iowa Initiative set the tone for many other initiatives to improve the Iowa labor force with its 2018 goal that 70 percent of Iowa’s workforce have post-secondary education, training, or a credential of value by 2025.

Future Ready Iowa programs continue to help Iowans achieve a higher standing in today’s knowledge-based economy. Results from the 2022 Statewide Laborshed Survey found that 61.6 percent of Iowans have now completed education and training beyond high school, while 71.8 percent of Iowans have received a certificate and/or attended some post-secondary training that, according to them, added value to their career path.

### LAST DOLLAR SCHOLARSHIP

The scholarship, created as part of the Future Ready Iowa Act in 2018, pays the cost of tuition up to an associate’s degree for training in high-demand occupations at any community college. A total of 9,895 Iowans received a total of \$29,177,867 in scholarships in FY2023, with an average award of \$2,949.

The Iowa Legislature has appropriated \$23,927,005 for FY2024. At the same time, legislators also introduced an Expected Family Contribution (EFC), a financial need metric derived from the Free Application for Federal Student Aid (FAFSA). Any student applying for funding in FY2024 must have an EFC at or below \$20,000 to receive an LDS award with level funding appropriated.

Use of the Last Dollar Scholarship continues to grow. Between FY2022 and FY2023, the number of program participants grew by more than 27 percent, from 7,764 to 9,895. The highest-demand occupation during this time was associate degree-nursing, which had 1,619 participants, followed by licensed practical nurse/vocational nurse with 679.

### Top 10 LDS Programs

- Association Degree Nursing
- Licensed Practical/Vocational Nurse Training
- Computer Programming, Specific Applications
- Automotive Technology (AA)
- Medical Assistant
- Welding Technology/Welder
- Radiologic Technologies/Science - Radiographer
- Diesel Truck Technology (AA)
- Transportation Storage and Distribution Managers
- Heating, Air Conditioning, Ventilation and Refrigeration  
Maintenance Technology/Technician

## SECTOR PARTNERSHIPS AND IOWA INTERMEDIARY WORK-BASED LEARNING NETWORK

As a part of state government realignment, in the fall of 2022, administration of Iowa's Business Sector Partnerships and the Iowa Intermediary Work-Based Learning Network moved from the Iowa Department of Education to Iowa Workforce Development. Many of the broader goals, initiatives, and priorities connected to these programs align with programs and goals within IWD.

### SECTOR PARTNERSHIPS

In 2023, IWD met with and surveyed the Sector Partnerships in Iowa and confirmed the existence of 29 active Sector Partnerships and 13 paused sector partnerships. In some instances, several sector partnerships were being coordinated by one agency, with a total of nine agencies across the state in coordinating roles. Iowa Workforce Development is working toward transitioning sector board work to Local Workforce Development Boards in regions with capacity and to build capacity in areas where it is needed.

To do this in the most effective way possible, IWD is working with a national consulting organization, The Center for Workforce Excellence, to accomplish the following outcomes:

- Outline a Sector Partnership model that can be replicated regardless of industry, resources available and location in the state. This will include the roles and activities of key stakeholders.
- Deliver training to establish best practices and strategies to facilitate sector partnership meetings and record decisions and action items to advance priorities.
- Identify appropriate staffing required for sustainability, including positions and responsibilities.
- Identify public and private resources to support the sustainment of sector partnerships.
- Identify performance management measures and key performance indicators to be achieved.
- Establish reliable and efficient data sources to use which describe the economy, including current, past, and projected employment, average wages, and specialty industries.

Prior to the transition of this program to IWD, the Iowa Department of Education awarded Sector Partnership Planning Grants to five Community Colleges. An extension of this funding was provided by IWD to allow time for the transition and for awardees to coordinate efforts with the direction of state efforts in some cases. Four of the five awardees opted to accept the extension.

## **STATEWIDE INTERMEDIARY WORK-BASED LEARNING NETWORK**

The purpose of the Statewide Intermediary Work-Based Learning Network is to prepare students for the workforce by facilitating cooperation and collaboration among businesses and entities within the state system of education. This is done by offering relevant, work-based learning activities to students and teachers from all school districts in Iowa. (See Iowa Code §256.40 (2)).

Work-based learning has long been a priority for the state. This grant program was initially funded in 2014, and the work conducted helped create a strong foundation for career awareness and exploration in many schools. As the state continues to adapt and strengthen work-based learning, the intermediary program also is evolving. The Intermediary Work-Based Learning Grant program transitioned from the Iowa Department of Education to Iowa Workforce Development over the last year as part of the state's goal of aligning workforce programs. Iowa's changing work-based learning landscape includes the following aspects:

- The number of organizations focusing on work-based learning across the state is growing.
- More and more school districts are employing Work-Based Learning Coordinators and support staff to work toward the goal of comprehensive work-based learning programs.
- Iowa has a high need from employers to build and strengthen workforce pipelines.
- According to Iowa's Area Education Agencies PREP data, the number of students exiting high school without a post-secondary plan continues to grow every year while the number of students who enroll in a post-secondary training program is declining.

The focus of these grant awards in previous years has been on supporting schools and helping students gain access to career awareness, exploration, and preparation activities. The program metrics collected during FY 2023 are summarized below. In some instances, the grant funding awarded is the sole funding source of regional programming, and in other cases, the award is combined with multiple other funding sources to support regional activities.

Activity	Participants FY 2023
<b>Career Awareness</b> (classroom speakers, informational interviews, career immersion events)	31,569
<b>Career Exploration</b> (Career events, worksite exploratory events, job shadows)	24,775
<b>Career Preparation</b> (Mock interviews, professional skills activities)	13,764
<b>Internship Connections</b>	582
<b>Educator Professional Development</b>	2,285
<b>Educator in the Workplace</b> (teacher externship experience)	83
<b>Business Partnerships</b>	2,935

The 2023 **Statewide Intermediary Work-Based Learning Grant program** changed the award focus and prioritized the development of work-based learning training programs (programs that develop career skills) including internship, pre-apprenticeship and registered apprenticeship programs, assessing current status and identifying needs and increasing partnership among committed organizations. The program is highlighting a focus on building capacity for high school programs.

The Statewide Intermediary Work-Based Learning Grants were awarded in June 2023 and are funding programs that give students one-on-one contact with potential employers and help them make informed decisions about postsecondary education and careers. Based on grants awarded, these efforts will support more than 450 technical assistance meetings between schools and employers across the state with the goal of creating a minimum of 50 new internship programs and 47 new registered apprenticeship or pre-apprenticeship programs.

## EMPLOYER WORKFORCE PROGRAMS

Alongside apprenticeships, Iowa Workforce Development also has been charged by the Iowa Legislature with coordinating five programs that provide additional customized training to Iowa business and industry:

### STEM INTERNSHIP PROGRAM

The purpose of the STEM internship program is to assist in placing Iowa students studying in the fields of science, technology, engineering and mathematics into internships that lead to permanent positions with Iowa employers. The intern must participate in a substantive experience in an area closely related to the student's STEM field. In FY 2023:

- 28 Iowa companies were awarded STEM grants.
- 262 Iowa college students were offered internship positions.

### IOWA STUDENT INTERNSHIP PROGRAM

The Iowa Student Internship Program provides grants to small and medium-sized Iowa companies in the advanced manufacturing, biosciences, and information technology industries to help support internship programs with a goal of transitioning the interns to full-time employment in Iowa upon graduation. Export internships are eligible through this program to support a company's current or prospective international efforts. In FY 2023:

- 110 Iowa companies were awarded grants.
- 280 Iowa college students were offered internship positions.

