Iowa Workforce Development

FY2010 Annual Report

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CRB-Bridge Futures Index

Iowa Workforce Development

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Economic Environment

As the new fiscal year began, so did the economic recovery. The National Bureau of Economic Research (NBER) announced that the "Great Recession" ended in June 2009. In addition to looking at gross domestic product (GDP), the committee also considered employment, industrial production, real income, and wholesale-retail sales. However, the news offered little comfort to the nearly 100,000 Iowans who were without work at the time, and struggling to make ends meet. Iowa entered the recovery with 54,000 fewer nonfarm jobs, an unemployment rate of 6.0 percent, and a generally weak hiring pattern.

The statewide unemployment rate for fiscal year 2010 averaged 6.6 percent, and represented an unemployment level of 110,100 persons. These figures were up substantially from fiscal year 2009 when the jobless rate averaged 5.1 percent, and the number of unemployed was 86,200. One of the harshest effects of the recession was reflected in the alarming growth in long-term unemployed, which is defined as those individuals who have been without work for 27 weeks or longer. Iowa's percentage of long-term unemployed grew from 25 percent in the first quarter of the fiscal year to 35 percent in the fourth quarter.

To learn more about Iowa's long-term unemployed, Iowa Workforce Development conducted a survey of these individuals in January 2010. The results showed that 34 percent of the respondents had been previously employed in manufacturing, followed by another 17 percent in construction. Over 80 percent had worked full-time, and for hourly pay. The most common reason cited for being unemployed was company layoffs, downsizing or consolidation. Finally, 55 percent saw little likelihood of returning to their previous job.

Both the Iowa and U.S. labor markets bottomed out in December 2009, as payroll employment fell to its lowest level for the 2008-2009 recession. Iowa payrolls turned positive for the first five months of 2010, but then fell in June as hundreds of census workers ended their temporary assignments. Job growth was particularly strong in professional and business services during the second half of the fiscal year, as businesses hired temporary workers to bridge the gap from recession to recovery. Hiring in manufacturing also began to strengthen in response to a turn in the inventory cycle, and a pickup in exports and capital equipment spending.

While Iowa's economic recovery has been slow and uneven, the state's agricultural sector has been prospering, bolstered in part by an increase in exports. The export growth has been propelled by higher prices for many products, including Iowa's corn, soybeans, and livestock. The increase in farm income for 2010 has boosted the bottom lines for farm equipment dealers and manufacturers, banks, and a wide range of other agri-related businesses. For example, net income for Deere & Company has surpassed all expectations. For Deere's third-quarter (ending July 31, 2010), net income was $617.0 million, or $1.44 per share compared with $420.0 million, or $0.99 per share for the same period last year. The state's farm sector overall was better positioned to withstand the recession because farmers had better access to credit, and were not highly leveraged.

Iowa Workforce Development Overview

Iowa Workforce Development contributes to the economic security of Iowa's workers, businesses and communities through a comprehensive statewide system of employment services, education and regulation of health, safety and employment laws.

The agency continually strives to improve processes and align the organization in such a way to provide effective, demand driven products and services. Iowa Workforce Development's administrative, labor services, workers' compensation, labor market information, and the unemployment insurance service staff are located in Des Moines. Additionally, the agency maintains a statewide delivery system of 55 field offices in conjunction with our workforce partners.

Through a comprehensive Web site, Iowa Workforce Development provides customers access to major services such as posting résumés; access to a statewide job bank; labor services information, unemployment claim information and filing options; and labor market information, 24 hours a day, seven days a week.

These services and more are found on the IWD Web sites:

General information about the department can be found at **www.iowaworkforce.org**.

The IowaJobs Web site at **www.iowajobs.org** lists more than 18,000 job openings daily.

The Iowa Workforce Information Network at **http:// iwin.iowaworkforce.org** provides workforce trend information.

Iowa Workforce Development, established in 1996, is a department within the executive branch of state government. At the time, the Department of Employment Services and portions of the Departments of Economic Development and Human Rights were merged with the purpose of administering the laws of Iowa relating to unemployment insurance, job placement and training, employment safety, labor standards, workers' compensation and others.

Iowa Workforce Development Overview

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

The **Labor Market and Workforce Information Division** oversees the development of workforce and economic related information. A large portion of the information is produced in cooperation with the Bureau of Labor Statistics and the Employment and Training Administration of the U.S. Department of Labor. Workforce Trends describe areas of information in terms of their economic conditions, industries, labor supply, occupations, and wages.

The **Unemployment Insurance Division** provides services to both businesses and Iowans through the collection of UI tax payments, processing of benefit payments, quality control and fraud detection. The Unemployment Insurance Division is updating the tax collection system in order to create a streamlined, electronic system for the benefit of all users. The new system is nearly complete and will be available for employers to file their first quarter 2010 reports.

The **Workers' Compensation Division** performs three core functions: adjudicating disputed workers' compensation claims, enforcing compliance standards and educating Iowans about workers' compensation law and procedures. Iowa's Workers' Compensation Commissioner, oversees this division of Iowa Workforce Development. The Workers' Compensation Division is working on the development of a new system that will create a truly electronic and paperless system for Iowa. Division staff continued an emphasis on providing statewide educational presentations on the topic of workers' compensation and the division website continues to provide information to thousands of visitors.

The **Workforce Center Administration Division** provides a wealth of information, services and resources to Iowans, businesses, and partners across the state. The Division administers the programs and services through an intricate system of field offices across the state through sixteen different regions, in conjunctions with our workforce partners. The Divisions' primary functions include employment services, business services, training resources and targeted population activities. A number of new programs and initiates have guided the actions for the Division of Workforce Center Administration over the past year.

Labor Services

The Labor Services Division provides numerous services to the citizens and businesses of Iowa. Continued emphasis on education and compliance with health and safety regulations by Iowa businesses and better targeting of OSHA enforcement activities to high incidence rate industries allows Iowa to continually reduce the number of accidents and illnesses in the state. As Iowa OSHA continues to streamline and target education and enforcement efforts, we look forward to substantial decreases in the number of accidents and deaths during the next few years.

Voluntary Protection Programs promote effective worksite-based safety and health programs through partnerships with management, labor and OSHA. An organization receiving VPP status is recognized for the outstanding commitment to workplace safety and health. Iowa has 45 such sites.

Building a culture of safety provides an economic benefit to employers and employees across the state. Organizations that support workplace health and safety initiatives develop healthier, more productive employees. This in turn decreases accidents and illnesses on the job and decreases workers' compensation costs.

Elevator Safety Board and Boiler and Pressure Vessel Board

According to the elevator codes, new elevators must be installed according to the current requirements. But, what if an elevator is to be installed in an historical building and the 80-year old elevator pit isn't big enough to meet the current requirements? What if the hoist way in a 60-year old building doesn't comply with current fire codes?

The Elevator Safety Board and the Boiler and Pressure Vessel Board regularly face the challenge of deciding whether a building owner should get a waiver or variance from applicable codes. The volunteer members of these boards must routinely balance the new code requirements with the physical constraints inherent older buildings. They have handled these types of issues with wisdom and tact, while always making public safety the top priority.

The boards also handle a number of other responsibilities including adopting administrative rules. During Fiscal Year 2010, the boards received 13 variance applications, 2 petitions for declaratory orders, and 1 petition for rulemaking.

The Labor Services Division also is responsible for ensuring the safety of Iowans through amusement ride permits and inspections and elevator and boiler permits and inspections. There were no serious injuries reported through fiscal year 2010.

OSHA Statistics

A report from the Bureau of Labor Statistics show Iowa work place accident and illness fell from 5.0 per hundred workers to 4.7 for the year 2009. For the state fiscal year 2010 fatalities in OSHA covered work place fell from 21 in 2009 to 18 in 2010.

Labor Services

While no one thing can be pointed to that made these improvements there are several organizations that ought to take pride in helping make the improvement. Included among them are: Iowa OSHA Consultation, Iowa OSHA Enforcement, Master Builders Inc. Safety Program, A.B.C. Safety Program, VPP Partnerships, Iowa OSH Advisory Board, and all the Iowa companies and unions who have an active safety and health program.

New Wage & Child Labor

The state's early retirement incentive program that occurred in June of 2010 saw several veteran Division of Labor employees capitalize on the opportunity for retirement. Senior staff from both the Wage and Child Labor sections was among those retiring. The Labor Commissioner took the opportunity to establish a new Executive Officer I overseeing a new Investigator II for Child Labor. Both of these positions are focusing much more on field activities for both Wage and Child Labor. This includes both wage investigations and child labor outreach and inspections.

Iowa OSHA Consultation & Education

The primary goal of Iowa's OSHA Consultation and Education team is to reduce the incidence of injury or illness to workers by enhancing the ability to identify and control safety and health hazards. Employers can learn about potential hazards at their worksites and improve their occupational safety and health management systems by using the free consultation services. This service is delivered by the State of Iowa using well trained professional staff. Most consultations take place on-site, though limited services away from the worksite are available.

