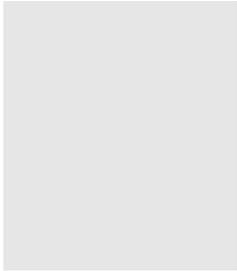
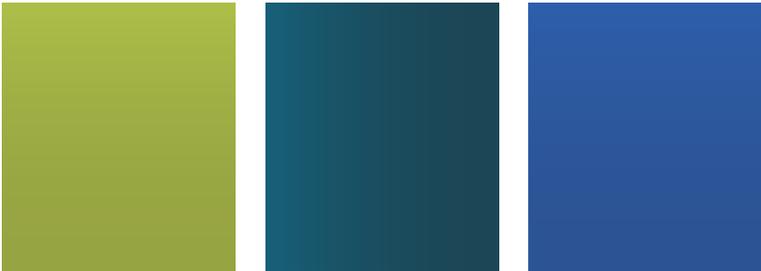
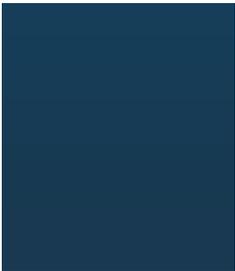



SFY2024



DIAL ANNUAL REPORT



**Department of Inspections,
Appeals, & Licensing**

6200 Park Ave., Suite 100
Des Moines, IA 50321
dial.iowa.gov

MESSAGE FROM THE DIRECTOR

It is a pleasure and an honor to serve the people of Iowa as the director of the Iowa Department of Inspections, Appeals, and Licensing (DIAL). At the core of the department and its work is a commitment to protecting the health and safety of Iowans. DIAL employees are dedicated, hardworking, knowledgeable, and talented individuals who work each day to better the lives of Iowans. The department is a multifaceted regulatory agency charged with protecting the health, safety, and well-being of Iowans.

Governor Kim Reynolds signed Senate File 514 on April 4, 2023. The bill shrank the executive branch of Iowa's State government from 37 to 16 cabinet-level agencies. As a result of that legislation, multiple programs across four agencies become part of the Iowa Department of Inspections and Appeals (DIA) as a new organizational structure for state government went into effect. DIA became DIAL on July 1, 2023 (State fiscal year 2024, or SFY2024).

Government departments and agencies that provide related services or have similar business functions have aligned to better serve Iowans. Our goal is to meet Iowans' needs more efficiently and effectively through better coordination as one team. For example, in SFY2023, DIAL welcomed unemployment and public employment administrative law judges to the department. In three months, the combined team cleared a 5,439 multi-year unemployment case backlog.

The entities aligned within DIAL conduct similar operations by carrying out the regulatory functions of the state. DIAL's mission at the very beginning of alignment was to modernize, standardize, and simplify. In addition to working through an unemployment case backlog at record pace, DIAL team members continue to improve efficiencies, cost savings, and quality of service for all Iowans. A few accomplishments over the past year include:

- At the start of alignment, DIAL staff were located in 10 buildings, on 12 floors, with three private leases. DIAL staff will now be located in one building, on one floor, with no private leases. This provides one location for the public to obtain services and also allows team members to better collaborate.
- DIAL has six databases to process licenses and permits. With the goal of modernizing, standardizing and simplifying its processes, DIAL's project ALIGN began this year and will combine these six databases into one state-of-the art system.
- DIAL met nursing home survey performance guidelines for federal fiscal year 2024.

Additionally in SFY2025, DIAL launched its [new podcast, "DIALED IN"](#), to provide resources and information to the public about the workings of DIAL.

DIAL remains committed to protecting the health and safety of Iowa's most vulnerable citizens. I look forward to the continued opportunities DIAL has in the upcoming year to be an effective, efficient, and approachable regulatory agency as well as continue to seize on the opportunities provided through alignment.

Sincerely,



Larry Johnson, Jr.

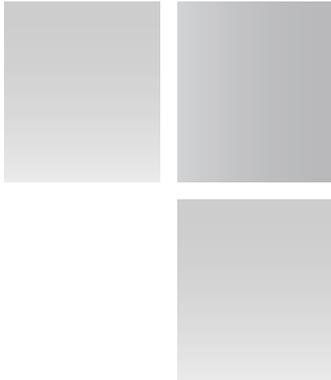


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OVERVIEW



WHO WE ARE AND WHAT WE DO

The Iowa Department of Inspections, Appeals, and Licensing (DIAL) is a multifaceted regulatory agency charged with protecting the health, safety, and well-being of Iowans.

DIAL staff is responsible for inspecting and licensing or certifying the following:

- Health care providers and suppliers
- Medical professionals
- Restaurants and grocery stores
- Social and charitable gambling operations
- Hotels and motels
- Building and construction
- Fireworks and explosives
- Fire safety systems
- Multiple other professions and programs

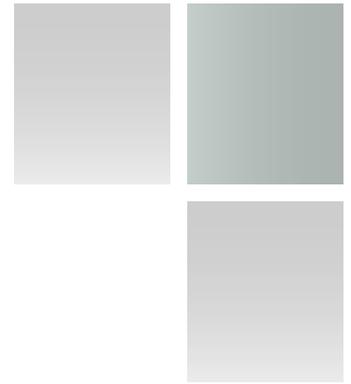
In addition, DIAL staff investigates alleged fraud in Iowa's public assistance programs and conducts contested case hearings to settle disputes between Iowans and various State and local government agencies.

DIA IS NOW DIAL

Governor Kim Reynolds signed [Senate File 514](#) on April 4, 2023. The bill shrank the executive branch of Iowa's State government from 37 to 16 cabinet-level agencies. Government departments and agencies that provide related services or have similar business functions aligned to better serve Iowans.

On July 1, 2023, multiple programs across four agencies become part of the Department of Inspections and Appeals (DIA), transforming DIA into DIAL. The entities aligned within DIAL conduct similar operations by carrying out the regulatory functions of the State. Licensing and regulatory program areas from the Iowa departments of Commerce, Health and Human Services (HHS), Public Safety, and Workforce Development consolidated under the DIAL umbrella of services.

The department's goal is to meet Iowans' needs more efficiently and effectively through better coordination as one team. Alignment has improved efficiencies, cost savings, and quality of service across multiple areas, and the department is committed to continue to standardize, modernize, and simplify the delivery of these critical services to Iowans.



Organization

During SFY2024, DIAL doubled in size from four operational divisions to eight divisions, each with their own Code-mandated duties and responsibilities.