### INDUSTRIAL NEW JOBS TRAINING ACT - 260E

The 260E program is a business incentive program. It shares in the cost of training employees in new jobs created by a business expansion or startup in Iowa. An eligible business must be engaged in interstate or intrastate commerce for the purpose of manufacturing, processing, or assembling products, conducting research and development, or providing services in interstate commerce. Retail, health, and professional services businesses are excluded. Businesses that substantially reduce operations in one area of the state and relocate substantially the same operations in another area of Iowa, as well as businesses involved in a strike, lockout, or other labor dispute in Iowa, are not eligible.

Community colleges enter into training agreements with eligible businesses to establish single or multiple projects to provide training to employees in new jobs. A final agreement executed between a community college and a business is a binding contract. To fund training, colleges borrow money from investors in the form of bond certificates. Like other bonds, revenues are pledged for repayment with interest to certificate purchasers. Certificates are repaid by capturing a portion of the State of Iowa tax dollars generated by the new jobs payroll and diverting these dollars into special funds controlled by the colleges.

Community colleges sold 26 bond certificates during Fiscal Years 2022 and 2023. Bond sales provided a total of \$89,225,000 in certificates.

These issuances are financing 182 training agreements with 164 participating businesses pledging 8,496 new jobs.

The 260E program is a key incentive for retention of existing Iowa industries and assisting new businesses that locate in Iowa. Of the current portfolio of open agreements, 88.7 percent are for expansions of existing industry and 11.3 percent for businesses that locate in Iowa.

### **IOWA JOBS TRAINING ACT - 260F**

The 260F program is an incentive program that assists Iowa-based businesses to train, develop, and upscale skills of their existing workforces to remain competitive. To be eligible for 260F assistance, a business must be engaged in interstate or intrastate commerce for the purpose of manufacturing, processing or assembling products, conducting research and development, or providing services in interstate commerce. Retail, health, and professional services businesses are not eligible, nor are businesses that substantially reduce operations in one area of the state to relocate substantially the same operations to another area of Iowa, and businesses that are involved in a strike, lockout, or other labor dispute in Iowa.

A community college may enter into a training agreement with an eligible business to establish a training project for providing program services. A training plan can be no longer than two years in length. A business can request an extension up to one additional year.

### **ACCELERATED CAREER EDUCATION PROGRAM ACT - 260G**

The Accelerated Career Education (ACE) Program was created to help develop a workforce pool of individuals skilled in the occupations most needed by Iowa businesses. It assists Iowa community colleges in expanding current training programs or establishing new programs for these occupations. To participate in 260G, a business must be engaged in interstate or intrastate commerce for the purpose of manufacturing, processing, or assembling products; construction; conducting research and development; or providing services in interstate or intrastate commerce. Retail businesses are not eligible.

Colleges with 260G agreements in place with Iowa businesses for FY 2023 are supporting 1,256 sponsored positions among 102 participating businesses.

# UNEMPLOYMENT INSURANCE DIVISION

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

- UI Benefits
- UI Tax
- UI Integrity

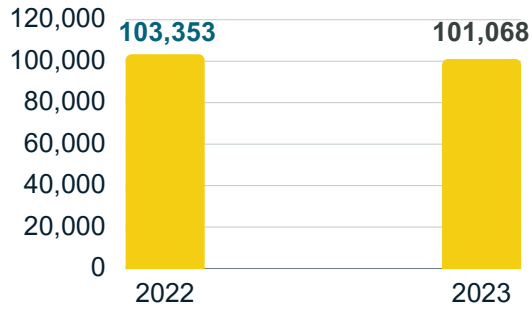
Each Bureau serves an important role in ensuring Iowa's Unemployment Benefits program is administered efficiently.



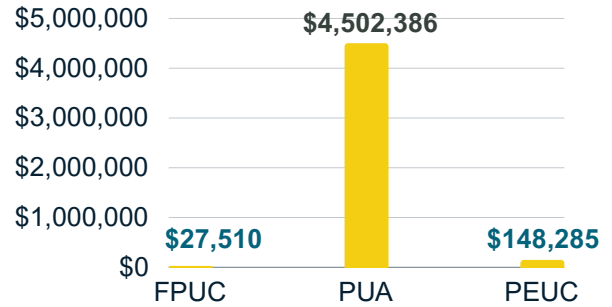


# UI BENEFITS BUREAU

**INITIAL CLAIMS FILED**  
STATE FISCAL YEAR COMPARISON  
(2022-2023)

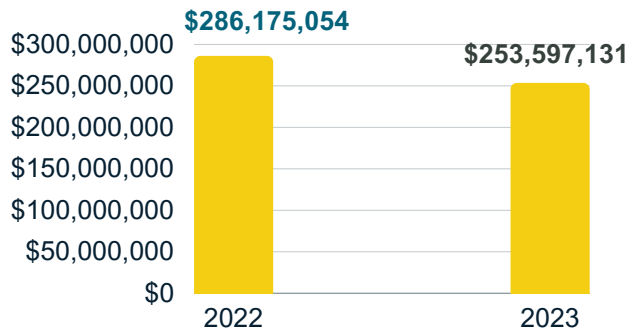


**BENEFITS PAID CARES Act Programs**  
STATE FISCAL YEAR TOTAL (2023)

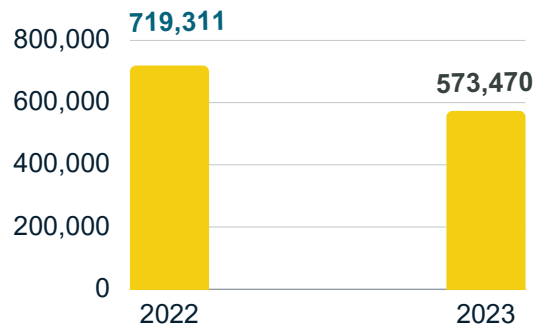


FPUC - Federal Pandemic Unemployment Compensation  
PUA - Pandemic Unemployment Assistance  
PEUC - Pandemic Emergency Unemployment Compensation

**BENEFITS PAID**  
STATE FISCAL YEAR COMPARISON  
(2022-2023)



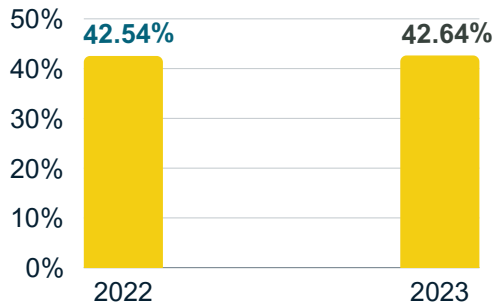
**WEEKLY CLAIMS FILED**  
STATE FISCAL YEAR COMPARISON  
(2022-2023)



# UI TAX BUREAU

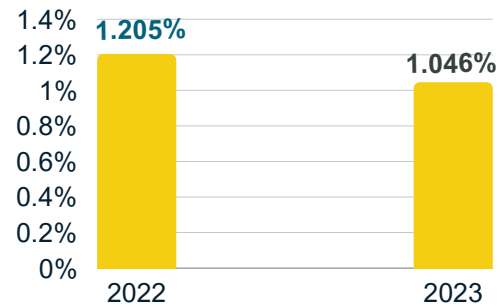
## PERCENT EMPLOYERS WITH UI TAX RATE OF 0% (DO NOT PAY TAXES)

STATE FISCAL YEAR  
COMPARISON (2022-2023)



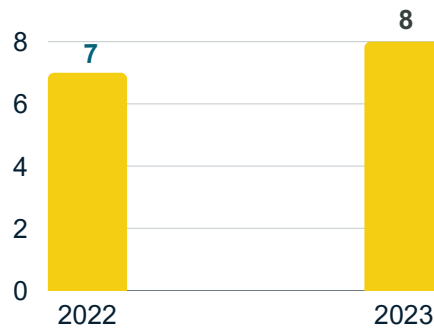
## UI TAX RATE FOR AN AVERAGE EMPLOYER

STATE FISCAL YEAR  
COMPARISON (2022-2023)