Iowa OSHA Consultation & Education program is confidential and no citations or penalties are proposed or issued.

In July of 2009, an alliance was established between Iowa OSHA and the Iowa Renewable Fuels Association (IRFA), Environmental, Health & Safety Coalition which continues today. The Project Manager for Iowa OSHA Consultation and Education is member of the steering committee. The focus of this alliance is to share information on hazard recognition, control and best management practices among association members and Iowa OSHA personnel through bi-monthly meetings. The

IRFA covers Iowa's renewable ethanol and bio-fuels industries.

The OSHA Training and Education Bureau began collaboration with the Employers' Councils of Iowa for safety training purposes. Iowa Employers' Councils are groups of employers who work in partnership with Iowa Workforce Development to meet the workforce needs of employers. The Employers' Council both promotes and hosts the 10-Hour OSHA General Industry and Construction classes given by the Iowa OSHA Compliance Assistance staff member at various locations throughout the state. Four classes were given through this venue during this state fiscal year for a nominal cost to cover refreshments and materials. Several additional classes are scheduled for the current state fiscal year.

A Senior Industrial Hygienist in the OSHA Consultation Bureau was chosen to give a presentation at the 2010 Annual Consultation Conference in San Diego, California. This conference is attended by both Federal and State OSHA personnel. Her presentation entitled "Hexavalent Chromium Exposures in a Metal Fabrication Shop" was given in the On-Site Consultation Projects: Industrial Hygiene Issues and Case Studies workshop. The presentation covered her work with a small employer in the State of Iowa. Her work obtained valuable information to assist other manufacturing facilities to feasibly reduce their employee's exposure to the carcinogen through work practices and ventilation options.

Occupational Safety & Health (OSH) Advisory Council
The OSH Advisory Council which is comprised of representation from EMC Insurance Company, MidAmerican Energy, The Waldinger Corporation, Iowa Methodist Occupational Health & Wellness, Amazing Energy LLC, Iowa State University, Farmland Foods, Higbee & Associates, Central Iowa Power Corporation (CIPCO), Iowa-Illinois Safety Council, American Federal State County Municipal Employees Union, Rockwell Collins, Inc., UAW Local 281, Vermeer Manufacturing, University of Iowa, and Iowa OSHA Consultation. The Advisory Council held its 2010 Safety Conference November 3 & 4, 2010 in Des Moines. There were 310 attendees who had a choice of attending 34 different workshops over the 2 days. Most of the workshops presenters were safety professionals from Iowa Companies.

In February of 2010 Iowa OSHA Consultation with representatives of the OSH Advisory Council partnered with Master Builders for a one day safety conference in conjunction with the Construction Expo.

Report to the Iowa Legislature as required by House File 901:
House file 901 became law January 1, 2009. This law requires the Division of Labor to provide training and certification for individuals to be security personnel in establishments which are licensed to sell beer and alcohol. The establishment must have occupancy of two hundred with a five dollar cover charge and be located in a county with a population of three hundred thousand citizens.

The Labor Division entered into a contractual relationship with Des Moines Area Community

College (DMACC) to provide the required training. DMACC collected the fifty dollar fee called for in House File 901. The state appropriation of $15,000 per year is used to supplement the cost of course development and training of individuals. Following are the state expenditures from state appropriations state fiscal years – 2009 - $10,557.00, - 2010 - $1,375.00, and 2011 - $.88 for a total of $11,933.21.

The course is eight (8) hours with four (4) hours of instruction on serving of beer and liquor and report writing and four (4) hours on the physical aspects of security training.

There were sixty citizens who took advantage of the security training since January of 2009 and the course is still available at DMACC for future training.

Athletic Commission Report
On April 2, 2010, Governor Chet Culver signed Senate File 2286 (SF2286). The bill expanded regulation of mixed martial arts (MMA) events to include amateur events and enhanced the enforcement options available to the Labor Commissioner. The bill is a welcome change and will improve safety for MMA fighters. The bill's effective date was July 1, 2010, so the Labor Commissioner's staff was busy with implementation of the changes.

OSHA Report of Significant Cases
Pretium Packaging LLC:
On June 9, 2010 the Iowa Division of Labor initiated an inspection of Pretium Packaging LLC. in Muscatine, Iowa. The inspection was the result of an employee complaint. The complaint discussed employee exposures to elemental fluorine gas. The inspection revealed that employees were being exposed to hazardous amounts of fluorine. The Iowa Division of Labor attempted to work with the employer to implement interim protective measures. The measures included the installation of monitoring equipment to determine fugitive fluorine airborne concentrations and evacuation of employees during hazardous fluorine releases. The employer was unable to insure the safety of the employee's health during the fluorine process and as a result, the Iowa Division of Labor sought and successfully obtained a court injunction forbidding the further use of fluorine. The inspection has resulted in the employer being cited with 7 Serious violations, 18 Willful violations and 1 Other than Serious violation. The total proposed penalty currently stands at $1,178,100.00.

Sivyer Steel Corporation:
Sivyer Steel Corporation inspection resulted in 40 Serious, 1 Willful and 2 Repeat violations of OSHA standards. Resulting in penalties of $120,575 which was settled for $28,000 with all safety hazards corrected.

Tyson Deli, Inc.:
An inspection was initiated at Tyson Deli, Inc., Cherokee, on September 14, 2009. This plant was on the Site Specific Targeting List for programmed inspections. An amputation injury was also investigated during this inspection. The inspection resulted in 44 items being cited (32

items if not separating grouped items) with $145,000.00 in penalties. The citations were issued on February 18, 2010. Many citations pertained to the Process Safety Management and Emergency Response standards relating to their ammonia refrigeration system. Machine guarding and lockout/tagout as well as other standards were cited. This file is currently under contest.

An inspection was initiated at Meridian Manufacturing Group, Inc, Storm Lake, on April 22, 2010. This inspection was initiated because of an employee complaint. The inspection resulted in 65 items being cited (38 items if not separating grouped items) with $132,300.00 in penalties. The citations were issued on September 16, 2010. The employer accepted the expedited informal settlement agreement for a 50% reduction in penalties. The cited items mainly related to hazards associated with the spray painting, powder coating and welding operations. This included the spray finishing; permit required confined spaces, respiratory protection, electrical, hexavalent chromium, and other standards. The greatest hazard identified during the inspection was personnel spray finishing the interior of tanks without appropriate ventilation to maintain a non-explosive environment within the tanks.

Henry Turkey Service, aka Hill Country Farms Inc.
April 1, 2009 the Division of Labor issued wage violations to Henry Turkey Service and Hill Country Farms Inc. (known as Henry Turkey Service). A hearing was held by the Department of Inspection and Appeals April 2010 and a decision was handed down August 2, 2010. The violations occurred between April 7, 2007 and March of 2009 and involved 34 employees.

The hearing officer found in favor of the 34 employees but reduced the amount of dollars requested by the Labor Division as penalties. The Labor Commissioner has taken issue with the hearing officer's reduction and has referred the case to the Industrial Commissioner for review under Iowa Code. The Labor Commissioner reasoned that his involvement in the case Pre-Hearing would be found to be a conflict of interest for the commissioner to review the case.

A decision from the Industrial Commissioner is forth coming.

Contractor Registration Report
The clerical staff has been moved. This relocation has immensely improved the communication and work flow among the contractor registration staff. Through this change our customer service has improved. Also this change allows our clerical staff to provide data faster to our data base, supporting our field investigators using lap tops.

Within this move the contractor registration phone systems had been changed so our main phone number continues to roll over between three clerical staff's phones providing better customer service. Also included in this move, a new area was set up for filing out of state contractor bonds. This will enable contractor registration to accurately enforce the new bonding requirements. Effective July 1, 2010 the surety bond for out of state contractors was significantly changed.