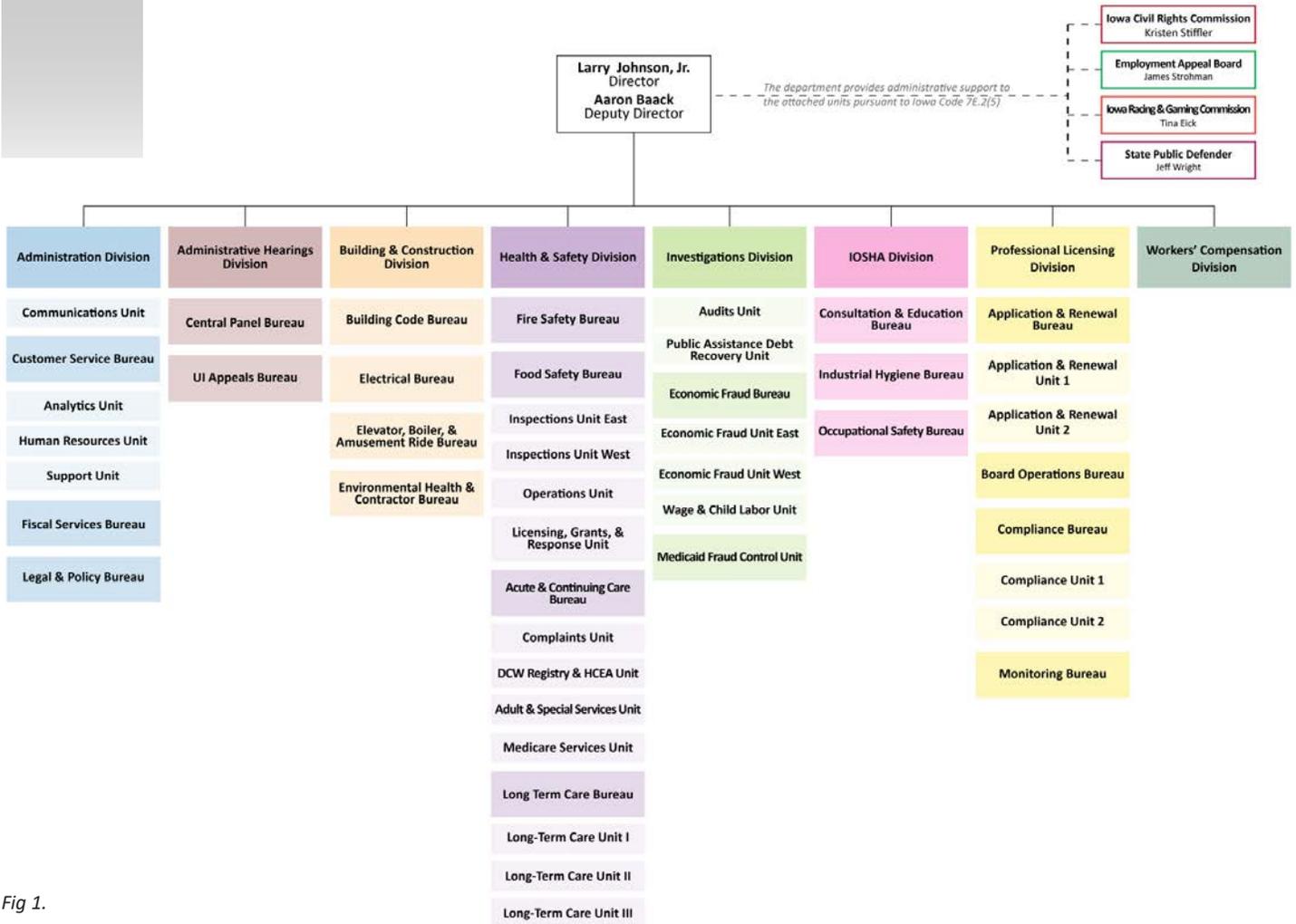


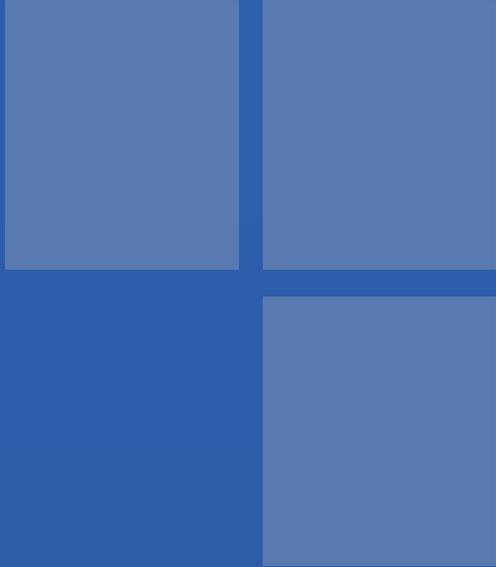
Fig 1.

ATTACHED UNITS

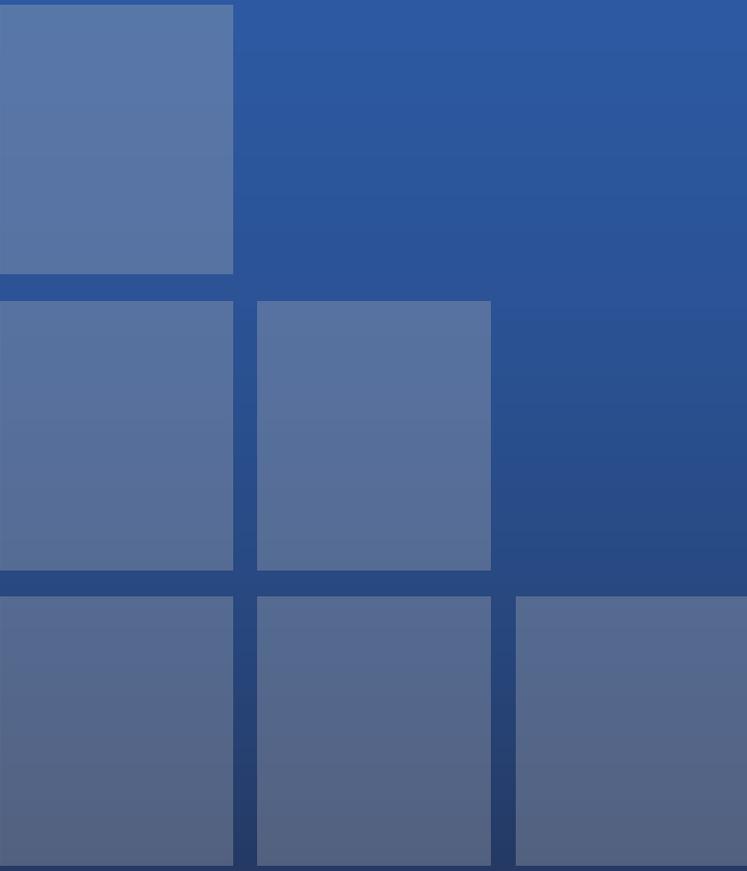
In order to further promote efficiencies in operational areas, four units are administratively attached to DIAL. The department provides budgeting, program coordination, and/or related management functions, as defined in Iowa Code 7E.2(5):

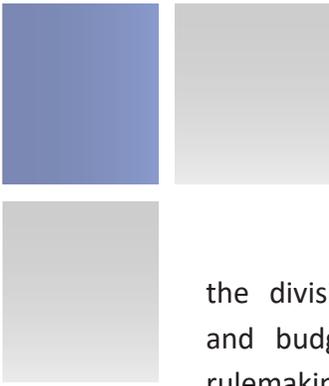
Attachment for limited purposes. Any commission, board, or other unit attached under this section to a department or independent agency, or a specified division of one, shall be a distinct unit of that department, independent agency, or specified division. Any commission, board, or other unit so attached shall exercise its powers, duties, and functions as may be prescribed by law, including rulemaking, licensing and regulation, and operational planning within the area of program responsibility of the commission, board, or other unit independently of the head of the department or independent agency, but budgeting, program coordination, and related management functions shall be performed under the direction and supervision of the head of the department or independent agency, unless otherwise provided by law.

During SFY2024, the Child Advocacy Board moved from DIAL to the Iowa HHS, and the Iowa Civil Rights Commission moved to DIAL, joining the Iowa Employment Appeal Board, the Iowa Racing and Gaming Commission, and the Office of the State Public Defender as units administratively attached to DIAL.



ADMINISTRATION DIVISION





Essential, centralized administrative services for the department are managed by and coordinated through the Administration Division. Staff in the division oversee strategic planning, finance and budgeting, legislative affairs, administrative rulemaking, human resources, purchasing and receiving, legal counsel services, data analytics, and public information activities for the department.



In addition to duties as the department’s chief administrative officer, the DIAL director is authorized to enter into and implement agreements or compacts between the State of Iowa and Native American tribes to operate gaming establishments. Currently, four casinos in Iowa are operated by Native American tribes: Blackbird Bend Casino in Onawa, operated by the Omaha Tribe of Nebraska; Meskwaki Bingo and Casino in Tama, operated by the Sac and Fox Tribe of the Mississippi in Iowa; WinnaVegas in Sloan, operated by the Winnebago Tribe of Nebraska; and Prairie Flower Casino in Carter Lake, operated by the Ponca Tribe of Nebraska.

FISCAL SERVICES BUREAU

The Fiscal Services Bureau provides centralized accounting, claims processing, budgeting, and financial reporting for the department and the administratively attached units. During State Fiscal Year 2024 (SFY2024), DIAL received a State general fund appropriation of \$12,144,332 in support of functions that are not billed to customers or the federal government for various reasons.

The SFY2024 appropriation level represented a 31% increase from SFY2023 as a result of the alignment of government operations outlined in [Senate File 514](#). The general fund appropriation represented 26.6% of the total operating budget for the fiscal year.

The non-general fund portion of the SFY2024 operating budget was \$33,484,042, representing 73.4% of the department’s operating budget. The non-general fund portion of the department’s operating budget is comprised of billings to external customers including State agencies and local governments, and billings to the federal government.

In total, the department expended \$45,628,374 to provide critical services across its operational divisions.

Additionally, fiscal services processed more than 32,540 State warrants and electronic fund transfers, including more than 4,939 travel payments in SFY2024.