## UI TAX EMPLOYER CONTRIBUTION RATE TABLE

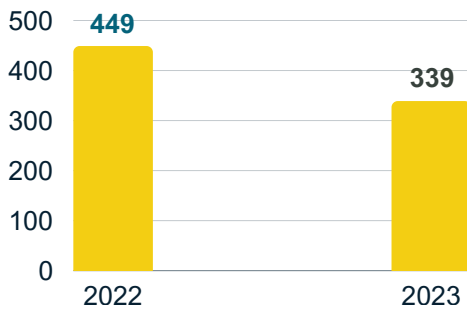
STATE FISCAL YEAR  
COMPARISON (2022-2023)



# UI TAX MISCLASSIFICATION UNIT

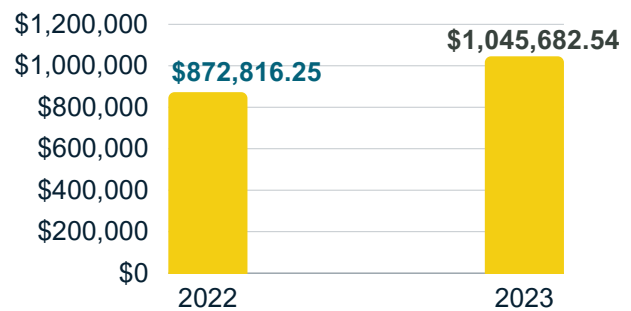
## FIELD AUDITS COMPLETED

STATE FISCAL YEAR  
COMPARISON (2022-2023)



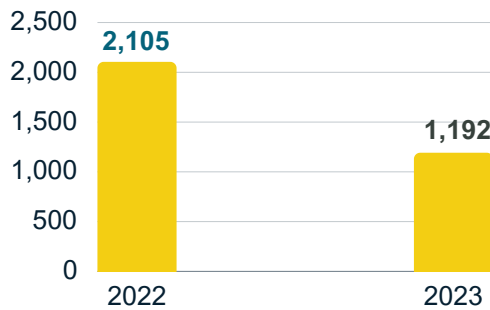
## TOTAL CONTRIBUTIONS ADDED

STATE FISCAL YEAR  
COMPARISON (2022-2023)



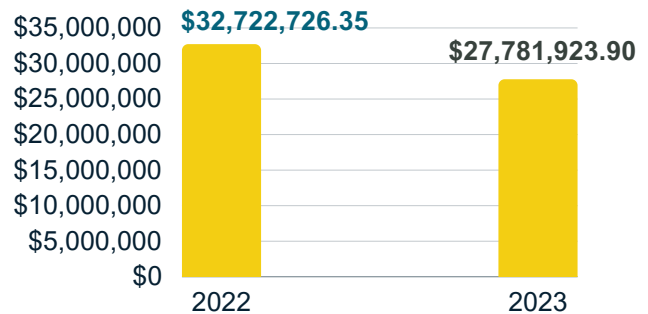
## WORKERS FOUND

STATE FISCAL YEAR  
COMPARISON (2022-2023)



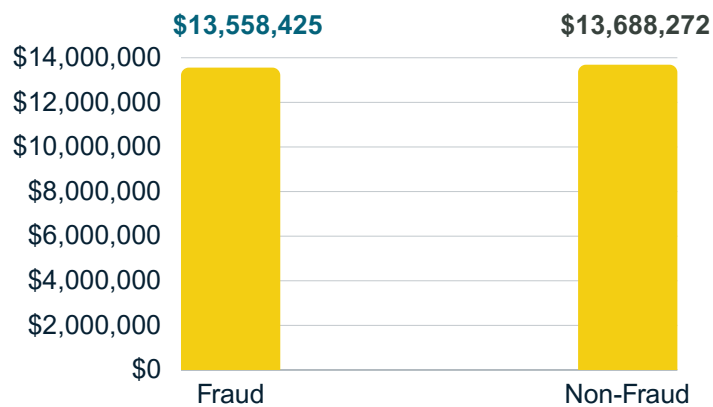
## WAGES FOUND

STATE FISCAL YEAR  
COMPARISON (2022-2023)

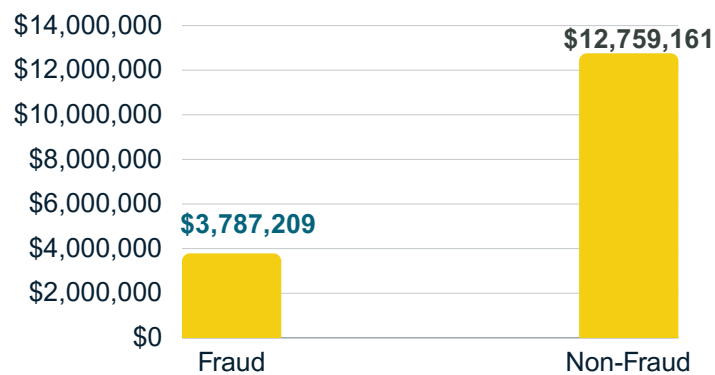


# UI INTEGRITY BUREAU FRAUD / NON-FRAUD

## OVERPAYMENT TYPE STATE FISCAL YEAR 2023



## TOTAL COLLECTED STATE FISCAL YEAR 2023



# ADMINISTRATIVE SERVICES DIVISION

The division oversees:

- Business Management Bureau
- Human Resources Bureau
- Training Bureau



## HUMAN RESOURCES BUREAU

Human Resources is responsible for all things related to employees. This includes, but is not limited to, payroll, benefits, hiring, off-boarding and personnel-related items. In State Fiscal Year 2023, IWD had approximately 700 total employees. Iowa's state government alignment (which did not become effective until July 1, 2023) meant that the number of IWD employees would change given the transition of some divisions and the additions of others, including the Vocational Rehabilitation Services Division to IWD. Moving forward, IWD is expected to have around 1,000 total employees. More information on alignment will be available in the State Fiscal Year 2024 report.

## TRAINING BUREAU

The Training Bureau personally onboards all new employees on their first day of employment. The Training Bureau creates agency-specific training that is maintained on the Learning Management System, manages LinkedIn Learning accounts for all employees, and enrolls employees in training outside of IWD. This Bureau also trains Unemployment Insurance and American Job Center employees on job-specific information.

## BUSINESS MANAGEMENT BUREAU

The Business Management Bureau is responsible for all of IWD's facilities. This includes building maintenance, lease agreements, coordination with landlords as well as DAS on related items, and establishing security and safety protocols for all locations. The Business Management Bureau is responsible for all state-issued vehicles that are under IWD. Additionally, within this Bureau is IWD Printing, which handles various printing projects for statewide distribution.

IWD's Continuity of Operations (COOP-COG) is maintained and facilitated through the Administrative Services Division. Collaboration with all Divisions occurs to ensure the agency's essential functions continue to be performed during an emergency.

# LABOR MARKET INFORMATION DIVISION

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





## LABOR MARKET INFORMATION

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

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

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

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

Laborshed Studies program completed 21 individual studies for Iowa communities and 3 regional areas. In addition, to the individual reports team members completed 88 individual and occupational labor availability reports to assist with business expansion and recruitment along with 9 custom Laborshed data requests.

The Occupational Employment & Wage Statistics program produced occupational employment estimates, wages, and salaries for 718 different occupations. Occupational reports were created for 23 different geographic areas: State, Local Workforce Development Areas, Metropolitan Statistical Areas, and non-metropolitan areas (Balance of State). LMI's Industry and Occupation Projections program produced short-term and long-term employment forecasts for 590 occupations, 92 detailed sub-sector industries for the state and at varying levels for Iowa's local workforce development areas.