Labor Services

Amusement Ride Safety Program

Inspections	1,571

Boiler Safety Program

State Inspections	4,058
Private Inspections	21,671
Total Inspections	25,729

Elevator Safety Program

Annual Inspections	6,549
Other Inspections	1,027
3rd Party Inspections	2,090
3rd Party Other Inspections	110
Chapter 89A Remedial	0

Construction Contractor Registration

Registrations Issued	6,879
Citations Issued	112

Professional Athletic Program Licenses

Boxing, MMA & Wrestling Licenses	158

Asbestos Program

Licenses Issued	1,596
Permits Issued	94

Wage Payment Program

Wage Claims Received	827
Wage Claims Settled	827
Amount Collected	$139,215.03

Child Labor Program

Claims Closed	80
Work Permits Issued	3,171

Second Injury Fund

Amount Collected	$424,000

IOSH Consultation Activities

Education Seminars	291
Ten-Hour Classes	54
Attendance	962
Consultations Conducted	355
Employees Covered	20,002
Serious Hazards Identified	1,720

Voluntary Protection Program (VPP)

Active Facilities	45
Inactive Facilities	0
New Facilities	2

OSHA Enforcement Inspections

Accident Inspections	17
Complaint Inspections	92
General Inspections	432
Referral Inspections	142
Follow-Up Inspections	4
Other Related Inspections	269
TOTAL INSPECTIONS	956

OSHA Violations Issued

Serious Violations	1,395
Willful Violations	1
Repeat Violations	58
Other Violations	672
Failure to Abate Violations	7
TOTAL VIOLATIONS	2,133

OSHA Penalties Proposed

Serious Penalties	$1,498,925
Willful Penalties	$44,825
Repeat Penalties	$159,200
Other Penalties	$187,784
Failure to Abate Penalties	$95,700
Total Penalties	$1,986,434

Labor Services

Distribution of Employment and Work-Related Deaths by Industry

	Employment		Work-Related Deaths	
Industry	**Number**	**Percent**	**Number**	**Percent**
Total Private Sector	**1,208,319**	**83.6%**	**74**	**94.9%**

Work Related Employee Fatalities by Cause of Death – calendar year

	Conditions Subject to IOSH/OSHA Inspections & Standards		***Conditions Not Subject to IOSH/OSHA Inspections & Standards***	
Cause of Death	**Number**	**Percent**	**Number**	**Percent**
Assaults & Violent Acts	0	0.0%	3	4.7%
Falls	5	33.3%	2	3.1%
Crushing Injuries	4	26.7%	6	9.5%
Struck By/Against Objt	1	6.7%	3	4.8%
Highway Transportation	0	0.0%	45	71.4%
Caught in Equipment	0	0.0%	4	6.5%
Electrocution	2	13.3%	0	0.0%
Suffocation	2	13.3%	0	0.0%
Non-Highway	0	0.0%	0	0.0%
Drowning	1	6.7%	0	0.0%
TOTAL	15	100.0%	63	100.0%

Labor Market & Workforce Information

The Labor Market and Workforce Information Division continue to develop a wide array of information that is used to describe the labor market in terms of its jobs and workers. The information is used by businesses, economic developers, educators, government planners and policy makers, grant writers, legislators, job seekers and students. Most of the information is available on the Iowa Workforce Development website, primarily through the Iowa Workforce Information Network (IWIN). Staff also provides special analyses of the information that is collected, and develop customized products that meet specific customer needs. The following descriptions highlight the products and programs that were undertaken during the past fiscal year.

Federal/State Cooperative Programs The Quarterly Census of Employment and Wages (QCEW) is in the midst of a national program redesign. The move away from mainframe systems to a server-based system provides for better cost efficiency, more portability and flexibility for better analysis and reporting accuracy.

Current Employment Statistics (CES) The program computes current employment and wage data that is used as a leading economic indicator. The system provides analysts with a comprehensive visual graphing capability, and facilitates the flow of data between the state, regional and national levels. The CES staff also has several tools to assist them in reviewing their monthly estimates throughout the preliminary, final and benchmark calculation processes. However, the National Office will be taking over the role of data collection, analysis and publication from the states early in 2011.

The Automated Current Employment Statistics (ACES) team continues to support state users of the current ACESweb system. Development on ACESweb 2.0 is on target for planned deployment in early 2011 to accommodate the new direction of the CES programs at the national level.

Quarterly Census of Employment and Wages (QCEW) Iowa staff have been participating in several of the national program redesign subcommittees to provide input that will be instrumental in shaping the future of the program. The changes under consideration for the QCEW program will allow for much greater flexibility in data analysis, and will provide many more built-in tools for editing, creating queries and publication-ready tables and graphs. This process is currently in the testing stage and is scheduled to be online by January 2012. Iowa participated in a State Operating Review of our program by the Chicago Regional Office staff in December 2010. Iowa QCEW staff has been very involved in the redesign of the Iowa Unemployment Tax reporting system (My Iowa UI). There have been many challenges in this process that has created many hours of manual entry of data in order to meet our QCEW quarterly deliverables.

Local Employment Dynamics (LED) and On The Map This program, a cooperative effort between Iowa Workforce Development and the U. S. Census Bureau, has been under redesign in its products this year. Currently, Quarterly Workforce Indicator (QWI) data is available from

2000-2008. On the Map data is currently being updated to include 2009 worker demographics.

Occupational Employment Statistics Wage Survey (OES) The program collects detailed occupational wage and employment data on a sample of 6,000 Iowa employers. The surveys are conducted in May and November and require a response rate of 75 percent for each sampled area. BLS has created a website that allows employers to submit their data on-line in lieu of completing and submitting a paper form. Employers may find this method more convenient and it may also encourage more employers to participate. Additionally, it will result in cost savings to the program.

Mass Layoff Statistics (MLS) program collects information on initial claims filed for unemployment insurance due to a mass layoff action that results in workers being separated from their jobs. To be considered a mass layoff event in Iowa requires that at least 20 workers be involuntarily separated from their work due to a permanent layoff or closure lasting more than 30 days.
Data is reported on a quarterly basis and includes the number of claimants who have experienced a closure or a permanent layoff.

Local Area Unemployment Statistics (LAUS) program provides monthly and annual estimates for the civilian labor force, employment, unemployment, and the unemployment rate by place of residence. The areas for which the data is produced include the state, metropolitan statistical areas, micropolitan areas, combined statistical areas, counties, and cities with a population of 25,000 or more residents.

All throughout our most recent recession, Iowa's unemployment rate has remained among the 10 lowest in the nation.

UI Benefits Redesign This project is being facilitated by Dennis Schwartz by utilizing the Kaizen process. Deb Ostrem and Pat Callan are also participating on the oversight committee.

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

These studies give communities the ability to document and illustrate the characteristics of their labor force, which is an effective tool for retaining and expanding existing businesses while also attracting prospective new employers into the area. The studies include potential labor force, availability and willingness to change/enter employment, occupations, wages,

benefits, commuting distances, education, advertising sources for employers, out commute/in commute, and underemployment.

In fiscal year 2010, 49 individual Laborshed studies and nine regional analyses were completed. Industry-specific labor availability data was requested for business expansion and prospective recruitment for 193 different projects throughout Iowa.

Educational Outcomes Measures

IWD uses wage records from the state's unemployment insurance (UI) database to answer questions regarding the state's employment rate, earning levels, types of industry by gender and race, academic degrees, and types of programs. All of the wage data, as well as student records, are used for research purposes only, and are published as aggregated data to protect individuals' identities. This project was developed in cooperation with the Iowa Department of Education (DE) and Iowa community colleges. Through this partnership, the *Economic Returns & Career Transitions for Iowa Community College Students* was produced and published.

In addition, IWD provided analysis by request for:

- Kirkwood Community College, *Call Center Customer Service Certificate Program* (January 2010)
- Department of Corrections, *Offender Re-entry and Employment in Iowa* (April 2010)
- Western Iowa Technical Community College (April 2010)
- Iowa Valley Community College District (May 2010)
- Des Moines Area Community College (June 2010)
- Educational Policy Institute, Washington, DC (June 2010)

Data sharing agreements have been established with the Department of Education, Department of Corrections, Criminal and Juvenile Justice Planning in the Department of Human Rights, Drake University, U.S. Department of Labor's Office of Apprenticeships, all 15 community college districts in Iowa, and the States of Illinois, Nebraska, South Dakota.

Skillshed Studies

Last year saw the development and outreach of the first Skillshed Analysis. The original report was based on proprietary data, the Laborshed & Workforce Needs Survey. This project was developed and regional analysis was conducted in nine regions within Iowa. The

analysis compared the data from the Laborshed & Workforce Needs Survey to show supply and demand for skills and labor. The analysis also showed the gaps between those skills possessed by the workforce and those skills needed by employers. The education and training needed to fill these gaps between supply and demand was then determined.

The concept was then used in an interstate consortium brought together by a DOL grant through the State of Minnesota and The Institute for Work & the Economy out of Chicago. With Iowa leading this initiative, the states of Indiana, Nebraska, Missouri, and the Workforce Region in Peoria, Illinois collaborated to design a Skillshed that could be used by all states and locales given available information.

The Skillshed has recently been expanded to include an Excel Macro that automatically formulates much of the data and tasks which was also developed by IWD. Widely available information is entered into a formatted spreadsheet. The macro then sorts and ranks the jobs within the region by growth and wage criteria and creates job profiles for the top and bottom 50 occupations.

Workforce Surveys:

Workforce Needs Assessment Survey
The Workforce Needs Assessment Survey was conducted from September 2009 through January 2010 by Iowa Workforce Development. Employers were asked to provide information regarding both their current level of employment and their current and expected job vacancies. The goal of the survey was to collect and analyze data regarding the demand for workers and the skills required of workers in the area.

This information can be used by economic developers, government agencies, employers, and the Department of Education (DE) to guide their decision making on issues related to workforce development, vocational training, and employee recruitment. Responses to the survey were detailed in a statewide report, and 18 individual regional marketing area reports were also produced.

Fringe Benefit Profile
The Fringe Benefit Profile was conducted from October 2009 through May 20010 by Iowa Workforce Development. Employers were asked to provide information regarding their current benefit packages for full-time and part-time employees. The goal of the survey was to collect and analyze data regarding the benefits being offered by employers by an aggregate total, industry, employee size, and industry cluster.