LEGAL AND POLICY BUREAU

Under the leadership of the department’s general counsel, bureau personnel provide legal advice and counsel for the department; advise the director on Indian gaming law and issues; coordinate with the Iowa Office of the Attorney General (AG) regarding contested case litigation; respond to petitions for declaratory orders; and monitor, analyze, and draft recommendations concerning proposed legislation and administrative rules.

[Senate File 2370](#) codified much of Governor Kim Reynolds’ Executive Order 10 relating to administrative rulemaking. Known as the “red tape review,” DIAL met all departmental deadlines related to the 237 chapters affected in SFY2024. The department successfully transferred 100 realigned program chapters into DIAL administrative code and completed an administrative code renumbering map for the transition of the approximate 332 remaining realigned program chapters into DIAL administrative code.

Looking forward, legal and policy bureau personnel are coordinating with DIAL divisions regarding implementation of 2024 legislative initiatives, and creating a comprehensive model administrative chapter for boards to simplify and standardize board-specific procedures.

CUSTOMER SERVICE BUREAU

Personnel in the Customer Service Bureau provide human resource, data analytics, and mail services. Human resources (HR) provides comprehensive personnel services to more than 1,000 employees and board members within DIAL and the administratively attached units. The number of full-time equivalent (FTE) positions effectively doubled following the alignment on July 1, 2023. FTE positions include permanent full-time and part-time, statutory, and temporary employees.

During SFY2024, HR processed 403 individual personnel transactions, representing a 67.9% increase from SFY2023. A breakdown of transaction types are illustrated.

The department is committed to the principles of Equal Employment Opportunity and Affirmative Action (EEO/AA) in the application of all HR rules, policies, and practices. The department’s EEO/AA policy statement is as follows:

The Department of Inspections, Appeals, and Licensing and attached units prohibits discrimination in its employment policies and practices on the basis of race, creed, color, religion, national origin, sex, age, mental or physical disability, sexual orientation, or gender identity, consistent with applicable state and federal policies and regulations.

It is also the policy of the executive branch of state government in the State of Iowa to apply affirmative action measures to correct the underutilization of females, minorities, and persons with disabilities in the state employment system whenever remedial measures are appropriate. The agency is an equal employment opportunity and affirmative action employer.



Fig 2.

COMMUNICATIONS UNIT

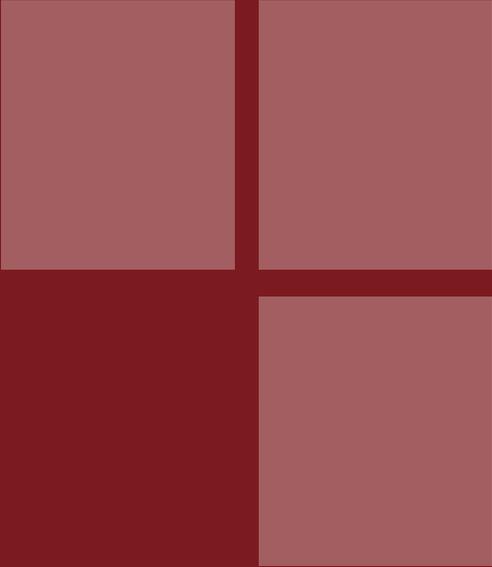
Personnel in the communications unit are responsible to implement and manage a coordinated public information program for the department. Essential to the department's program is the [DIAL public-facing website](#). During the reporting year, the department underwent a major restructuring of its internet presence, and focused on reviewing and consolidating materials from 10 individual websites to create a single DIAL website.

As a result of intense website review and redesign processes, the department consolidated 10 individual websites to a single DIAL website. Additionally, there was a 96.7% reduction in the number of individual webpages, and a 98.7% reduction in the number of documents on DIAL webpages. Old or outdated information was purged, with several thousand documents moved to the State's document repository at [documents.iowa.gov](#), resulting in a substantially more navigable website that encompasses all programs within the newly formed DIAL.

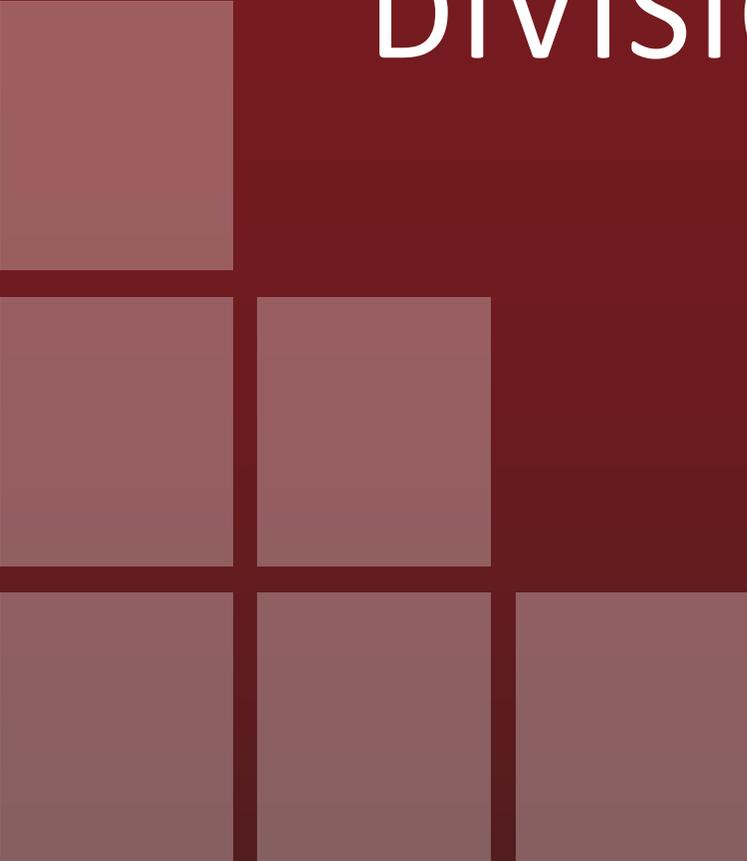
During SFY2024, personnel in the communications unit fielded 204 media inquiries, responding to 82% of those inquiries within two business days.



Fig 3.



ADMINISTRATIVE
HEARINGS
DIVISION



The Administrative Hearings Division (AHD) conducts contested case administrative proceedings for nearly all state agencies and some local government agencies. The division is made up of two bureaus: Central Panel Bureau (CPB) and Unemployment Insurance Appeals Bureau (UIAB).

CENTRAL PANEL BUREAU

The CPB presides over contested cases ranging from driver's license revocations for the Iowa Department of Transportation (DOT) and child abuse assessment proceedings for the Iowa Health and Human Services (Iowa HHS), to professional discipline proceedings for professional licensing boards, which are within the miscellaneous (MISC) docket.

In SFY2024, the CPB received a total of 12,120 cases as compared to the

previous fiscal year receipt of 9,985 cases. The marked increase in caseload was due to an additional 2,393 Iowa HHS cases, mostly arising out of the Medicaid "unwinding" following COVID. Out of the total number of cases heard, the CPB issued decisions on average within 4.69 days of the hearing and issued decisions within 30 days of hearing 96% of the time.

In October 2022 and as a precursor to state realignment, the Public Employment Relations Board (PERB) transferred three of its administrative law judges to the AHD and began transmitting the bulk of its contested case hearings to the CPB. In SFY2024, AHD received 70 case transmittals from PERB. The average age of a PERB case from the date of receipt to the date of closing was 56 days. The average number of days it took to write a PERB decision from date of hearing was 15.85 days.

SFY2024 CPB Appeals Received vs. Closed

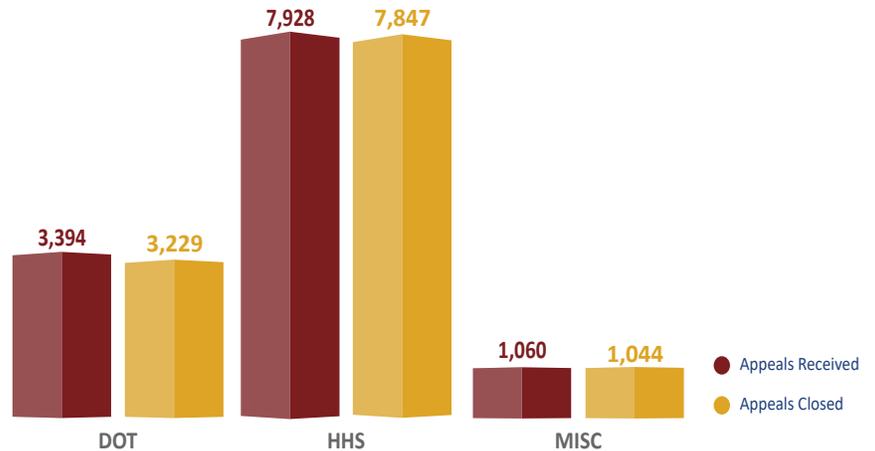


Fig 4.