The Local Area Unemployment Statistics released the monthly labor force (employed, unemployed and unemployment rate) estimates for Iowa, Iowa's counties, metros, and numerous other geographies. Iowa began the fiscal year with an unemployment rate of 2.8% in July of 2022 and end with a rate of 2.7% in June of 2023.

The Unemployment Statistics team continued to track the unemployment insurance claims, recipients, and benefits paid. FY2023 saw the lowest levels of unemployment insurance claim activity in many decades with some measures being the lowest ever recorded.

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

# INFORMATION TECHNOLOGY DIVISION

Information Technology (IT) develops, manages and maintains IWD's technology-related assets (hardware, software, etc.), policies, procedures, and systems. IT is transforming IWD's technology environment by designing and delivering modernized systems throughout the agency's entire technology environment.



## INFORMATION TECHNOLOGY BUREAUS

Iowa Workforce Development's Information Technology (IT) Division enables the agency's vision and mission through technology to better serve citizens and businesses of Iowa. IT delivers innovative workforce technology solutions and services that are easy to use, protect end users, and that are sustainable for the future. The Division is managed through three Bureaus that work together to achieve this goal.

### INFRASTRUCTURE AND OPERATIONS

The IWD Infrastructure and Operations team is the backbone of the Agency and is responsible for the technology that supports all the systems, networks, storage for IT service delivery. This includes system security, network management, data storage, cloud management, telephone systems, user access management, server management, and monitoring all assets to ensure 24/7 uptime. A key function of this Bureau is also the IT Service desk, which serves as the front line of all IT support to end users, provisions devices and provides services to support business needs.

### APPLICATION DEVELOPMENT AND DATA MANAGEMENT

The Applications and Data Management team is made up of Software Engineers, Application Support Staff, and Data Warehouse specialists who are responsible for care and maintenance of IWD's critical systems, ensuring they are kept current, up-to-date and adapt to any Federal or State changes. The team also focuses on new development and enhancements of Iowa's Unemployment Benefits and Tax systems to meet the evolving needs of customers.

### PROJECT MANAGEMENT OFFICE

The Project Management Office (PMO) consists of personnel who are skilled in project delivery, business analysis and change management. Their primary function is to lead and deliver projects and initiatives which align with business and technology needs to optimize capabilities for staff and customers. The PMO delivers technology initiatives across all divisions of IWD and partners with agency stakeholders to ensure projects align with business strategy, as well as day-to-day project management: prioritizing requests, documenting requirements, testing against specifications and overseeing implementation. Solution development ranges from in-house development to external software as a service; the EPMO team plays an integral role in managing these relationships and communicating business needs and system design requirements to all partners.

Over the past year the technology team has continued to drive systems modernization. Multiple projects are now underway to improve IWD's ability to better serve Iowans.

## COMMUNICATIONS BUREAU

The Communications Bureau is responsible for the management and distribution of all agency-wide communication. Day-to-day operations include communication with customers and the public at large, as well as internal communications support across agency divisions.

The bureau oversees all media relations and public communications, including but not limited to press releases, policy or program announcements, interviews, events, and other promotion across agency channels. The bureau also directs communication for the agency's digital presence, including its social media accounts, and manages the oversight of the agency's content on its public websites.



### AREAS OF SUPPORT INCLUDE:

#### PUBLIC COMMUNICATION

Management of press releases, announcements, and policy and program notices across agency channels.

#### MEDIA RELATIONS

Daily coordination with members of the press, including media inquiries, interviews, and promotion of IWD programs.

#### AGENCY HIGHLIGHTS AND SUCCESS STORIES

Promotion of success stories using testimonials from outcomes of agency programs, using newsletters, featured videos, and related tools.

#### CONTENT AND BRAND SUPPORT

Support of all agency materials and consistent branding throughout all programs.

#### COMMUNICATIONS LIAISON

Support of communications between external stakeholders, public officials, and the office of the Governor.

#### DRIVING THE WORKFORCE CONVERSATION

Produces and hosts the *Mission: Employable* podcast, which has now released over 170 episodes. The podcast features conversations with industry professionals about a variety of programs, resources, and training opportunities to help lowans reach their employment goals.

# IOWA DIVISION OF LABOR

The Iowa Division of Labor provides a broad range of services to the 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.



## AMUSEMENT RIDE INSPECTIONS

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.

Inspections in FY2023 = 2,418

Self Inspections in FY2023 = 209

## ATHLETIC COMMISSION

(Boxing, Mixed Martial Arts, Kickboxing & Wrestling)

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

Professional Athletic Promoter Licenses issues in FY2023 = 81

Professional Boxing Licenses issues in FY2023 = 20

## ASBESTOS PERMIT & LICENSING

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.

Licenses Issued in FY2023 = 746

Permits Issued in FY2023 = 59

Total Permits and Licenses Issued in FY2023 = 805

## BOILER INSPECTION

Division of Labor 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.

State Inspections in FY2023 = 2,463

Private Inspections in FY2023 = 17,352

Total Inspections in FY2023 = 19,815

State Violations in FY2023 = 836

Private Violations in FY2023 = 3,384

Total Violations in FY2023 = 4,220



## 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 FY2023 = 594

Wage Claims Settled in FY2023 = 469

Wage Claim Amount Collected in FY2023 = \$189,312.16

### CHILD LABOR PROGRAM

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

Claims Received in FY2023 = 53

Claims Closed in FY2023 = 53

Work Permits issued in FY2023 = 6,588

Civil Penalties Collected in FY2023 = \$0

### SECOND INJURY FUND

Amount Collected in FY2023 = \$620,030.34

### CONTRACTOR REGISTRATION

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

Registrations Issued in FY2023 = 12,846

Citations Issued in FY2023 = 94



## **ELEVATOR INSPECTION**

The Labor Commissioner and the Elevator Safety Board meet monthly to serve the public on waiver, variance requests and any other topics requiring action. They work to adopt administrative rules and keep the Legislature informed on necessary code changes. The inspectors inspect and enforce safety codes for elevators, escalators, construction personnel hoists, wind tower elevators and related equipment.

Annual State Inspections in FY2023 = 6,568

Other State Inspections in FY2023 = 8,345

State Acceptances in FY2023 = 367

State Re-Inspections in FY2023 = 1,452

3rd Party Inspections in FY2023 = 1,674

3rd Party Re-Inspections in FY2023 = 368

Total Inspections in FY2023 = 18,774

## **IOWA OSHA CONSULTATION**

### **IOWA OSHA CONSULTATION ACTIVITIES**

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

Consultations Conducted in SFY2023 = 336

Employees Covered in SFY2023 = 42,594

Serious Hazards Identified in SFY2023 = 1,420

## **IOWA OSHA ENFORCEMENT**

### **IOWA OSHA ENFORCEMENT INSPECTIONS**

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.

Fatality/Accident Inspections in FY2023 = 23

Complaint Inspections in FY2023 = 155

Programmed Inspections in FY2023 = 56

Referral Inspections in FY2023 = 211

Follow-Up Inspections in FY2023 = 0

Other Related Inspections in FY2023 = 102

Total Inspections in FY2023 = 547

## IOWA OSHA VIOLATIONS ISSUED

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.