To date, a statewide Fringe Benefit Profile, as well as studies for the Technology Corridor and Council Bluffs Partnership has been completed. Iowa Lakes Corridor and Mid Iowa Growth Partnership are also in queue for studies to be completed.

Dislocated Worker Analysis
When an organization has a mass layoff event, Iowa Workforce Development holds a rapid

response information session, usually at the location of the business. During this session, IWD staff asks participants to complete a dislocated worker survey. The information from these surveys are aggregated and analyzed and distributed in the form of the Dislocated Worker Fact Sheets.

In 2010, the Regional Research and Analysis Bureau completed 17 dislocated worker fact sheets. These fact sheets provide employers and prospective businesses with information about potential workforce in the area. There is demographic information, along with median salaries, education level, work experience, and advertizing utilization. For workforce professionals the fact sheet also complies information about the interest workers have in training programs designed to improve their knowledge and find new employment.

Iowa's Unemployed: Coping with Recession
In 2010, the division led a study of unemployed Iowans to assess the impact of the recessions on their livelihood, the problems they face, and ways to alleviate those problems. Results of the survey research was used for program planning as well as to assist those affected cope with the trauma of being unemployed.

Building Iowa's Childcare Workforce for the 21st Century
In 2010, the division led a research study and partnered with Iowa Department of Human Services, the Iowa Empowerment Board, the Iowa Department of Management and the Department of Statistics at Iowa State University to undertake a study of Iowa's childcare workforce. The results of the study was used for policy directives regarding childcare workforce in Iowa.

Grants:

State Energy Sector Partnership Grant (SESP)
The management of this $6,000,000 energy sector job training grant was assigned to our bureau in March 2010. We have facilitated the distribution of funds through the RFP process and will be overseeing the project until January 2013. This grant will provide training and placement in energy sector jobs for over 3,000 Iowa workers.

State Data Quality Initiative Grant (SDQI)
In October 2010, the division received a one million dollar grant from Employment and Training Administration (ETA) to undertake and enhance workforce data quality. This is a three year grant and would be used also to establish a workforce data warehouse.

Green Job Grants
Iowa received two Labor Market Improvement grants this year funded by the American Recovery and Reinvestment Act. The first was a single state grant and the other a multi-state grant awarded to the State of Montana with Iowa as a partner.

Labor Market & Workforce Information

Iowa:
This grant supports the analysis of labor market information data by assessing economic activity in energy efficiency and renewable energy. This grant allows Iowa Workforce Development and their Iowa partners to identify emerging occupations and skills required in the Green Economy. This information assists training organizations prepare Iowa's workforce for these new, unchartered job opportunities. The deliverables for this grant to date are as follows;

Green Economy Business Demand Survey
Auto Industry Supply Chain Study
Regulation & Incentive White Paper
State Building Deconstruction & Recycling Inventory
Iowa Green Economy Laborshed Study
Iowa Green Economy Human Capital Inventory
Synopsis of Energy Sector Workforce Demographics
Analysis of ARRA & I-Jobs Occupations
Green Economy Supply & Demand Analysis
Summaries of State Green Economy Educational Resources
Links Web Portal to Iowa Works
Modify the I-Works Labor Exchange System
LMI Staff Green Jobs Training

Multi-State:
The Northern Plains and Rocky Mountain Consortium: Researching the Green Economy" created a consortium consisting of workforce agencies in seven contiguous states (Iowa, Nebraska, South Dakota, North Dakota, Wyoming, Utah, and Montana) to improve labor market information collection and research to enhance the labor exchange system for careers in the green economy. This collaborative project has allowed for the effective distribution of green surveys and is creating new methods to close the green jobs information gap. Research is focusing on green sectors that are expected to be significant drivers of the seven state area's economy, including clean coal research, wind energy, carbon sequestration, and biofuels.

Iowa has led this initiative in the survey instrument design, data collection, and analysis of a business survey designed to collect data on green occupations in the economy. In addition, IWD has also conducted an IMPLAN impact analysis based on the expansion of green industries in Iowa which will be included in the full report.

Employer Database
Iowa Workforce Development, the U.S. Department of Labor's Employment and Training Administration, and the Analyst Resource Center signed a contract with infoUSA for production of the ARC Employer Database. The contract between Iowa Workforce Development and infoUSA is for a period of three years with two possible one-year extensions. We completed year two of the contract after the October 2010 release of the Employer Database.

Labor Market & Workforce Information

The Employer Database is a privately collected, acquired database containing employer information such as name, address, telephone number, contact person, and industry designation for over 12 million businesses throughout the country.

Iowa Workforce Development is responsible for the procurement and dissemination of the database to all 50 states, the District of Columbia, Puerto Rico and the Virgin Islands for use in workforce and economic development activities. ETA and the Analyst Resource Center are currently looking for a new state to assume the Project Manager duties for the next RFP and contract.

Career Products/Outreach

Training sessions on IWD websites were provided to librarians via the internet at the State Library. The two presentations included navigating through information in IWD's websites such as registering for work, conducting job searches and locating labor market information. Staff from IWD navigated the websites which were displayed on the librarians' monitors at their locations. The librarians asked questions and found the presentations to be extremely helpful as they spend a large amount of their time assisting patrons who are unemployed. The librarians would like to scheduled additional sessions.

Staff produced long-term industry and occupational projections for the 2008-2018 time period for the state and IWD regions. The projections provide detailed information on the employment outlook. Short-term projections were created for the state for the 2009-2011 time period.

Several new publications were launched during the fiscal year:

►*A Report to the Governor and Legislature – Demographic State of the State* displays age, gender and industry differences reported among Iowa's jobholders for the period 2000-2008.

►*Iowa's Statewide, Regional and County Profiles* provides a snapshot of demographic workforce information for each geographic area for 2009.

►*Building Iowa's Child Care Workforce for the21st Century* is study conducted with Iowa State University that provides information on the demographics, educational attainment, training, and benefits awarded to child care providers.

►*Iowa Industry Projection Summaries 2008-2018* displays the industries expected to experience the most growth and the declines for the state and IWD regions.

►*Iowa Occupational Projection Summaries 2008-2018* displays the occupations expected to experience the largest growth, decline and most annual openings for the state and IWD regions.

►*Iowa's Workforce and the Economy 2010* provides information on topics such as: unemployment trends and assistance provided to the unemployed, nonfarm employment, highest paying industries and industry projections. In addition, articles of special interest are included on Iowa's: working women, manufacturing, wages of occupations, and the child care workforce.

►*Iowa Licensed Occupations* is a biennial publication designed to provide job seekers, career counselors, and other interested individuals with information concerning occupations in Iowa that require a license, certificate, or commission issued at the state level.

Unemployment Insurance Services

Fiscal year 2010 continued to experience extraordinarily high numbers of people (claimants) claiming unemployment insurance benefits. Unemployment rates went from 6.1 percent in July of 2009 to 6.7 percent in June 2010.

In response to the unprecedented number of persons seeking unemployment benefits, the federal government passed the American Recovery and Reinvestment Act of 2009. This act provided millions of dollars to infuse economic recovery efforts at the state level. The additional federal money provided funding to extend the time claimants receive benefits, provide additional $25 payments to weekly benefit amounts, and expand the eligibility requirements for persons receiving benefits.

The unemployment insurance (UI) program is a critical source of support to the jobless. The UI program has two major goals:

►Cushion temporary, unplanned spells of unemployment, and

►Maintain economic stability within a community.

As the economy worsened and people lost jobs through no fault of their own, more people turned to unemployment benefits as a temporary measure to get through the recession. Below is a summary of the changes from year to year:

►National average for time on benefits was 20 weeks.

►Iowans received benefits an average of 15.9 weeks.

	FY07	FY08	FY09	FY10	Change From FY09 to FY10
Benefits	$338.8 million	$349.7 million	$634 million	$708 million	+ 12 %
Number of Claims	193,210	213,144	385,790	358,770	-7%
Average # of Weeks	12.7	12.4	13.2	15.9	2.7 weeks

The FY 10 claims appear lower than the previous year because the numbers only take into account the state benefits and not the federal payments. Over all EUC claims were up 28% over FY09, thereby accounting for the increase in the number of weeks on UI.

Unemployment Insurance Services

Employers used several existing programs to help workers. In addition, the federal government offered significantly more money to states.

Work Share and Employer Filed Claims Programs
More employers took advantage of two existing programs.

Work Share Program: This program provides an alternative to laying off employees. Employees get reduced hours and reduced pay plus a portion of regular unemployment insurance benefits.
Most importantly, employees continue to work and continue to get employer-offered benefits and the employer retains their skilled workforce while the economy recovers. Since the beginning of this recession:
►85 employers enrolled.
►9081employees participated.

Employer Filed Claims: This program allows employers to file claims on behalf of their employees. Employers feel they are assisting their employees to ease the pain of a layoff.
►In 2010, 42 employers have used the program.
►Approximately 49,000 claims have been filed during this time frame.