SFY2024 Decisions Issued Within 30 Days

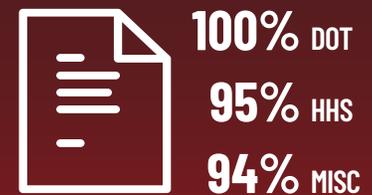


Fig 5.

ACCOMPLISHMENT

CPB had an increase of 2,700 HHS appeals compared to SFY2023 with little impact to performance standards.

UNEMPLOYMENT INSURANCE APPEALS BUREAU

The UIAB presides exclusively over appeals arising out of disputes over the eligibility of claimants for unemployment benefits and the chargeability of an employer’s accounts.

On July 1, 2022, Iowa Workforce Development transferred the management of the Unemployment Insurance Appeals Bureau (UIAB) to the then Department of Inspections and Appeals under the umbrella of the AHD. In 2023, the arrangement was codified by the Iowa legislature as part of State realignment. Since 2022, the UIAB has eliminated an extensive backlog of cases and continues to increase the timeliness of its workflow from start to finish. In July of 2023, the average amount of time it took an appeal to be processed from start to finish was 14.3 days. As of June 2024, the UIAB has reduced that average to 12.2 days. For historical background, from July 2020 through the end of June 2022, the average amount of time it took a case to be completed ranged from 32 days to 75.2 days.

The UIAB is also focusing on ensuring full compliance with U.S. Department of Labor standards that require it to complete at least 60% of its cases within 30 days. In July 2023, the UIAB completed 88.3% of its cases within 30 days and as of June 2024, 92% of UIAB cases were completed within 30 days. For historical background, from July 2020 through the end of June 2022 (before the bureau moved to DIAL), the completion of cases within 30 days ranged from 0% to 2.4%, with every single month being out of compliance. In total, the UIAB completed 11,866 contested cases in fiscal year 2024.

ACCOMPLISHMENT

In SFY2024, 92% of cases were completed within 30 days as compared to 88.3% in SFY2023.

UIAB Cases Received and Completed in SFY2024

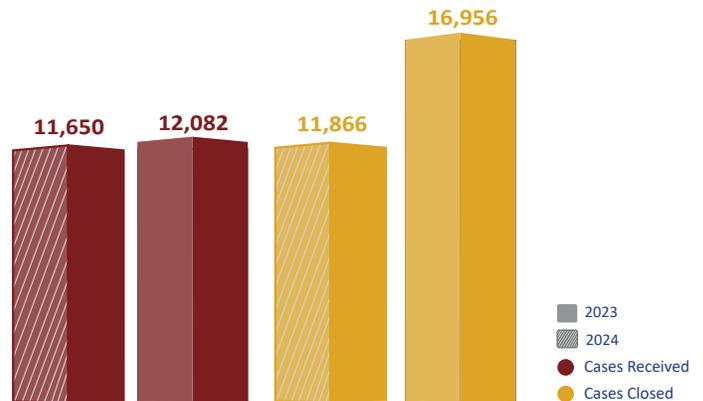
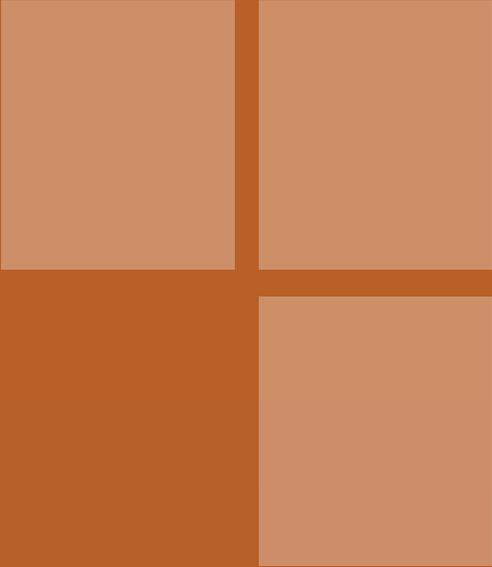
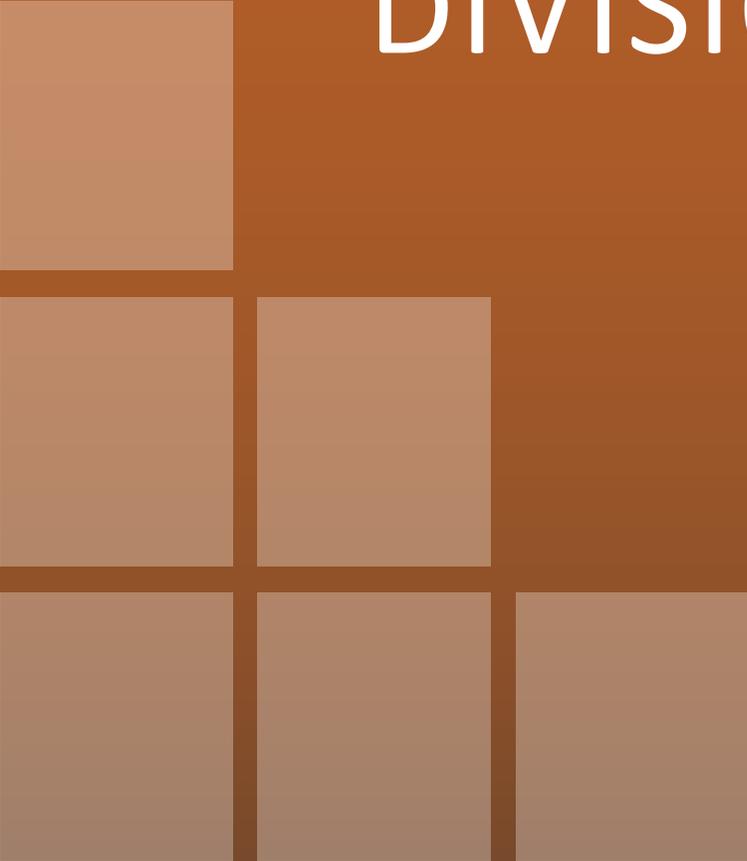


Fig 6.



BUILDING AND CONSTRUCTION DIVISION



The Building and Construction Division was created on July 1, 2023. The division consists of programs from the Iowa departments of Health and Human Services, Public Safety (State Fire Marshal’s Office), and Iowa Workforce Development (Division of Labor). Increased customer service and efficiencies were the focus of consolidating construction- and trades-based licensing, permitting, inspections, and approvals. DIAL is experiencing positive outcomes from the restructuring. There has been increased collaboration, especially related to occupational trades licensing, inspections, and code compliance across the building and construction industry. The division is in the process of implementing a new licensing solution as part of a department-wide platform for standardization and collaboration within the licensing, certification and permitting processes. The implementation will allow the construction industry to become a more efficient, simplified, and modern one-stop shop.

BUILDING CODE BUREAU

The Building Code Bureau joined DIAL after the governmental realignment from the State Fire Marshal's office in 2023. The bureau is responsible for reviewing building plans for any:

- Adult day service facilities
- Assisted living facilities
- Residential care facilities
- Elder group homes
- Facilities owned by the State or an agency of the State
- New buildings that utilize State funding

The bureau works closely with the Iowa Association of Building Officials and the American Institute of Architects to provide building inspections during disasters. These three organizations cooperate with Iowa Homeland Security and Emergency Management and county emergency management departments. In response to the significant flooding in northwest Iowa in June 2024, the bureau's building inspectors assisted in identifying homes and commercial buildings with significant structural damage.

New modular school buildings were used to compensate for schools flooded in northwest Iowa. In cooperation with the manufacturer, the bureau assisted in the process, plan reviews, and inspections to approve the modular buildings brought into the state from South Dakota. The buildings were ready for the school year.

A representative from the bureau sits on the governor's School Safety Task Force. The task force is responsible for creating a road map for school districts to counter any active threat to students or staff and will be used to write new legislation for school safety.

A new University of Iowa hospital in North Liberty is scheduled to open to staff at the end of 2024. The bureau was on site daily with university officials to do inspections and answer questions about the project. Plan review began eight months before construction started and construction took three years to complete.



Fig 7.