Serious Violations in FY2023 = 421

Willful Violations in FY2023 = 0

Repeat Violations in FY2023 = 2

Other Violations in FY2023 = 341

Failure To Abate Violations in FY2023 = 0

Total Violations in FY2023 = 764

## IOWA OSHA PENALTIES PROPOSED

Serious Penalties in FY2023 = \$2,350,897

Willful Penalties in FY2023 = \$0

Repeat Penalties in FY2023 = \$103,600

Other Penalties in FY2023 = \$1,670,180

Failure To Abate Penalties in FY2023 = \$0

Total Penalties in FY2023 = \$4,124,677

## VOLUNTARY PROTECTION PROGRAM (VPP)

Active Facilities in FY2023 = 38

Inactive Facilities in FY2023 = 0

New Facilities in FY2023 = 1

## OSHA COOPERATIVE PROGRAMS AND EDUCATION

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

Education Seminars in FY2203 = 276

Education Attendance in FY2023 = 3,340

Ten-Hour Classes in FY2023 = 2

Attendance in FY2023 = 43

# WORKERS' COMPENSATION DIVISION

The Workers' Compensation Division has three core functions:

- Adjudication of disputed workers' compensation claims
- Enforcement of compliance standards
- Education of lowans about workers' compensation law and procedures.



## WORKERS' COMPENSATION DIVISION

The Workers' Compensation Commissioner oversees the Division of Workers' Compensation (DWC), Which has exclusive jurisdiction over all work-related injury claims in the State of Iowa.

DWC continued to reassess and revise its processes during FY2023 in order to provide more prompt adjudication and effective compliance enforcement. DWC also continued to invest significant time to implement much needed technological advances. Since April 2020, DWC has transitioned from conducting all hearings in-person to now conducting almost all hearings virtually using Zoom. DWC staff continued an emphasis on providing statewide educational presentations to help businesses and workers understand Iowa's workers' compensation laws. In addition, DWC continually strives to update its website, which provides information to thousands of visitors.

During FY2023, DWC's Deputy Commissioners conducted 177 contested case arbitration hearings and issued 164 arbitration decisions. The average time for a case to remain pending from the date of the initiating petition until issuance of a decision decreased from 671 to 525 days. The average time for cases in fully-submitted status, which means the hearing has taken place and the post-hearing briefing has been completed, to decision rendered decreased from 133 to 129 days. In addition to contested case hearings, Deputy Commissioners also conducted and issued 153 alternate medical care decisions in FY2023.

Annual reports showing claim adjusting actions are required to be filed via Electronic Data Interchange (EDI) protocols. DWC continued to focus on increased compliance enforcement by actively enforcing the requirements for filing First Reports of Injury.

### HEARING-LEVEL ADJUDICATION

Hearing-level adjudication occurs when a dispute arises over an employee's entitlement to benefits and the dispute cannot be resolved among the parties. Most injury claims are resolved without hearing-level adjudication. Annually, over 15,000 work related injuries are reported; however, in FY2023, 3,711 petitions for workers' compensation benefits were filed, which was a decrease of 164 petitions compared to the 3,875 petitions filed in FY2022. Workers' Compensation hearing-level adjudication procedures resemble those used in the district court for non-jury 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.
- If the case cannot be resolved among the parties, a Deputy Commissioner conducts an arbitration hearing to decide the claim. Most hearings are now conducted virtually by Zoom.
- The average time from the date of a hearing to the date of an issued arbitration decision was 160 days in FY2023, with an average of 31 days for the case to become fully submitted by the parties after the hearing. Full submission occurs when all of the parties have submitted their post-hearing briefs. A case must be fully submitted before the Deputy Commissioner can issue the arbitration decision.

### **APPEAL-LEVEL ADJUDICATION**

Any party dissatisfied with a Deputy Commissioner's arbitration decision can appeal to the Commissioner for a de novo review of the case. As of June 30, 2023, there were 36 cases on appeal to the Commissioner, with 16 of those cases fully submitted by the parties and in line for an appeal decision.

A small portion of all cases on appeal to the Commissioner are either settled or are dismissed before they become fully submitted, so no appeal decision is ever written.

### **COMPLIANCE**

Compliance Administrators monitor injury and claim payment reporting, acting as ombudsmen. Requests for information about the law increased from 13,303 in FY2022 to 15,939 in FY2023. The Compliance Administrators reviewed and approved 4,212 settlements for FY2023 compared to 4,175 settlements approved in FY2022. 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 DWC 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**

For FY2023, DWC handled 50,679 electronic filings through the WCES paperless system. In addition, DWC received and processed 1,290 requests for agency records and pleadings.

**ENFORCEMENT**

DWC has increased its focus on the requirement to file First Reports of Injury and the requirement to assess a fine of \$1,000.00 for failure to do so. DWC is also working to enforce 86.13 assessments for late commencement of benefits through the compliance area with WCES.

**EDUCATION**

DWC 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 arbitration and appeal decisions and access to the hearing schedule. DWC issues publications disseminating information about workers' compensation laws and procedures at meetings, conferences or seminars for attorneys, insurance personnel, employee groups and employer groups.

# 2023 FISCAL EXPENDITURE REPORT

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





# FY 2023 EXPENDITURE REPORT BY DIVISION

## GRAND TOTAL OF EXPENDITURES IN 2023

2023 BUDGET: **\$965,081,131**  
2023 EXPENDITURES: **\$393,522,279**

<b>DIRECTOR'S OFFICE</b>	<b>'23 BUDGET</b>	<b>'23 EXP</b>
15B / 15C	\$-	\$3,651,560
CARES ACT, EMPLOYER INNOVATION GRANT	\$-	\$-
CARES ACT, REGISTERED APPRENTICESHIP GRANT	\$-	\$-
DIRECTOR'S OFFICE, INDIRECT COST	\$1,001,316	\$1,003,489
DIRECTOR'S OFFICE, PENALTY AND INTEREST	\$358,962	\$481,265
FUTURE READY IOWA, APPORPRIATION	\$212,468	\$195,151
FUTURE READY IOWA, CHILD CARE CHALLENGE	\$-	\$769,926
FUTURE READY IOWA, CHILD CARE CHALLENGE - DHS	\$-	\$(2,559,647)
ARPA SLFRF, CHILD CARE CHALLENGE	\$6,026,416	\$2,747,192
FUTURE READY IOWA, EMPLOYER INNOVATION	\$-	\$893,642
FUTURE READY IOWA, PENALTY AND INTEREST	\$210,856	\$180,703
HOME BASE IOWA, PENALTY AND INTEREST	\$233,396	\$192,816
SUMMER YOUTH INTERNSHIP PROGRAM, ARPA SLFRF	\$1,683,621	\$869,430
SUMMER YOUTH INTERNSHIP PROGRAM, APPROPRIATION	\$250,000	\$117,526
SUMMER YOUTH INTERNSHIP PROGRAM, PENALTY AND INTEREST	\$-	\$-
<b>Totals</b>	<b>\$9,977,035</b>	<b>\$8,543,052</b>

<b>COMMUNICATIONS</b>	<b>'23 BUDGET</b>	<b>'23 EXP</b>
COMMUNICATIONS, ARPA SLFRF	\$650,000	\$325,000
COMMUNICATIONS, INDIRECT COST	\$851,226	\$648,396
COMMUNICATIONS, PENALTY AND INTEREST	\$59,700	\$63,973
COMMUNICATIONS, APPRENTICESHIP / ACCELERATOR GRANT	\$-	\$-
<b>Totals</b>	<b>\$1,560,926</b>	<b>\$1,037,369</b>