Extension of Benefits
The Emergency Unemployment Compensation (EUC) program continues benefits after all eligibility for regular Unemployment Insurance (UI) is exhausted. EUC payments began in July 2008. Eligible persons may receive up to 47 additional weeks of unemployment insurance benefits. During FY 2010 $465.6 million was paid for 68,592 claims.

Additional $25 Payments
The federal government provided funding to allow all states to add $25 every week to most claimants' unemployment benefit amount. During FY 2010, $100.4 million was paid.

In summary, the unemployment insurance system paid approximately 54% more benefits in FY 2010 than in FY 2009.

	FY 2009	FY 2010
Regular UI	$633,987,994	$708,673,924
Shared Work Program	$4,198,022	$8,997,971
Emergency UI (Federal)	$159,034,303	$465,595,122
Stimulus Payments (Federal)	$31,783,718	$100,388,263
Total	**$829,004,037**	**$1,283,655,280**

Unemployment Insurance Services

Additional Federal Funding
The federal government gave states the opportunity to receive additional federal funding to pay benefits if they expanded eligibility criteria. Iowa was quick to respond, receiving $70.8 million in additional support to the trust fund, and enacted the following enhancements:

►*Training Extension Benefits.* Participants in this program may receive up to an additional 26 weeks of benefits while enrolled in training for a high demand or technology occupation, only after all regular benefits and federal extensions are exhausted. They must be enrolled and making satisfactory progress in training to receive unemployment benefits. During FY 2010, 5984 applications were received. Approximately 82% of those applications are approved.

Unemployment Insurance (UI) Trust Fund
The UI program is funded through state and federal payroll taxes. These taxes are paid by employers based on a portion of workers' wages. Funds are placed in a special fund, called the UI Trust Fund. The Trust Fund can only be used to pay unemployment insurance benefits.

By the end of FY 2010, over 30 states depleted their Trust Funds and borrowed in excess of $40.4 billion from the federal government. Iowa is one of a hand full of states that remained solvent. However, Iowa is vigilantly watching the balance of the Trust Fund as more money goes out for benefits without a like amount being deposited in the fund.

Iowa had been on the same UI tax rate table for six years. Due to the drain on the Trust Funds, Iowa was forced to move to tax table 4 adjusting the new employer rate to 1.5% and the range for experience rated employers from 0 percent to 9 percent. Rates are recalculated every year. Employers with higher layoffs generally have a higher tax rate.

Tax Rate Comparison				
	2007	2008	2009	2010
Percent employers with UI tax rate of 0% (do not pay taxes)	45%	45%	46%	43%
Percent employers with tax rate of 1% or less	75%	75%	75%	53%
Percent employers with highest tax rate. (8.0% for 2007-2009, 9.0 for 2010)	9%	9%	9%	8%
Tax Rate for Average Employer	1.45%	1.47%	1.45%	1.94%

Unemployment Insurance Services

Comparison of Taxes Collected and Benefits paid
In FY2010, regular benefits paid, excluding federal supplemental benefits, greatly exceeded the amount of taxes collected making this the second year in a row for this phenomenon and resulting in changes to the tax rate table.

	Taxes Collected	Benefits Paid (State Dollars Only)
Fiscal Year 2007	$322.4 Million	$338.8 Million
Fiscal Year 2008	$360.2 Million	$349.7 Million
Fiscal Year 2009	$360.9 Million	$634 Million
Fiscal Year 2010	$413 Million	$708 Million

Accomplishments for Fiscal Year 2010
Employer Misclassification Unit: Misclassification of workers as "independent contractors" rather than "employees" is a growing problem in Iowa and is costing millions of dollars. The Iowa Legislature provided special funding for extra help to protects workers, businesses, and tax payers. The purpose of the Misclassification Unit is to educate employers and workers about employee misclassification, enforce Iowa's existing unemployment tax laws, and forward our findings to other state and federal agencies for further investigation.

The Unit's educational efforts included 47 employee misclassification presentations to government agencies, trade organizations, accountants and human resource professionals. A link was added to Iowaworkforce.org to serve as an educational tool for anyone who had questions or wanted more information on employee misclassification. In addition, the Unit created a brochure for its investigators and field auditors to hand out to workers and employers in the field

detailing what employee misclassification is and how to report it. Finally, a tip hot line and tip form were created for workers, employers, and the public to report potential cases of employee misclassification.

The Unit has received 780 potential employee misclassification tips, leads and referrals from workers, employers, government agencies and the public. The completed investigations found that 200 employers misclassified 1,667 workers. These employers failed to report $27,912,071 in wages for unemployment tax purposes, which resulted in assessments of $1,405,800 in unpaid employment taxes, penalties and interest.

After the Misclassification Unit finalizes their unemployment tax investigations, we refer cases to the Division of Labor's Contractor Registration program, the Iowa Workers' Compensation Division, and the state Department of Revenue to determine what obligations are owed under those laws and programs. Similarly, those entities share information with the Misclassification Unit. IWD also signed an agreement with the Internal Revenue Service that also allows for the transfer of information related to employee misclassification.

NOTE: For the period of June 30, 2009 through July 1, 2010, the Unit had only one appeal.

200 employers misclassified 1,667 workers
Unreported wages totaled $27,912,071
State unemployment taxes due total $1,065,634
State unemployment penalties/ interest due $340,166

Debit Cards to Pay Benefits: In August 2008, Iowa implemented the Debit Card program as another way claimants receive unemployment benefits. Debit cards eliminate lost or missing checks and assure money gets to the person when it's expected. People can access funds from ATM machines, from most merchants, and from all Visa-branded banks.

Debit cards continue to grow in popularity. Fewer people choose to receive unemployment benefits via a paper check. At the end of 2010, benefits were paid using the methods below:
►Direct Deposit 75%;
►Debit Card 20%, an increase of 3% over the previous year
►Paper checks 5%.

Workers' Compensation

The Workers' Compensation Division has three core functions: adjudication of disputed workers' compensation claims, enforcement of compliance standards, and education of Iowans about workers' compensation law and procedures. The Commissioner oversees this division of Iowa Workforce Development. The division continued to reassess and revise its processes during FY09 in order to provide more prompt adjudication and effective compliance enforcement. The division has also invested significant time to map our processes to prepare for much needed technological advances. The Workers' Compensation Division staff continued an emphasis on providing statewide educational presentations to assist businesses and workers understand our state's workers' compensation laws. In addition, the division continually strives to update the website which provides information to thousands of visitors.

The deputy commissioners conducted 628 contested case hearings and issued 462 decisions. The average time for a case to remain pending from the date of the initiating petition until issuance of the decision was increased from 437 to 477 days. The average time from hearing to decision was increased from 56 to 84 days.

Annual reports showing claim adjusting actions were required to be filed via Electronic Data Interchange (EDI) protocols. The division once again continued to focus increased compliance enforcement by actively enforcing the requirements for filing first reports of injury.

Hearing-Level Adjudication

Adjudication occurs when a dispute arises over an employee's entitlement to benefits. Most injury claims are resolved without adjudication. Annually, nearly 20,000 injuries are reported, however, in FY10 only 4,482 petitions for benefits were filed.

Workers' Compensation adjudication procedures resemble those used in the district court for non-injury cases. An injured worker files a petition seeking benefits. A period for preparing the case for hearing through motions, discovery and investigation follows. The twelve deputy commissioners conduct hearings to decide claims in Des Moines or one of seven other cities around the state. The average time from the date of hearing to the date the decision was issued is 84 days.

Case inventories and waiting time had been increasing regularly prior to FY03. At the end of FY02 the inventory was 6,579 cases, the time for resolution averaged 651 days and the time from hearing to decision averaged 75 days. Rules that govern preparing cases for hearing and scheduling hearings were amended in FY05. The time consumed to resolve cases is directly related to the size of the inventory and number of staff. Further improvement is expected as the staff continues to reduce the existing inventory.

Appeal-Level Adjudication

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

shifted in 2003 to hearing-level adjudication so fewer people would be impacted by delay. Nevertheless, with the assistance of members of the deputy commissioner staff, the average monthly inventory of pending appeal cases increased in FY10 from 163 to 176.

Compliance

Compliance administrators monitor injury and claim payment reporting, acting as ombudsmen. They responded to 19,516 requests for information about workers' compensation law and reviewed 4,420 settlements for approval. As time allows, the division of workers' compensation coordinates with the Division of Labor to enforce proof of coverage compliance. Injury and claim payment data is reported to the agency using the Electronic Data Interchange (EDI) protocol. In the future, the EDI database will be used to monitor claim payment practices as part of the compliance plan.

Education

The division provides information about workers' compensation law and procedures to the public on the web, including news and updates, EDI materials, weekly benefit schedules, summaries of recent appeal decisions and access to the hearing schedule. The division issues publications that disseminate information about workers' compensation law and procedures at meetings, conferences or seminars for attorneys, insurance personnel, employee groups and employer groups.