A new code training program has been started with the Fire Safety Bureau in DIAL's Health and Safety Division to give the plan reviewers and inspectors additional options for training in the State. The National Fire Protection Association (NFPA) 101 training for licensed health care is the topic for the first six modules.

The bureau coordinates with the Hawkeye State Fire Safety Association to provide training at DIAL headquarters. This allows local and State fire professionals and inspectors a central location for training.

ELECTRICAL BUREAU

The Electrical Bureau promotes public safety by educating property owners, business owners, and electricians on how to properly install electrical wiring that meets the minimum safety standards set forth in the National Electrical Code. Once a year staff visit with students in Electrical Examining Board-approved Iowa community college or apprenticeship training programs to answer questions related to electrician licensing as well as permitting and inspection. Staff also sit on several community college advisory committees throughout Iowa.

There are more than 20,000 active electrical licenses, approximately 480 board-approved continuing education providers, more than 550 approved courses for continuing education, and more than 1,500 courses promoting electrical safety and wiring standards.

Bureau staff also assist with electrical inspections in disaster areas as needed.

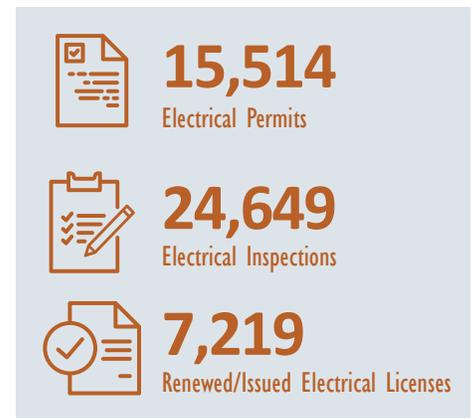


Fig 8.

License Class	Number of Active Licenses	License Class	Number of Active Licenses
Apprentice Electrician	3,165	Master Class B	916
Electrical Contractor	2,095	Residential Electrical Contractor	116
Inactive Master-Class A	186	Residential Electrician	224
Inactive Master-Class B	28	Residential Master	134
Journeyman Class A	6,859	Special Electrician	76
Journeyman Class B	699	Unclassified Person	2,950
Master Class A	2,387		

Fig 9.

ELEVATOR, BOILER, AND AMUSEMENT RIDE BUREAU

Elevators

The bureau's inspectors enforce safety codes for elevators, escalators, construction personnel hoists, wind tower elevators, and related equipment. Inspectors answer code compliance questions from the general public and contractors, as well as perform accident investigations and follow up on public complaints. Inspectors are certified as Qualified Elevator Inspectors through the National Association of Elevator Safety Authority. Inspectors are required to attend 10 hours of continuing education classes annually to maintain their certification and knowledge of code changes.

The Elevator Safety Board meets monthly to serve the public on waivers, variance requests, and any other topics requiring action. They work to adopt administrative rules and keep the legislature informed on necessary code changes.

Boilers

Boilers and pressure vessels are inspected annually by state boiler inspectors and/or commissioned third-party insurance inspectors. Inspectors answer code compliance questions from the general public and owner operators, perform accident investigations, and follow up on public complaints. All inspectors are required to be certified on an annual basis.

The Iowa Boiler and Pressure Vessel Board meets monthly to address waivers, variance requests, and any other topics requiring action. They work to review and develop administrative rules. For efficiency, Iowa participates in an inspection documenting system used by most insurance companies. The bureau is working with the industry on a new system for all insurance companies.

Amusement Rides

All amusement rides and concession booths are inspected at least once annually. Inspectors answer code compliance questions, perform accident investigations, and follow up on public complaints. An operator must obtain a permit before operating any amusement device or ride in the state of Iowa. This includes four permanent amusement parks and more than 2,000 mobile amusement rides used primarily in county and city festivals and fairs. In addition, portable inflatable devices and their associated equipment are also inspected annually. Bureau inspectors are certified through the National Association of Amusement Ride Safety Officials and are required to attend 36 hours of continuing education classes every other year to keep their certification current.



Fig 10.

Elevator Inspections

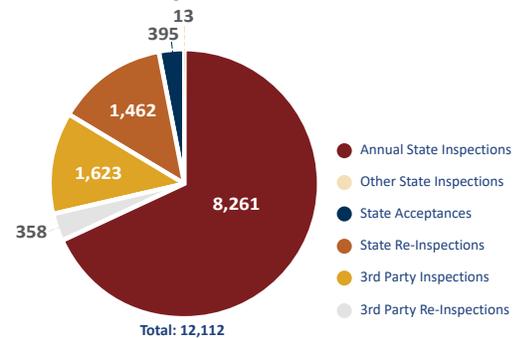


Fig 11.

Boiler Inspections

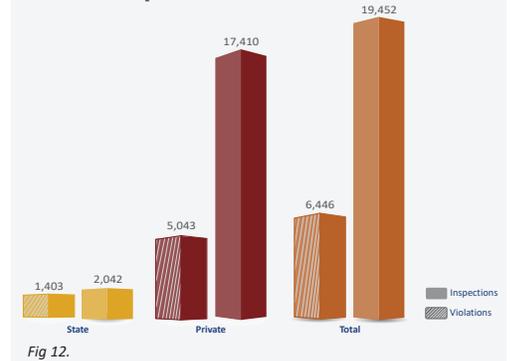


Fig 12.

ENVIRONMENTAL HEALTH AND CONTRACTOR BUREAU

Restructuring of government in 2023 provided the opportunity to bring together complimentary programs from Iowa HHS and Iowa Workforce Development (IWD) to DIAL. This bureau manages a combination of licensing and permitting activities primarily related to environmental health in construction, and other areas.

- **Asbestos.** Licenses, permits, and enforces regulations designed to protect Iowans from asbestos.
- **Contractor registration.** Ensures that construction contractors provide workers' compensation and unemployment insurance (UI) for their employees. This is accomplished through public outreach, articles, and attendance at expositions and trade shows. In addition, contractor registration staff readily exchange information with electrical and plumbing licensing, UI tax, and OSHA staff. These activities allow all parties to provide a better work environment for Iowans.
- **Plumbing and mechanical systems.** Licenses all individuals and businesses that perform plumbing and mechanical services. The Plumbing and Mechanical Systems Board (PMSB) reviews and updates the State plumbing and mechanical codes every three years. The PMSB ensures individual professionals within the industry are properly qualified and receive ongoing education. This protects the public by having a trained and qualified workforce to carry out these important functions.
- **Lead professional certification.** Certifies all lead professionals to ensure they are trained in proper procedures to prevent lead poisoning, particularly in children.
- **Tattoo artists and establishments.** Ensures individuals and establishments are properly trained and equipped to prevent the spread of diseases. DIAL contracts with most counties to carry out annual inspections. DIAL performs the inspection activities within Polk County.
- **Tanning facilities.** Registers facilities to ensure safety measures and protocols are in place.

Asbestos Permit and Licensing

 **1,503**
Licenses Issued

 **83**
Permits Issued

 **1,586**
Total Permits and Licenses Issued

Fig 13.

Contractor Registrations

 **14,514**
Registrations Issued

 **27**
Citations Issued

Fig 14.

Licenses Overseen by the Plumbing and Mechanical Systems Board

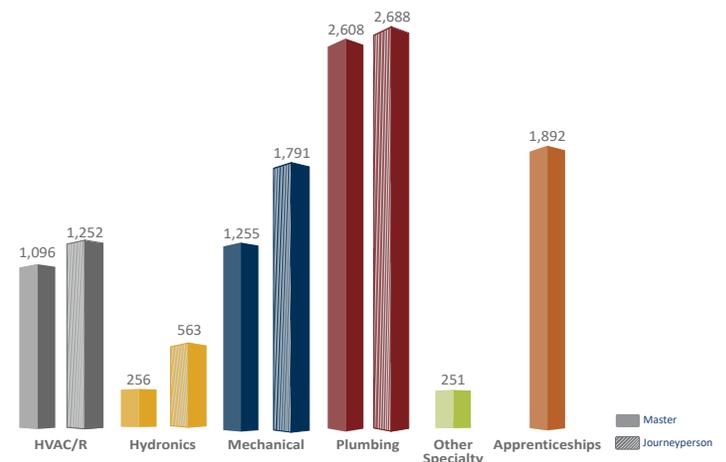
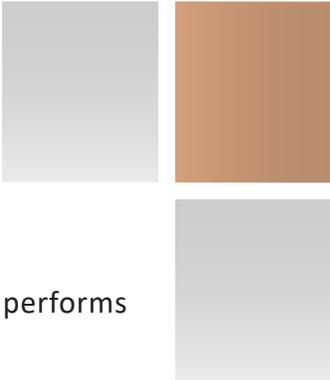


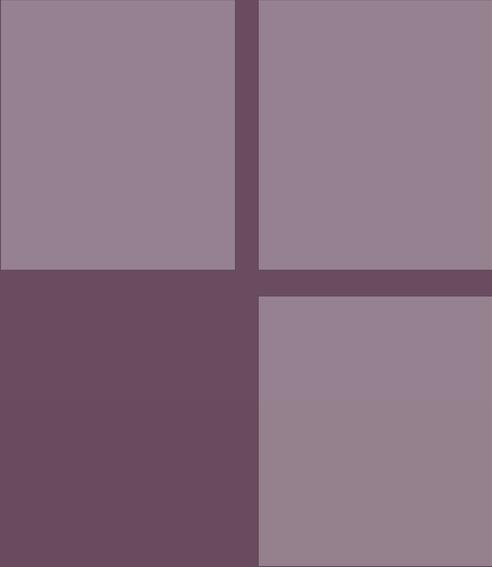
Fig 15.