<b>ADMINISTRATIVE SERVICES DIVISION</b>	<b>'23 BUDGET</b>	<b>'23 EXP</b>
ADMINISTRATIVE SERVICES, INDIRECT	\$391,040	\$434,730
FINANCIAL MANAGEMENT, COST POOL	\$62,752	\$11,400
FINANCIAL MANAGEMENT, 1/3 STATE APPROPRIATION	\$228,822	\$228,822
FINANCIAL MANAGEMENT, INDIRECT	\$1,147,570	\$1,162,568
FINANCIAL MANAGEMENT, PENALTY AND INTEREST	\$30,383	\$1,276,084
FINANCIAL MANAGEMENT, TRADE ACT	\$36,105	\$17,432
FINANCIAL MANAGEMENT, UNEMPLOYMENT	\$302,383	\$276,125
INFRASTRUCTURE 150 DES MOINES ST, PENALTY AND INTEREST	\$20,000	\$14,841
INFRASTRUCTURE FIELD OFFICE, APPROPRIATION	\$250,000	\$4,741,764
INFRASTRUCTURE FIELD OFFICE, PENALTY AND INTEREST	\$50,600	\$7,863
OVERHEAD, INDIRECT	\$1,327,900	\$1,441,482
OVERHEAD, PENALTY AND INTEREST	\$1,000	\$188
PREMISES, INDIRECT	\$739,827	\$741,687
PERSONNEL SERVICES, INDIRECT	\$357,104	\$361,897
PRINTING, INDIRECT	\$80,185	\$258,039
TRAINING, APPROPRIATION	\$83,612	\$73,775
TRAINING, INDIRECT	\$596,390	\$390,062
TRAINING, UNEMPLOYMENT	\$179,074	\$230,720
<b>Totals</b>	<b>\$5,884,747</b>	<b>\$11,669,479</b>

**INFORMATION TECHNOLOGY DIVISION**

	<b>'23 BUDGET</b>	<b>'23 EXP</b>
IT CHIEF INFORMATION OFFICER, INDIRECT	\$431,252	\$313,841
IT INFRASTRUCTURE, INDIRECT	\$5,111,590	\$4,601,023
IT MAINFRAME, INDIRECT	\$425,000	\$404,276
IT PROGRAMMING, APPRENTICESHIP / ACCELERATOR GRANT	\$80,220	\$153,713
IT PROGRAMMING, INDIRECT	\$784,137	\$705,462
IT PROGRAMMING, FEMA	\$-	\$-
IT PROGRAMMING, PENALTY AND INTEREST	\$10,792	\$115,004
IT PROGRAMMING, RESEA	\$25,001	\$21,873
IT PROGRAMMING, TRADE	\$-	\$16,743
IT PROGRAMMING, UNEMPLOYMENT AUTOMATION	\$2,993,638	\$1,903,906
IT PROGRAMMING, UNEMPLOYMENT	\$7,433	\$161,162
IT PROGRAMMING, UNEMPLOYMENT MODERNIZATION - BENEFITS / APPEALS / INTEGRITY	\$990,463	\$501,452
IT PROGRAMMING, UNEMPLOYMENT MODERNIZATION - DATA	\$8,531,492	\$1,306,555
IT PROGRAMMING, UNEMPLOYMENT MODERNIZATION - TAX	\$351,517	\$776,805
IT PROGRAMMING, WAGNER PEYSER	\$176,297	\$79,547
<b>Totals</b>	<b>\$19,918,832</b>	<b>\$11,061,362</b>

**DIVISION OF LABOR**

	<b>'23 BUDGET</b>	<b>'23 EXP</b>
ATHLETIC COMMISSION	\$70,114	\$93,637
BLS, CENSUS OF OCCUPATIONAL FATALATIES - FEDERAL SHARE	\$15,054	\$20,197
BLS, CENSUS OF OCCUPATIONAL FATALATIES - STATE SHARE	\$27,075	\$35,294
BLS, ROSH - FEDERAL SHARE	\$127,506	\$102,839
BLS, ROSH - STATE SHARE	\$127,506	\$152,200
BOILER INSPECTION	\$3,140,000	\$950,106
CONTRACTOR REGISTRATION	\$3,598,000	\$576,673
ELEVATOR INSPECTION	\$4,735,000	\$2,302,278
LABOR, 100% STATE	\$955,988	\$1,048,911
LABOR ESTATE	\$44,774	\$-
OSHA 50-50 - FEDERAL	\$2,068,510	\$2,038,908
OSHA 50-50 - STATE	\$2,068,510	\$2,532,063
OSHA 90 -10 - FEDERAL	\$1,026,914	\$895,437
OSHA 90 -10 - STATE	\$114,102	\$293,090
OSHA 100% FEDERAL	\$5,217	\$-
<b>Totals</b>	<b>\$18,124,269</b>	<b>\$11,041,632</b>

**WORKER'S COMPENSATION**

	<b>'23 BUDGET</b>	<b>'23 EXP</b>
WORKER'S COMPENSATION, ADMINISTRATION	\$1,225,691	\$598,927
WORKER'S COMPENSATION, COMPLIANCE	\$230,467	\$217,494
WORKER'S COMPENSATION, JUDICIAL	\$3,184,537	\$2,859,675
WORKER'S COMPENSATION, PENALTY AND INTEREST	\$-	\$-
<b>Totals</b>	<b>\$4,640,695</b>	<b>\$3,676,096</b>

**UNEMPLOYMENT OPERATIONS**

	<b>'23 BUDGET</b>	<b>'23 EXP</b>
UNEMPLOYMENT BENEFITS, DUA	\$-	\$1,282,477
UNEMPLOYMENT BENEFITS, EXTENDED BENEFITS	\$-	\$-
UNEMPLOYMENT BENEFITS, FEDERAL	\$5,000,000	\$336,636
UNEMPLOYMENT BENEFITS, FEMA	\$-	\$618,442
UNEMPLOYMENT BENEFITS, IOWA TRUST FUND	\$736,368,062	\$251,595,194
UNEMPLOYMENT BENEFITS, TRADE	\$1,689,920	\$1,701,556
UNEMPLOYMENT OPERATIONS, ADMINISTRATION	\$492,356	\$260,335
UNEMPLOYMENT OPERATIONS, APPEALS	\$5,019,927	\$4,904,705
UNEMPLOYMENT OPERATIONS, CALL CENTER	\$10,433,335	\$8,031,138
UNEMPLOYMENT OPERATIONS, DISASTER UNEMPLOYMENT ADMINISTRATION	\$6,701,537	\$3,928,322
UNEMPLOYMENT OPERATIONS, INTEGRITY	\$1,102,922	\$442,720
UNEMPLOYMENT OPERATIONS, MISCLASSIFICATION	\$342,928	\$379,631
UNEMPLOYMENT OPERATIONS, OVERHEAD	\$-	\$-
UNEMPLOYMENT OPERATIONS, PENALTY AND INTEREST	\$87,382	\$22,865
UNEMPLOYMENT OPERATIONS, QUALITY CONTROL	\$1,536,455	\$1,322,978
UNEMPLOYMENT OPERATIONS, RECOVERY	\$2,589,858	\$1,152,280
UNEMPLOYMENT OPERATIONS, TAX	\$6,328,588	\$5,059,947
UNEMPLOYMENT OPERATIONS, WAGNER PEYSER	-	\$2,568
<b>Totals</b>	<b>\$777,693,270</b>	<b>\$281,041,793</b>