Average Days From Petition to Decision	
Fiscal Year 2003	620
Fiscal Year 2004	617
Fiscal Year 2005	607
Fiscal Year 2006	569
Fiscal Year 2007	502
Fiscal Year 2008	473
Fiscal Year 2009	437
Fiscal Year 2010	477

Average Days From Hearing to Decision	
Fiscal Year 2003	58
Fiscal Year 2004	52
Fiscal Year 2005	50
Fiscal Year 2006	73
Fiscal Year 2007	75
Fiscal Year 2008	53
Fiscal Year 2009	56
Fiscal Year 2010	84

Workers' Compensation

Online Filing and Docket System

The Division of Workers' Compensation has received limited funding for the implementation of an electronic compliance and litigation system. The system has been designed and the code has been written by our vendor. The remaining work is to migrate existing data from our Mainframe into the new application and then perform several rounds of user acceptance testing of the application. The new system is designed to save internal and external costs, expand the time the Division is "open for business," and streamline the process in contested cases. The new system's implementation is an opportunity to amend the outside practices before the Division to increase efficiencies. Significant cost savings were realized by modifying an existing system from the state of Georgia.

Enforcement

The Division of Workers' Compensation has increased its focus on requirements to file First Reports of Injury and assessing $1,000.00 fines for failure to do so. The Division hopes to enforce 86.13A assessments for late commencement of benefits through the compliance division in the coming year.

Workforce Center Administration

The Division of Workforce Center Administration provides primary customer contact for a variety of services, including job placement, unemployment insurance, job training, labor market information, re-employment and business services. These services are delivered by staff based in the Des Moines administrative offices, and through a network of offices in 15 Iowa regions, including 55 IWD staffed locations and additional access points provided by partners, communities, and subcontracted agencies. One-stop Service Centers are established in each region to provide the customer with a single source for employment and training services and information, with many basic services such as job search and unemployment claims also available through the agency's websites.

Integration Update

The close of fiscal year 2010 marked the second anniversary of Iowa's One-Stop integration project. Iowa's Integration model is driven by the following objectives:

►Provide Iowa businesses with the skilled workers they need while workers gain and expand skills that are in demand.
►Improve efficiency and effectiveness of workforce services and processes.
►Make a relevant, valuable contribution to each region's economic vitality.

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

►Employment & Re-Employment Services (Wagner-Peyser)
►WIA Adult and Dislocated Worker Services
►Trade Adjustment Act Services
►Veteran Services
►New Iowan Center Services
►Unemployment Services.

Seven additional centers were integrated in 2010: Cedar Rapids, Burlington, Mason City, Waterloo, Red Oak, Newton, and the John Morrell Transition Center in Sioux City. Added to the centers integrated during the first year of the project (Des Moines, Creston, Dubuque, Council Bluffs and Fort Dodge), Iowa has nine integrated regional One Stops, two integrated field offices, and an integrated transition center.
The next regional One Stops on the list to adopt the integration model will be Sioux City and Ottumwa in summer 2011.

From the start of the project in July 2009 through November 30, 2010, 47,031 Iowans have become members. Of that total, 41,047 are engaged in employment activities, 2,580 are in career development, and 3,404 are participating in career advancement. Fifty-seven percent of the integration membership is male, and 47% is female. A total of 1,483 members are Veterans, 3,157 are over age 55, and 1,465 are "New Iowans."

Employment Services
Employment services focus on providing a variety of employment related services including job search assistance, placement assistance, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. Depending on the needs of the labor market, other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available. The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, assisting employers with special recruitment needs, arranging for Job Fairs, helping employers with hard-to-fill job orders and job restructuring, and dealing with layoffs.

For the period of July 1, 2009, through June 30, 2010, IWD offices served 247,598 individuals, including 18,397 Veterans, 3,017 youth and 23,582 people over age 55. Of that total, 244,046 received staff-assisted services and 213,412 were referred to employment opportunities. The entered employment rate for that period was 62 percent and the retention rate at six months was 74 percent.

Further demographics of this group include:
►135,762 were male
►111,128 were female
►244,581 were adults over age 18
►175,770 were aged 18 through 44
►44,780 were aged 45 through 54

From July 1, 2009, through June 30, 2010, IWD's 55 field offices received 29,690 job orders from employers. This does not represent the total number of openings since a job order can reflect an employer's need for multiple workers. One of IWD's functions is to match available workers with job opportunities listed by employers. During this same period, IWD staff sent out 791,411 notices to Iowa workers letting them know about job opportunities that matched their skills, abilities and interests. That total includes 649,803 emails and 141,608 mailers sent through the U.S. Mail. Email is seen as a more efficient and cost effective way for IWD to reach job seekers, and to reduce postage costs. IWD staff offer all customers the opportunity to sign up for free email through Google, Hotmail or Yahoo in our centers. We are also investigating how to better use social media, such as Twitter, LinkedIn and Facebook, to distribute information to our customers.

In addition to offering no-cost email access, all IWD offices provide public access computers. For the period of July through December 2010, 64,335 people took advantage of this service. Some of the things they used the computer for included looking up job listings, using Microsoft software, writing resumes, taking typing tests, and on-line career assessments and interest inventories, or a total of 300,096 separate and distinct services.
IWD continues to look for ways to increase the number of available job opportunities posted

on our job bank, www.iowajobs.org. Through the use of "indexing," we are able to automatically add jobs posted on employer websites, Federal jobs available in Iowa, and job opportunities within a 50 mile commute with Iowa's borders with Missouri, Nebraska, Minnesota, South Dakota, Wisconsin and Illinois. We believe many Iowans would be interested in jobs within that commuting distance that could allow them to remain Iowans, stay in their homes, and keep their children in their school. Each of IWD's 15 regions has its own job bank that is a subset of Iowa Jobs, allowing people interested in a specific part of the state to focus on jobs in that area only. In addition, we have created a number of job banks for local chambers of commerce and economic development groups focusing on job opportunities in multi-county areas, and another site featuring "green" jobs.

Jobs posted with IWD automatically go to multiple websites:
►Iowa Jobs
►SmartCareerMove
►JobCentral
►VetCentral

Iowa was also the first state to create a customized job bank specifically for apprenticeship opportunities certified by the US Department of Labor. This site, www.iowaworkforce.org/apprenticeship was unveiled has since been replicated in other states.

PROMISE JOBS (PJ)
PROMISE JOBS, or "Promoting Independence and Self Sufficiency through Employment, Job Opportunities & Basic Skills," is Iowa's welfare reform program. Designed to assist Family Investment Program (FIP) recipients to become self-sufficient, PROMISE JOBS is a participation requirement for most FIP recipients. Participants develop an individualized Family Investment Agreement (FIA) that outlines the steps they will take to leave public assistance. Persons who fail to participate or comply with their FIA are considered to have chosen a Limited Benefit Plan (LBP) and lose their FIP benefits. IWD has a contract with the Iowa Department of Human Services to administer the PROMISE JOBS program, and staff is located in each of our 15 service

delivery areas. A person must be receiving FIP benefits in order to receive PROMISE JOBS assistance. A number of activities are available to PROMISE JOBS participants, including: Workplace Essentials, job seeking skills training, work experience, on-the-job training, monitored employment, GED/ABE/ESL, post secondary education, parenting skills and family development services.

For calendar year 2009, the average monthly caseload statewide was 14,324 families. Iowa performed better than average for the last reporting period for both the all-family and two parent rates. Iowa's all-family rate was 41.1 percent, compared to 29.4 percent nationwide. The national average for the two-family rate was 27.6 percent; Iowa's participation rate was 39.8 percent.

Disabled Veterans Outreach Program (DVOP)

Under Federal Priority of Service regulations, Veterans and Eligible Spouses are entitled to priority of service for qualified training programs funded by the US Department of Labor. Specially trained Workforce Advisors, themselves all disabled Veterans, work with Veterans recently separated from military service or with barriers to employment. Barriers may include disabilities incurred while on active duty, substance abuse, convictions, work history and others that could hinder their ability to obtain suitable employment. Services include counseling, assessment testing, referrals to other supportive service agencies, and identifying training opportunities. Active outreach is conducted with employers, community and Veteran service organizations, unions, and local counseling and social service agencies to ensure Veterans know about and receive services for which they are eligible.

For the last reporting period, IWD offices served 18,397 Veterans. Success is measured by the fact that 58 percent of the veterans served found employment after receiving staff-assisted services, and 72 percent retained that employment six months later. One very successful tool in promoting the benefits available to Iowa veterans is a continuing use of a publication originally developed in 2009. "Iowa Veterans Benefits & Services; A Guide to Federal, State and Local Veterans Programs" was recently updated for its fourth printing. This booklet is provided to Veterans and their families by IWD, DOL VETS and Iowa county veteran's affairs officers. It includes information on training opportunities, health care and hospital benefits, dependent and survivor benefits, life insurance, home loans, employment and other veterans' service organizations.

IWD continues to be focused on providing access to Veterans across the state. New staff was added in Marshalltown, Carroll and Fort Dodge in 2010, and we are currently in the process of filling vacancies in Spencer and Creston. One hiring is complete, we will again have DVOPs in all 15 regions. We also have a half-time Local Veterans Employment Representative (LVER) in Des Moines. This position works as part of the center's Recruitment and Placement Team, promoting Veterans to employers as an excellent source of skilled workers.