- **Backflow prevention.** Registers testers who ensure backflow devices protecting Iowa’s water supplies are properly in place and functioning.
- **Pools and spas.** Registers all public pools and spas to ensure the public is protected with properly maintained equipment and adequate supervision. DIAL contracts with most counties to carry out annual inspections. DIAL performs inspection activities within Polk County.

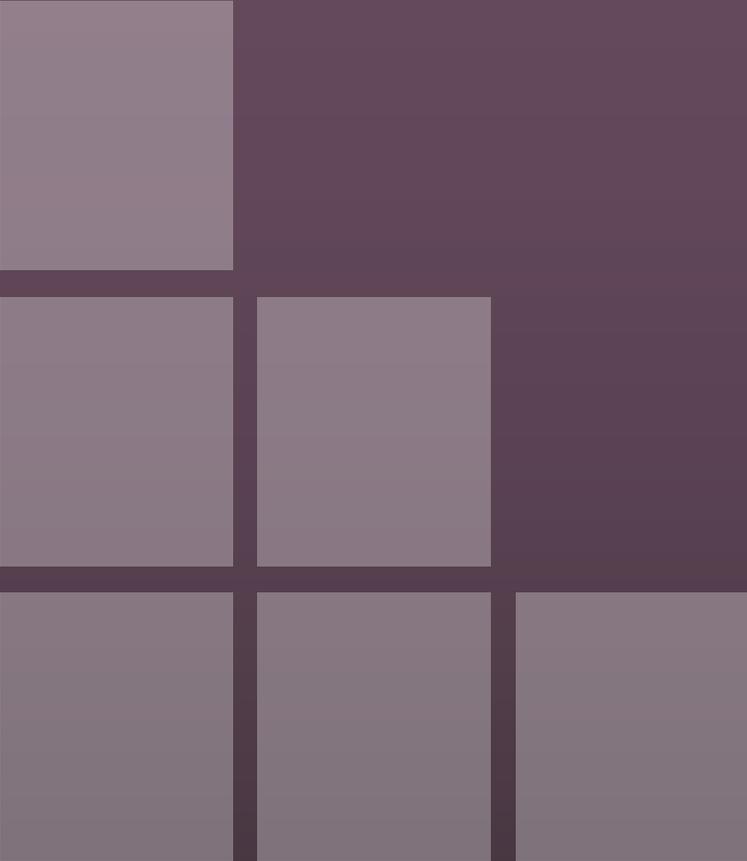


Plumbing Mechanical Safety Board	Licenses Issued	Plumbing Mechanical Safety Board	Licenses Issued
Active Journeyman / Inactive Master HVAC/R	20	Lead firms	927
Active Journeyman / Inactive Master Hydronics	3	Lead abatement worker	146
Active Journeyman / Inactive Master Mechanical	12	Lead abatement contractor	131
Active Journeyman / Inactive Master Plumbing	47	Lead sampling technician	51
Apprentice All	1,892	Lead inspector/risk assessor and EBL inspector	113
Disconnect/Reconnect Plumbing Technician Plumbing	2	Lead safe renovator	1,263
Hearth Systems HVAC/R	3	Swimming Pools and Spas	Licenses Issued
Journeyman HVAC/R	1,232	Permits issued SFY2024	1,603
Journeyman Hydronics	560	Tattoo Licensing	Licenses Issued
Journeyman Mechanical	1,479	Tattoo establishments	495
Journeyman Plumbing	2,641	Tattoo artists	1,443
Journeyman Sheet Metal	212	Tanning Licensing	Licenses Issued
Master HVAC/R	1,096	Licenses Issued	324
Master Hydronics	256	Backflow Preventer Licensing	Licenses Issued
Master Mechanical	1,255	Licenses Issued SFY2024	1,603
Master Plumbing	2,680	Migrant Labor Camps	Licenses Issued
Medical Gas System Installer	53	Permits Issued SFY2024	8
Service Tech HVAC HVAC/R	193		

Fig 16.



HEALTH AND SAFETY DIVISION



The Health and Safety Division protects lowans by performing routine and complaint-based inspections and surveys.

ACUTE AND CONTINUING CARE BUREAU

Both the Acute and Continuing Care (ACC) and Long-term Care (LTC) bureaus have seen a dramatic increase in the number of complaints received related to deficient practices. The number of complaints alleging immediate jeopardy of participants has also increased significantly. Both bureaus have prioritized responding to complaints while simultaneously conducting standard surveys within required time frames. As a result of realignment, the ACC Bureau has cross-trained surveyors allowing them to complete investigations and surveys in multiple facility types. Prior to realignment, surveyors were trained to conduct surveys in one specific facility type. The ACC Bureau has also developed an “essential survey” for facilities with a history of compliance. The essential survey is significantly shorter. Surveyors are able to complete the essential survey in a matter of hours as opposed to several days as the survey process has been standardized and shortened for state-licensed facilities with a history of continued compliance.

ACCOMPLISHMENT

Developed and implemented essential surveys for assisted living and residential care facilities.