**LABOR MARKET INFORMATION DIVISION**

	<b>'23 BUDGET</b>	<b>'23 EXP</b>
LABOR MARKET INFORMATION, ACES	\$714,382	\$805,613
LABOR MARKET INFORMATION, APPRENTICESHIP / ACCELERATOR GRANT	\$54,438	\$90,302
LABOR MARKET INFORMATION, CES	\$110,930	\$68,669
LABOR MARKET INFORMATION, CLEARINGHOUSE	\$-	\$-
LABOR MARKET INFORMATION, COST POOL	\$-	\$8,472
LABOR MARKET INFORMATION, DATA SYSTEMS	\$5,933	\$(554)
LABOR MARKET INFORMATION, EDUCATION OUTCOMES	\$82,052	\$60,195
LABOR MARKET INFORMATION, EDUCATION REPORTING	\$87,219	\$81,008
LABOR MARKET INFORMATION, ES 202	\$477,448	\$336,310
LABOR MARKET INFORMATION, LABORSHED + LABOR SURVEY	\$1,226,422	\$240,209
LABOR MARKET INFORMATION, LOCAL AREA UNEMPLOYMENT	\$225,724	\$150,134
LABOR MARKET INFORMATION, OES - BLS	\$380,944	\$500,310
LABOR MARKET INFORMATION, ONE STOP	\$489,452	\$585,624
LABOR MARKET INFORMATION, PENALTY AND INTEREST	\$150,302	\$25,094
LABOR MARKET INFORMATION, TITLE I	\$73,972	\$13,637
LABOR MARKET INFORMATION, TRADE	\$71,033	\$1,645
LABOR MARKET INFORMATION, UNEMPLOYMENT CLAIMS	\$406,450	\$476,240
LABOR MARKET INFORMATION, WAGE MATCH	\$-	\$6,013
LABOR MARKET INFORMATION, WAGNER PEYSER	\$254,656	\$200,168
LABOR MARKET INFORMATION, WORKFORCE DATA QUALITY	\$-	\$-
<b>Totals</b>	<b>\$4,811,357</b>	<b>\$3,649,091</b>

**WORKFORCE ADMINISTRATION**

	<b>'23 BUDGET</b>	<b>'23 EXP</b>
AMERICAN JOB CENTERS, APPROPRIATION	\$11,035,195	\$9,860,297
AMERICAN JOB CENTERS, PENALTY AND INTEREST	\$2,416,084	\$-
AMERICAN JOB CENTERS, PROMISE JOBS	\$8,920,424	\$8,074,513
AMERICAN JOB CENTERS, RESEA	\$2,722,871	\$2,614,909
AMERICAN JOB CENTERS, STATE RESEA	\$1,895,563	\$1,594,461
AMERICAN JOB CENTERS, TRADE	\$2,305,863	\$682,639
AMERICAN JOB CENTERS, UNEMPLOYMENT	\$3,754,137	\$4,206,241
AMERICAN JOB CENTERS, UNEMPLOYMENT RESERVE FUND	\$2,200,000	\$2,200,000
AMERICAN JOB CENTERS, VETERAN'S DVOP AND LVER	\$1,835,605	\$1,341,920
AMERICAN JOB CENTERS, WAGNER PEYSER	\$5,567,007	\$10,730,655
AMOS	\$103,658	\$103,658
APPRENTICESHIP / ACCELERATOR GRANT	\$2,559,349	\$996,082
WORKFORCE INNOVATION AND OPPURTUNITY ACT	\$20,616,014	\$14,200,690
WORKFORCE ADMINISTRATION, APPRENTICESHIP / ACCELERATOR GRANT, 4TH INCREMENT	\$40,445	\$847
WORKFORCE ADMINISTRATION, COST POOL	\$576,801	\$452,088
WORKFORCE ADMINISTRATION, FOREIGN LABOR CERTIFICATION	\$255,750	\$354,198
WORKFORCE ADMINISTRATION, GOVERNOR'S 10% NRC PROGRAM	\$603,941	\$253,109
WORKFORCE ADMINISTRATION, OFFENDER RE-ENTRY	\$604,912	\$496,133
WORKFORCE ADMINISTRATION, PENALTY AND INTEREST	\$175,433	\$310,785
WORKFORCE ADMINISTRATION, PROMISE JOBS	\$374,064	\$351,317
WORKFORCE ADMINISTRATION, TICKET TO WORK	\$357,649	\$5,223
WORKFORCE ADMINISTRATION, TITLE I	\$747,890	\$268,754
WORKFORCE ADMINISTRATION, TRADE	\$17,313,841	\$1,566,887
WORKFORCE ADMINISTRATION, UNEMPLOYMENT	\$-	\$-
WORKFORCE ADMINISTRATION, WORK OPPORTUNITY TAX CREDIT	\$131,392	\$230,643
WORKFORCE ADMINISTRATION, VETERAN'S DVOP AND LVER	\$170,016	\$143,257
WORKFORCE ADMINISTRATION, WAGNER PEYSER	\$571,793	\$763,097
<b>Totals</b>	<b>\$87,855,697</b>	<b>\$61,802,404</b>

**RESERVED FUNDS**

	<b>'23 BUDGET</b>
LABOR DIVISION, STATE APPROPRIATION	\$2,705,474
REED ACT, UNEMPLOYMENT MODERNIZATION	\$26,192,387
SOC SEC 903, ABOVE BASE	\$328,432
UNEMPLOYMENT OPERATIONS, DISASTER ADMINISTRATION	\$6,038,010
<b>Totals</b>	<b>\$35,264,303</b>

# FY 2023 EXPENDITURE REPORT BY PROGRAM

## GRAND TOTAL OF EXPENDITURES IN 2023

2023 BUDGET: **\$967,293,727**  
2023 EXPENDITURES: **\$386,464,042**

	'23 BUDGET	'23 EXP
<b>U.S. DEPARTMENT OF LABOR - ETA</b>		
APPRENTICESHIP / ACCELERATOR GRANT	\$2,734,452	\$1,240,944
FOREIGN LABOR CERTIFICATION	\$255,750	\$354,198
GOVERNOR'S 10%	\$603,941	\$253,109
REED ACT MODERNIZATION	\$10,436,098	\$2,584,812
RESEA	\$2,747,872	\$2,636,783
TRADE ADJUSTMENT ASSISTANCE	\$21,416,762	\$3,985,257
UNEMPLOYMENT, DISASTER UNEMPLOYMENT ADMINISTRATION	\$6,701,537	\$3,928,322
UNEMPLOYMENT BENEFITS, DUA	\$-	\$1,282,477
UNEMPLOYMENT BENEFITS, EXTENDED BENEFITS	\$-	\$-
UNEMPLOYMENT BENEFITS, FEDERAL	\$5,000,000	\$336,636
UNEMPLOYMENT BENEFITS, IOWA TRUST FUND	\$736,368,062	\$251,595,194
VETERANS PROGRAMS	\$2,005,621	\$1,485,178
WORKFORCE DATA QUALITY INITIATIVE	\$-	\$-
WORKFORCE INNOVATION & OPPORTUNITY ACT	\$22,077,429	\$14,955,042
WORK OPPORTUNITY TAX CREDIT	\$131,392	\$230,643
UNEMPLOYMENT, SOC SEC 903	\$35,146,556	\$28,671,659
WAGNER PEYSER	\$6,569,753	\$11,773,467
<b>Totals</b>	<b>\$852,195,225</b>	<b>\$325,313,720</b>
<b>DEPARTMENT OF LABOR - OSHA</b>		
OSHA 50 - 50	\$2,068,510	\$2,038,908
OSHA 90 - 10	\$1,026,914	\$895,437
OSHA - 100%	\$5,217	\$-
<b>Totals</b>	<b>\$3,100,641</b>	<b>\$2,934,346</b>
<b>U.S. DEPARTMENT OF LABOR - BLS</b>		
BLS, CENSUS OF OCCUPATIONAL FATALATIES	\$15,054	\$20,197
BLS, ROSH	\$127,506	\$102,839
CURRENT EMPLOYMENT STATISTICS	\$110,930	\$68,669
EMPLOYEE AND WAGE CENSUS	\$714,382	\$805,613
EMPLOYMENT STATISTICS	\$477,448	\$336,310
LOCAL AREA UNEMPLOYMENT STATISTICS	\$225,724	\$150,134
OCCUPATIONAL EMPLOYMENT STATISTICS	\$380,944	\$500,310
ONE STOP LABOR MARKET INFO	\$489,452	\$585,624
<b>Totals</b>	<b>\$2,541,440</b>	<b>\$2,569,697</b>
<b>DEPARTMENT OF HOMELAND SECURITY - FEMA</b>		
UNEMPLOYMENT LOST WAGES, ADMINISTRATION	\$-	\$-
UNEMPLOYMENT BENEFITS, FEMA	\$-	\$618,442
<b>Totals</b>	<b>\$-</b>	<b>\$618,442</b>
<b>DEPARTMENT OF HEALTH &amp; HUMAN SERVICES</b>		
Promise Jobs	\$9,294,488	\$8,425,830
<b>Totals</b>	<b>\$9,294,488</b>	<b>\$8,425,830</b>