Food Stamp Employment and Training Program (FSET)

Food Assistance recipients in the Des Moines and Cedar Rapids areas are eligible for employment and training services through a contract between the Iowa Department of Human Services and Iowa Workforce Development. Any Food Assistance recipient who does not get Family Investment Program (FIP) payments can participate in job seeking skills training, adult basic education, and advanced education or vocational training. A new component is available through a partnership with DHS, IWD, Des Moines Area Community College and Kirkwood Community College. The Employment Training and Career Program provides tuition funding for approved certificate training programs in high growth, high demand occupations including information technology, healthcare, advanced manufacturing, transportation and service/retail.

National Career Readiness Certificate (NCRC)
Iowa Workforce Development is using ACT's National Career Readiness Certificate, a WorkKeys program, in seven regions, and hopes to expand this program statewide in 2011. The NCRC program tests the comprehension level of an individual in "reading for information," "locating information," and applied mathematics." 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 a particular worker possesses. The certificate is being used widely with IWD's ex-offender initiative at correctional facilities in Rockwell City, Newton and Mitchellville, as part of the new FSET component, and other employment and training activities.

Ex-Offender Initiative
The Ex-Offender Initiative implemented in three Iowa correctional facilities in 2009 continued in 2010. Working in partnership with the Department of Corrections, three IWD workforce advisors work on site at the Mitchellville, Newton and Rockwell City prisons. This staff works with soon to be released ex-felons, with the goal of having them placed in a job before they leave prison. The success of the project has prompted the Ex-Offender Reentry Coordinating Council to recommend the project be expanded. Both the IWD and DOC boards have also recommended the addition of four staff to work in community based corrections as opposed to prisons only.

New Iowan Centers
Iowa Workforce Development has established New Iowan Centers to offer workforce development services to persons who have recently moved to Iowa and are seeking employment. New
Iowans can be from New York City or Nicaragua – they don't have to be from another country. The centers are designed to support workers, businesses, and communities with information, community service referrals, job placement, translations, language training, and resettlement assistance, as well as technical and legal assistance concerning forms and documentation. Through public-private partnerships, the New Iowan Centers provide one-stop workforce development services for new Iowans.
A New Iowan Center opened in Postville on June 15, 2010, joining other centers located in

Muscatine, Ottumwa, Marshalltown, Mt. Pleasant, Mason City, Iowa City, Sioux City, Council Bluffs, Denison, Des Moines, and Storm Lake. For the most recent reporting period, the centers provided 13,283 persons with 50,145 different services. A total of 1,357 businesses were served, and 8,011 training opportunities were provided.

Language training is one of the services provided through the New Iowan Centers. Rosetta Stone access has been expanded in 2010 to a networked application, and additional languages have been included in the new model, including Hindi, French, Vietnamese, Mandarin Chinese and Arabic, in addition to Spanish and English.

Workforce Investment Act

The Workforce Investment Act (WIA) is a federally funded employment and training program designed to prepare adults, economically disadvantaged youth and dislocated workers for participation in the work force. The goal of WIA activities is to increase the employment, retention and earnings of participants, and increase occupational skill attainment by participants to improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation.

The Adult training program is designed to prepare adults (19 and older) for participation in the labor force by increasing their occupational and educational skills, resulting in improved long term employability, increased employment and earnings, and reduced welfare dependency. Three levels of service are available to adults: core services, intensive services, and training services. Adults must first receive core services before they can move on to intensive services, and must receive intensive services before they can move on to training services. Because Adult program funds are limited, priority in the provision of intensive and training services must be given to adults who are low income or welfare recipients. In the last reporting period, 60.3 percent of those served found employment. Of those, 92.8 percent retained the employment, and 61.5 percent obtained a credential.

The Dislocated Workers program provides retraining and re-employment services to individuals who have been dislocated from their jobs, and to displaced homemakers. Employment services reach beyond basic job placement. Job seekers have access to computerized resource centers for career exploration, resume preparation, skills assessment and testing, job search, on-line work registration, and on-line unemployment insurance claims filing. Job seekers also have access to a variety of skill building workshops, job search assistance curriculum and individual case management. In the last reporting period, 75.3 percent have obtained employment, 96.4 percent have retained that employment, and 53.0 percent obtained a credential.

The Youth training program is designed to improve the long-term employability of youth (14 through 21), enhance the educational, occupational and citizenship skills of youth, encourage school completion or enrollment in alternative school programs, increase the employment and earnings, reduce welfare dependency, and assist youth to make a successful transition from school to work, apprenticeship, the military, or post-secondary education and training. Many regions throughout the state are striving to engage more out-of-school youth in providing support and services that will lead the youth to gainful employment. It is important that youth are employed in a field that not only interests them, but one in which they have the potential to obtain the skills and abilities to be successful. Data for that group shows 56.6 percent of the younger youth attained a skill, and 70.5 percent obtained either a GED or high school diploma. Older youth were equally successful, with 71.4 percent finding employment, 93.6 percent maintaining the job, and 46.4 percent obtaining a credential.

Due to the availability of emergency contingency funds from Temporary Assistance for Needy Families, we were able to again offer a youth component in 2010. This program served all youth from ages 14-21 that met the definition of a low-income individual under WIA and were residing with a needy family or parenting and meeting the low-income definition. The agency hopes funding will be available to continue summer youth services in 2011.

Iowa Workforce Development is also leading a statewide coordination to support growth and sustainable operations for existing and potential YouthBuild sites in Iowa. IWD received a $50,000 planning grant from the Iowa Commission on Volunteer Service, and the agency is currently building stakeholder involvement to support resource sharing and best practices, as well as working with local, state and federal partners to develop diverse funding opportunities for YouthBuild in Iowa.

Trade Adjustment Assistance (TAA)

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

Workforce Center Administration

As of Dec. 31, 2010, Iowa has 50 active Trade Act petitions:

Electrolux Central Vacuums in Webster City
Cryovac in Cedar Rapids
Ceco Building Systems in Mt. Pleasant
Electrolux Major Appliances in Webster City
Dodger Industries in Eldora
Rockwell Automation in Sumner
Donaldson Co. in Cresco
Skyjack Manufacturing in Emmetsburg
Cummins Filtration in Lake Mills
Williamsburg Manufacturing in Williamsburg
Keno Logistic Services in Webster City and Ames
Midland Forge in Cedar Rapids
Thermo Fisher Scientific in Dubuque
Avaya (virtual offices in Iowa)
Power Manufacturing in Allison
Deco Products in Decorah
Merkel Freudenberg in Spencer
Tasler Inc. in Webster City
Gelita USA in Sergeant Bluff
Flexsteel in Dubuque
ADP Total Source in Winter Springs FL
DeLong Sportswear in Grinnell, Albia, and Atlantic
Hewlett-Packard in Des Moines
Intermec Technologies Service Center in Cedar Rapids
H&H Trailer in Clarinda
Group Dekko in Murray
ZMI Portec in Sibley
Electrolux Central Vacuums in Jefferson
Electrolux Home Products in Jefferson
Collis Inc. in Clinton
Montezuma Manufacturing in Montezuma
Stream Global Services in Sergeant Bluff
Benco Manufacturing in Belle Plaine
Gerdau Ameristeel in Wilton
IPSCO Tubulars in Camanche
Rite Hite/Duct Sox in Dubuque
Vantec in Webster City
Aalfs in Sioux City
NCM LP in Grundy Center
Cooper Tire and Rubber in Cedar Rapids
Marsh USA in Des Moines
Citicorp Credit in Urbandale
Prudential in Dubuque
Soo Tractor Sweeprake in Sioux City
First American Title in Waterloo

These petitions affect approximately 3,757 total workers.

Petitions are pending with the Department of Labor that could affect workers in Dubuque, Manson and Webster City.