Acute and Continuing Care Numbers Completed by Type

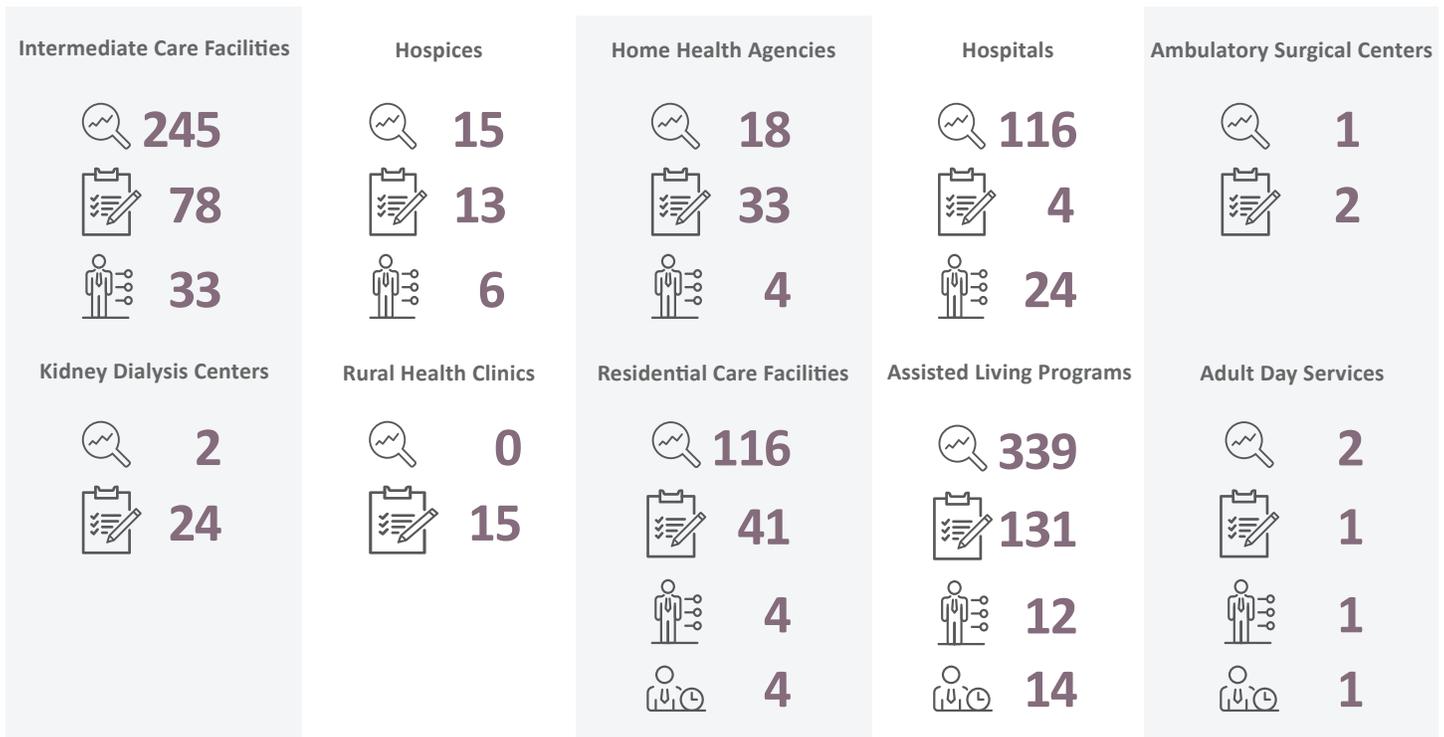


Fig 17.

Investigations
 Surveys
 Revisits
 Initial Visits

LONG-TERM CARE BUREAU

The LTC Bureau was awarded one-time supplemental funding, allowing surveyors to work overtime hours. During the pandemic, Centers for Medicare and Medicaid Services (CMS) stopped all regular survey activity and put a hold on complaints that were not infection-control related. The LTC Bureau staff were unable to investigate complaints as a result of this directive. LTC Bureau staff have worked diligently to catch up the backlog of complaints and return to the standard survey interval. Staff are now able to respond to complaints in a timely manner. See the charts below that show the top 10 most-cited deficiencies and standard survey activities.

TOP 10 CITED HEALTH DEFICIENCIES		
Citation	Deficiency Cited	Number of Citations
F884	Report to National Healthcare Safety Network	371
F689	Free of accident hazards/supervision/devices	194
F658	Services meet professional standards	173
F880	Infection prevention and control	167
F812	Food procurement, store/prepare/serve - sanitary	162
F684	Quality of care	155
F550	Resident rights	127
F657	Care plan timing and revision	114
F725	Sufficient nursing staff	96
F677	Activities of daily living care for dependent residents	92

Fig 18.



Fig 19.

FOOD SAFETY BUREAU

The Food Safety Bureau has streamlined its application process for walk-in customers as a result of realignment. Food safety staff worked with all department staff who issue licenses to determine and anticipate customer needs. Prior to realignment, several applications were received on paper. As a result of realignment and efforts of food safety staff, kiosks that allow customers to apply and receive licensure updates in real time have been added to DIAL's front desk reception area. Staff are available across the department to assist customers and the kiosks allow customers, who may not have access to a computer to complete their applications on-site. The Food Safety Bureau and other bureaus within the department have been able to assist hundreds of walk-in customers immediately using the kiosks to expedite the licensure process.

Total Food Inspections

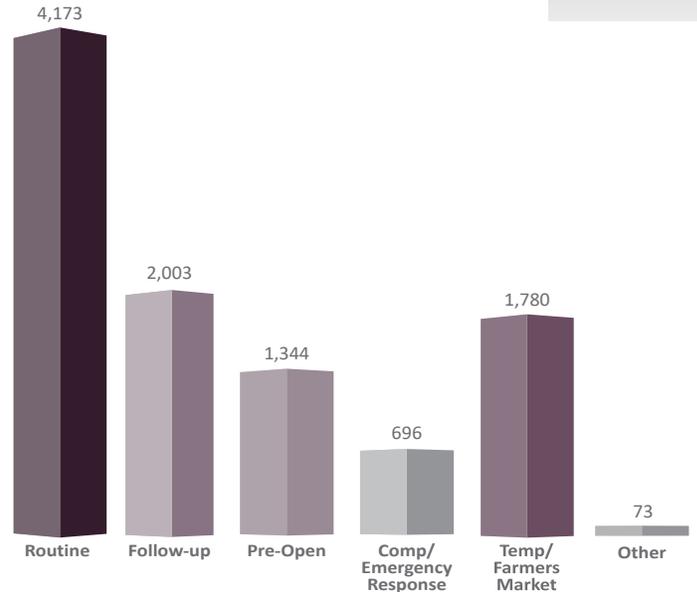


Fig 20.

ACCOMPLISHMENT

An FDA audit determined Iowa was one of the few states in full conformance with all manufactured and retail food regulatory program standards.

FIRE SAFETY BUREAU

The Fire Safety Bureau has regulatory oversight of all federally-qualified health care facilities in Iowa, and is responsible for the life safety code inspections for these programs. This includes facilities such as long-term care facilities, intermediate care facilities for individuals with disabilities (ICF/ID), ambulatory surgical centers, and hospitals. The bureau is also responsible for the enforcement and regulation of the State of Iowa Fire Code, conducting applicable fire inspections as required by law. This includes:

- Jails/prisons
- Schools/colleges
- Preschools
- Assisted living programs
- Day care facilities
- Iowa HHS group home facilities
- Residential care facilities
- State-owned facilities
- Adult day services

In addition, the bureau is tasked with oversight of fire code enforcement for the following areas:

- Above-ground storage tanks (building approval plans and fire inspections)
- Explosive magazine inspections
- Fireworks (licensing, building plan approvals, and inspections)
- Occupancy approvals for all the above listed occupancies
- Active construction project building approvals
- Investigation into any complaints for violation of the Iowa fire safety code, which includes businesses and some apartment complexes.

Fire safety oversight was moved to DIAL from the State Fire Marshal’s Office. The Fire Safety Bureau works in tandem with many other bureaus within DIAL. Staff also work closely with many other federal, state and local partners to regulate fire code. This allows improved communication and work coordination.

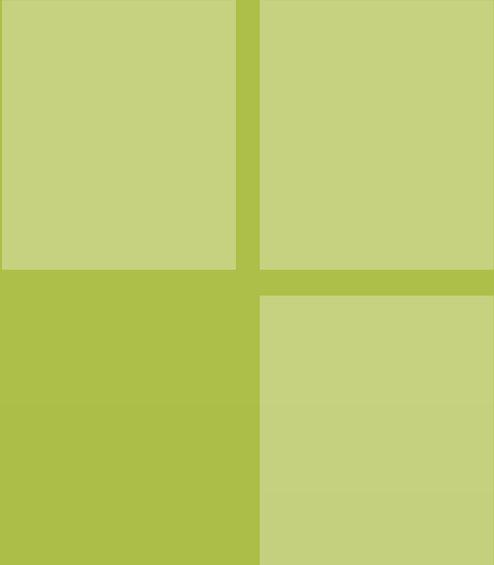
FIRE SAFETY INSPECTIONS BY FACILITY TYPE*			
Adult day services	3	ICF/ID	241
Ambulatory Surgical Centers	0	Preschools	21
Assisted Living	54	Prison/Jails (buildings)	41
Colleges (buildings)	47	RCF	11
Daycares	70	Schools (buildings)	166
HHS Group Homes (facilities)	3	SNF/NF Recertifications (Entire Year)	350
Hospitals	4		

*Inspections conducted Feb. 1 – June 30, 2024. Data prior to this is not readily available due to realignment.