**STATE APPROPRIATIONS**

	<b>'23 BUDGET</b>	<b>'23 EXP</b>
AMOS	\$103,658	\$103,658
CHILD CARE CHALLENGE	\$-	\$769,926
EMPLOYER INNOVATION	\$-	\$893,642
FIELD OPERATIONS, PENALTY AND INTEREST	\$2,416,084	\$-
FIELD OPERATIONS, UNEMPLOYMENT RESERVE FUND	\$2,200,000	\$2,200,000
FIELD OPERATIONS, GENERAL FUND AND CARRYOVER	\$10,951,583	\$9,786,521
FUTURE READY IOWA COORDINATOR	\$212,468	\$195,151
INTEGRATED INFORMATION FOR IOWA - I/3	\$228,822	\$228,822
LABOR SERVICES DIVISION	\$5,998,654	\$4,061,557
MISCLASSIFICATION	\$342,928	\$379,631
OFFENDER RE-ENTRY	\$604,912	\$496,133
SUMMER YOUTH INTERNSHIP PROGRAM	\$250,000	\$117,526
WORKER'S COMPENSATION	\$4,640,695	\$3,676,096
<b>Totals</b>	<b>\$27,949,804</b>	<b>\$22,908,663</b>

**OTHER SOURCES**

	<b>'23 BUDGET</b>	<b>'23 EXP</b>
15B / 15C	\$-	\$1,665,739
ARP SLFRF	\$10,255,600	\$5,536,082
ATHLETIC COMMISSION	\$70,114	\$93,637
BOILER INSPECTION	\$3,140,000	\$950,106
CARES ACT GRANTS	\$-	\$-
CONTRACTOR REGISTRATION	\$3,598,000	\$576,673
DHS CHILD CARE CHALLENGE	\$-	\$(2,559,647)
EDUCATION REPORTING	\$175,204	\$149,121
ELEVATOR INSPECTION	\$4,735,000	\$2,302,278
LABOR ESTATE	\$44,774	\$-
LABORSHED	\$1,226,422	\$240,209
PENALTY AND INTEREST	\$2,806,000	\$2,266,971
TICKET TO WORK	\$357,649	\$5,223
<b>Totals</b>	<b>\$26,408,763</b>	<b>\$11,226,393</b>

**RESERVED REVENUE**

	<b>'23 BUDGET</b>
REED ACT, UNEMPLOYMENT MODERNIZATION	\$26,192,387
SOC SEC 903, ABOVE BASE	\$328,432
UNEMPLOYMENT OPERATIONS, DISASTER ADMINISTRATION	\$6,038,010
<b>Totals</b>	<b>\$32,558,829</b>

**NON-RESERVED REVENUE**

	<b>'23 BUDGET</b>	<b>'23 EXP</b>
INDIRECT COST POOL	\$13,244,537	\$12,466,952
<b>Totals</b>	<b>\$13,244,537</b>	<b>\$12,466,952</b>

# FY 2023 EXPENDITURE REPORT BY SOURCE

FEDERAL FUNDS

<b>U.S. DEPARTMENT OF LABOR</b>	<b>'23 BUDGET</b>	<b>'23 EXP</b>
BUREAU OF LABOR STATISTICS	\$2,541,440	\$2,569,697
EMPLOYMENT AND TRAINING ADMINISTRATION	\$68,979,070	\$39,499,432
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION	\$3,100,641	\$2,934,346
UNEMPLOYMENT DIVISION	\$783,216,155	\$285,814,288
<b>Totals</b>	<b>\$857,837,306</b>	<b>\$330,817,762</b>
<b>FEMA</b>	<b>'23 BUDGET</b>	<b>'23 EXP</b>
LOST WAGES	\$-	\$618,442
<b>Totals</b>	<b>\$-</b>	<b>\$618,442</b>
<b>DEPARTMENT OF EDUCATION</b>	<b>'23 BUDGET</b>	<b>'23 EXP</b>
EDUCATION	\$175,204	\$149,121
<b>Totals</b>	<b>\$175,204</b>	<b>\$149,121</b>
<b>US DEPARTMENT OF HEALTH AND HUMAN SERVICES</b>	<b>'23 BUDGET</b>	<b>'23 EXP</b>
CORONAVIRUS RESPONSE AND RELIEF SUPPLMENTAL APPROPRIATIONS	\$-	\$(2,559,647)
PROMISE JOBS	\$9,294,488	\$8,425,830
<b>Totals</b>	<b>\$9,294,488</b>	<b>\$5,866,183</b>
<b>US DEPARTMENT OF TREASURY</b>	<b>'23 BUDGET</b>	<b>'23 EXP</b>
ARP SLFRF	\$10,255,600	\$5,536,082
CARES ACT, GRANTS	\$-	\$-
<b>Totals</b>	<b>\$10,255,600</b>	<b>\$5,536,082</b>
<b>STATE GENERAL FUNDS</b>	<b>'23 BUDGET</b>	<b>'23 EXP</b>
AMOS	\$103,658	\$103,658
FIELD OFFICES	\$15,567,667	\$11,986,521
FUTURE READY IOWA	\$462,468	\$1,976,244
I3 ACCOUNTING SYSTEM	\$228,822	\$228,822
LABOR DIVISION	\$5,998,654	\$4,061,557
MISCLASSIFICATION	\$342,928	\$379,631
OFFENDER RE-ENTRY	\$604,912	\$496,133
WORKER'S COMPENSATION	\$4,640,695	\$3,676,096
<b>Totals</b>	<b>\$27,949,804</b>	<b>\$22,908,663</b>
<b>OTHER SOURCES</b>	<b>'23 BUDGET</b>	<b>'23 EXP</b>
ATHLETIC COMMISSION	\$70,114	\$93,637
BOILER INSPECTIONS	\$3,140,000	\$950,106
CONTRACTOR INSPECTIONS	\$3,598,000	\$576,673
ELEVATOR INSPECTIONS	\$4,735,000	\$2,302,278
LABOR ESTATE	\$44,774	\$-
LABORSHED	\$1,226,422	\$240,209
PENALTY AND INTEREST	\$2,806,000	\$2,266,971
TICKET TO WORK	\$357,649	\$5,223
<b>Totals</b>	<b>\$15,977,959</b>	<b>\$6,435,097</b>



## Contact Information

### IWD Administrative Office

1000 E. Grand Ave  
Des Moines, IA 50319  
workforce.iowa.gov

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

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

### UI Benefits Bureau

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

### UI Tax Bureau

Phone: 888-848-7442  
Email: [iwduitax@iwd.iowa.gov](mailto:iwduitax@iwd.iowa.gov)

### UI Integrity Bureau

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

### Business Engagement

Email: [iaworks@iwd.iowa.gov](mailto:iaworks@iwd.iowa.gov)  
Phone: 833-469-2967

### IowaWORKS Centers

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



### Iowa Division of Labor and Workers' Compensation

Visit [dial.iowa.gov](http://dial.iowa.gov) for contact information (*as of July 1, 2023, both Iowa Division of Labor and the Iowa Division of Workers' Compensation moved to the Iowa Department of Inspections, Appeals, & Licensing (DIAL) as part of state government alignment*)