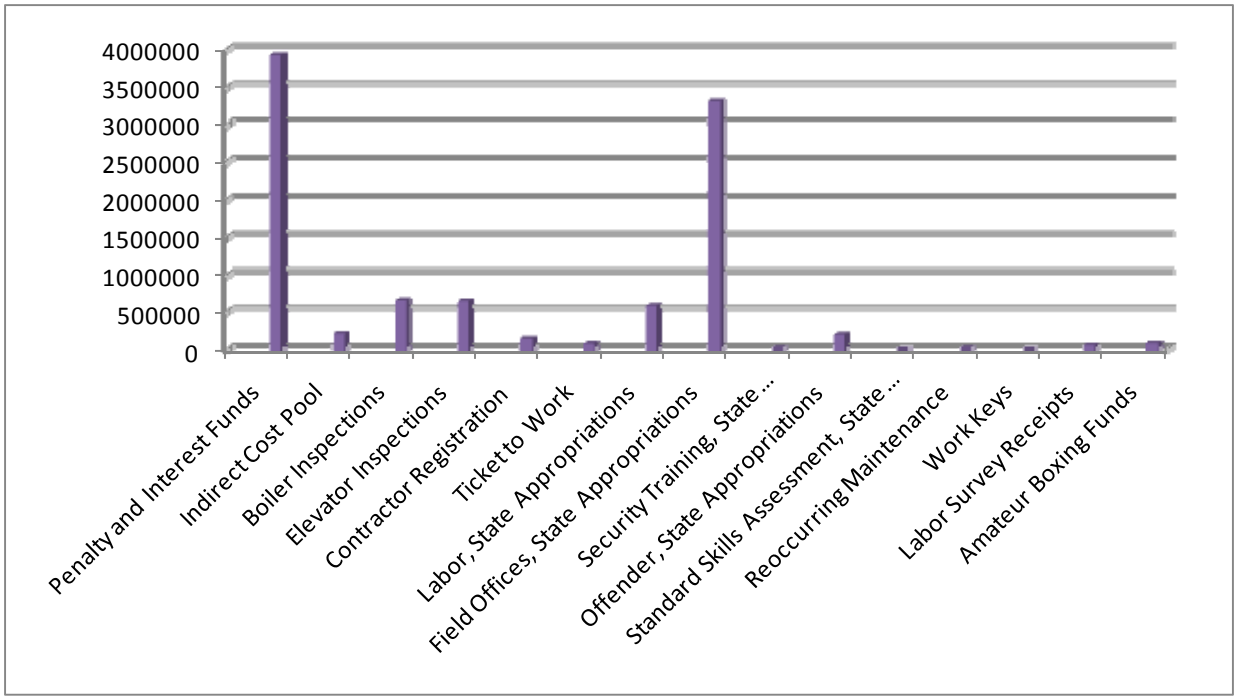
Financials

IOWA WORKFORCE DEVELOPMENT
ANNUAL REPORT
STATE FISCAL YEAR 2010 (July 1, 2009 to June 30, 2010)

	FY 2010	FY 2009
Beginning Cash Balance		
Penalty and Interest Funds	$3,879,252.00	$3,033,619.00
Indirect Cost Pool	$114,718.00	$109,901.00
Boiler Inspections	$546,863.00	$514,513.00
Elevator Inspections	$514,538.00	$381,091.00
Labor Programs, State Appropriations	$256,150.00	$451,516.00
Field Offices, State Appropriations	$2,473,451.00	$967,877.00
Reoccurring Maintenance	$15,953.00	$50,804.00
Work Keys	$11,578.00	$9,684.00
Standard Skills Assessment, State Appropriations	$303,291.00	$0.00
Amateur Boxing Funds	$72,901.00	$76,052.00
Security Training, State appropriations	$2,701.00	$0.00
Offender, State Appropriations	$75,972.00	$0.00
	$8,267,368.00	$5,595,057.00
PLUS REVENUES		
General Fund Appropriations	$20,567,695.00	$21,893,459.00
Federal Support	$103,242,753.00	$82,658,763.00
Intra State Transfers	$21,735,840.00	$14,214,697.00
Taxes Collected	$1,318,281.00	$1,684,914.00
Refunds and Reimbursements	$787,611.00	$728,342.00
Local Governments	$166,014.00	$174,998.00
Interest	$1,358,196.00	$4,019,209.00
Fees, Licenses and Permits	$2,905,701.00	$2,158,893.00
	$152,082,091.00	$127,533,275.00
MINUS EXPENDITURES		
Personal Services	$63,331,442.00	$51,617,795.00
Indirect, IT Chargeback and Other Pooled Costs	$17,907,942.00	$12,957,468.00
Building and other rental expenses	$2,318,585.00	$2,209,088.00
Training Payments	$7,055,165.00	$3,862,540.00
Travel and Subsistence	$930,600.00	$871,500.00
Supplies and Materials	$2,383,377.00	$1,854,382.00
Contractual Services	$42,873,286.00	$40,280,847.00
Equipment and Repairs	$2,988,892.00	$1,159,375.00
IWD IT and other Intra-Transfers	$6,763,082.00	$7,273,027.00
Communications	$1,435,706.00	$1,074,924.00
ITD Reimbursements	$1,838,432.00	$159,615.00
Other Expenses	$356,900.00	$1,028,873.00
Licenses, Permits and Refunds	$17,473.00	$10,022.00
Aid to Individuals	$269,175.00	$501,508.00
Total	$150,470,057.00	$124,860,964.00
EQUALS ENDING CASH BALANCE	$9,879,402.00	$8,267,368.00

Financials

ENDING CASH BALANCES BY FUND	FY 2010	FY 2009
Penalty and Interest Funds	**$3,912,670.00**	**$3,879,252.00**
Indirect Cost Pool	**$212,839.00**	**$114,718.00**
Boiler Inspections	**$644,059.00**	**$546,863.00**
Elevator Inspections	**$637,084.00**	**$514,538.00**
Contractor Registration	**$143,168.00**	**$0.00**
Ticket to Work	**$77,896.00**	**$0.00**
Labor, State Appropriations	**$573,634.00**	**$256,150.00**
Field Offices, State Appropriations	**$3,300,777.00**	**$2,473,451.00**
Security Training, State Appropriations	**$16,326.00**	**$2,701.00**
Offender, State Appropriations	**$200,421.00**	**$75,972.00**
Standard Skills Assessment, State Appropriations	**$0.00**	**$303,291.00**
Reoccurring Maintenance	**$13,894.00**	**$15,953.00**
Work Keys	**$4,608.00**	**$11,578.00**
Labor Survey Receipts	**$57,754.00**	**$0.00**
Amateur Boxing Funds	**$84,272.00**	**$72,901.00**
Total	**$9,879,402.00**	**$8,267,368.00**



Financial

PROGRAM EXPENDITURES		
Unemployment Insurance	**$35,468,287.00**	**$26,711,455.00**
Workforce Investment Act (WIA)	**$25,888,457.00**	**$29,393,299.00**
Temporary Assistance for Needy Families	**$14,960,136.00**	**$14,113,756.00**
Employment Services, Wagner Peyser	**$5,769,235.00**	**$5,943,054.00**
Contractor Registration	**$357,822.00**	**$0.00**
Trade Adjustment Assistance - TAA, ATAA and TRA	**$11,025,191.00**	**$7,792,442.00**
Field Office, General Fund, Revolving Interest, misc	**$12,782,035.00**	**$17,323,273.00**
Labor Survey Receipt,Expenses	**$237,332.00**	**$322,197.00**
Division of Labor Services, OSHA/BLS Federal Funds	**$2,295,283.00**	**$2,452,305.00**
Division of Labor Services, General Fund & misc	**$3,482,523.00**	**$3,662,472.00**
Boiler Inspections	**$727,015.00**	**$796,626.00**
Elevator Inspections	**$1,012,361.00**	**$920,866.00**
Reed Act, Tax Redesign	**$3,591,638.00**	**$2,519,593.00**
Worker's Compensation, General Fund, misc receipts	**$3,596,393.00**	**$3,443,378.00**
BLS Labor Force Statistics	**$2,895,829.00**	**$2,438,141.00**
Veterans' Outreach/Employment Programs	**$1,460,209.00**	**$1,458,633.00**
North Carolina ALMIS	**$529,484.00**	**$651,051.00**
Disability Program - Navigator	**$600,861.00**	**$596,880.00**
WOTC	**$284,290.00**	**$245,450.00**
Food Stamps	**$128,184.00**	**$146,336.00**
New Iowan's Centers, Appropriations	**$0.00**	**$152,168.00**
Misclassification, Appropriations	**$437,358.00**	**$0.00**
Labor Certification for Alien Workers	**$91,696.00**	**$60,541.00**
Penalty and Interest (P & I) Funds	**$915,652.00**	**$1,303,160.00**
Admin. Indirect Cost Pool	**-$6.00**	**$7,441.00**
Work Keys	**$63,083.00**	**$85,227.00**
Workforce Board General Fund Appropriations	**$5,588.00**	**$12,281.00**
Athletic Commission	**$67,592.00**	**$58,961.00**
Disaster Unemployment Assistance (DUA)	**-$19.00**	**$115,782.00**
Reoccurring Maintenance	**$35,596.00**	**$41,274.00**
Social Security Administration	**$260,958.00**	**$195,064.00**
Youth Services Program	**$12,467.00**	**$76,456.00**
Worker Profiling	**$0.00**	**$22,000.00**
Standard Skills Assessment, General Fund	**$303,291.00**	**$100,439.00**
Offender Program General Fund	**$200,740.00**	**$88,659.00**
Security Training, General Fund	**$1,375.00**	**$10,557.00**
Layoff Aversion Grant	**$1,170,886.00**	**$30,869.00**
ARRA Programs	**$11,454,234.00**	**$1,568,879.00**
Other Programs	**$41,248.00**	**$0.00**
Total	**$142,154,304.00**	**$124,860,965.00**

www.iowaworkforce.org

Equal Opportunity Employer/Program

Auxiliary aids and services are available to individuals with disabilities upon request.

For deaf or hard of hearing, use Relay 711