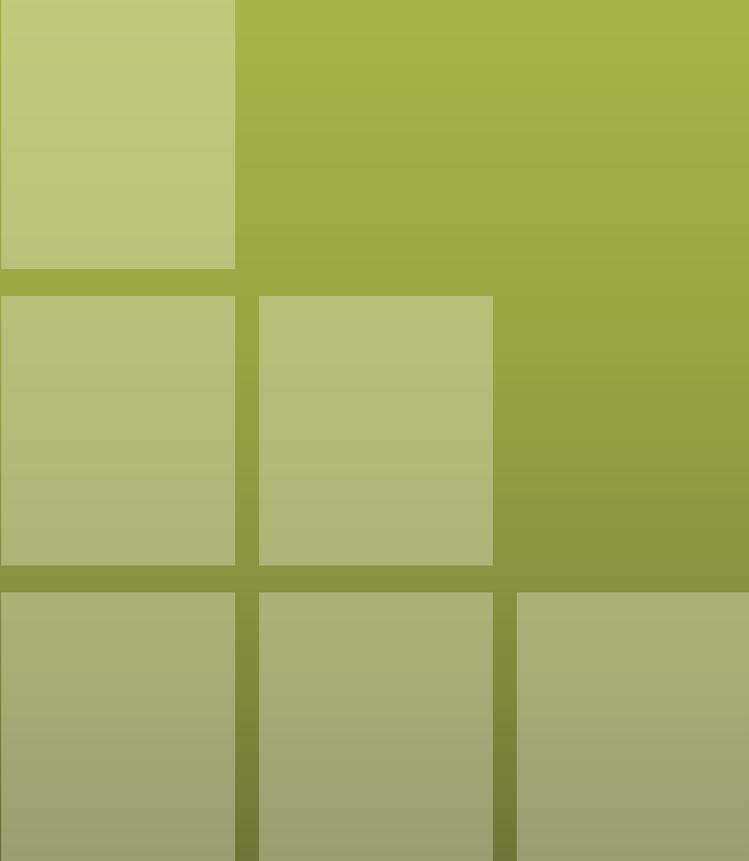
Fig 21.

SFY2024 TYPE OF INSPECTIONS AND APPROVALS	
Construction Project Inspections	105
Federal Complaint Inspections	7
Federal Occupancy Approvals	19
State Complaint Inspections	34
State Occupancy Approvals	66

Fig 22.



INVESTIGATIONS DIVISION





The Investigations Division audits healthcare facilities and conducts investigations into criminal, civil, and administrative matters involving fraud and misconduct. The division’s staff collaborates closely with state and local partners to identify instances of fraud, waste, and abuse. When warranted, they refer cases to federal, state, and local authorities for prosecution.

AUDITS UNIT

The Audits Unit performs expenditure audits at local Iowa HHS offices to determine eligibility for federal reimbursements and to ensure compliance with State and federal funding requirements. Audits are also performed at residential care facilities, nursing facilities, and intermediate care facilities for the intellectually disabled, to ensure that residents’ funds are being properly maintained. The audits are used to verify that Medicaid reimbursement procedures meet all applicable government requirements.

In SFY2024, the Audits Unit completed 70 facilities audits involving:

- 13 residential care facilities
- 30 intermediate care facilities for individuals with intellectual disabilities
- 27 nursing facilities

These audits resulted in identifying \$553,586 owed to residents of the facilities and \$259,389 owed to Iowa HHS-Iowa Medicaid for a total of \$812,975.

The unit also completed 98 of the 99 local Iowa HHS office audits and identified \$144,301 in exceptions (ineligible for federal reimbursement). The unit completed 100% of targeted collections within 60 days.

Audits Completed

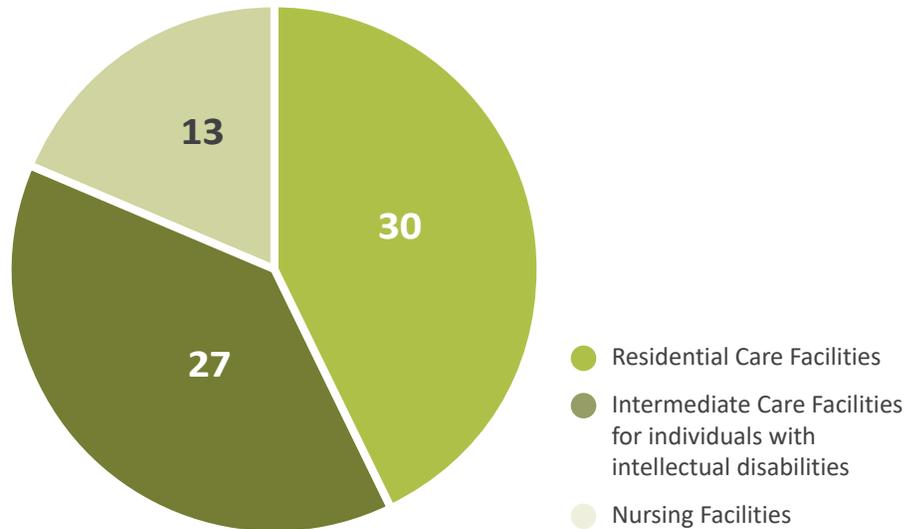


Fig 23.

ECONOMIC FRAUD CONTROL BUREAU

The bureau is primarily responsible for investigating Iowa HHS' public assistance programs, including the Supplemental Nutrition Assistance Program (SNAP); Electronic Benefit Transfer (EBT) card trafficking and/or misuse; Medicaid recipients; the Family Investment Program; and Child Care Assistance.

The bureau further investigates allegations related to federally funded U.S. Department of Housing and Urban Development programs referred from regional housing authorities.

The bureau also contracts with State agencies to conduct investigations on their behalf, including:

- **Iowa Department of Homeland Security and Emergency Management.** Investigates fraud within the Iowa Individual Assistance Grant Program.
- **Iowa Department of Revenue.** Investigates tax fraud.
- **Iowa Finance Authority.** Investigates fraud within the Homeowner Assistance Fund and the Iowa Rent and Utility Assistance programs.
- **The Linn County of Iowa Community Services.** Investigates the Linn County Emergency Rent Assistance Program.

Investigators work closely with State and federal prosecutors and local law enforcement to gather evidence that may be used to prosecute individuals accused of defrauding Iowa's public assistance programs.

In SFY2024, the bureau responded to **4,987** referrals alleging fraud or abuse. Corresponding investigations resulted in total savings to the State of **\$8,536,325**.

- Iowa HHS – Debt Established \$3,579,010
- Iowa HHS – Cost Avoidance \$4,957,315

SNAP Investigations

Of the 4,714 referrals with final case disposition handled by the bureau during the fiscal year, 93% were related to SNAP investigations.

A SNAP overpayment claim may be established when a recipient commits an intentional program violation (IPV) or when an inadvertent household error (IHE) occurs.

Intentional Program Violations

An IPV occurs when a household member intentionally:

- Makes a false or misleading statement
- Misrepresents, conceals, or withholds facts to obtain SNAP benefits that the household is not entitled to receive
- Commits any act that violates federal or State law relating to SNAP benefits
- Traffics or misuses their EBT card

In addition to establishing a claim for an IPV, household members determined to have committed an IPV are ineligible to participate in SNAP for a period determined by the violation.

ACCOMPLISHMENT

A total of \$8,536,325 taxpayer dollars saved in SFY2024 compared to \$8,150,939 in SFY2023.

A household member cannot be disqualified until an administrative law judge determines the individual committed an IPV through an administrative disqualification hearing (ADH) or the individual signs an ADH waiver.

Cases in which EBT trafficking/misuse is found are referred by the EBT unit for an IPV on behalf of Iowa HHS.

Federal regulations require the bureau and Iowa HHS to report state-specific SNAP data to the U.S. Department of Agriculture Food and Nutrition Service (USDA-FNS) on a quarterly basis.

In SFY2024, Iowa HHS disqualified 279 SNAP recipients through an ADH. Out of the 279 IPV's reported to USDA-FNS, the EBT unit disqualified 60 individuals through this process.

This combined effort from both agencies resulted in a cost avoidance of \$973,517: \$818,684 for HHS and \$154,823 for DIAL.

Inadvertent Household Errors

An IHE occurs when an overpayment results from a misunderstanding or unintentional error by the household member. The amount of the claim is equal to the amount of benefits overpaid due to the IPV or IHE.¹

Investigative Outcomes

The bureau closed 4,987 investigations during SFY2024.

FOUNDED (2,871)

An investigation is "founded" if sufficient evidence supports the allegation(s) in the referral. A founded investigation may result in the establishment of a claim to recover over-issued benefits, or the amount trafficked, as well as the potential for civil and/or criminal prosecution.

UNFOUNDED (1,906)

An investigation is "unfounded" if evidence does not support the allegation(s) in the referral sufficient to affect the public assistance benefit or the information was reported to the referring agency correctly.

OTHER (262)

- Canceled (57) – The referring agency cancels or recalls the referral before the investigation begins.
- Duplicate (109) – The referral was previously assigned to DIAL investigatory personnel.
- Admin Canceled (44) – DIAL management administratively cancels the investigation.

TOTAL COST AVOIDANCE

As a result of the bureau's investigative work, DIAL documented **\$4,957,315** in total cost avoidance for SFY2024.

ACCOMPLISHMENT

A total cost avoidance of \$4,957,315 due to investigations for SFY2024.

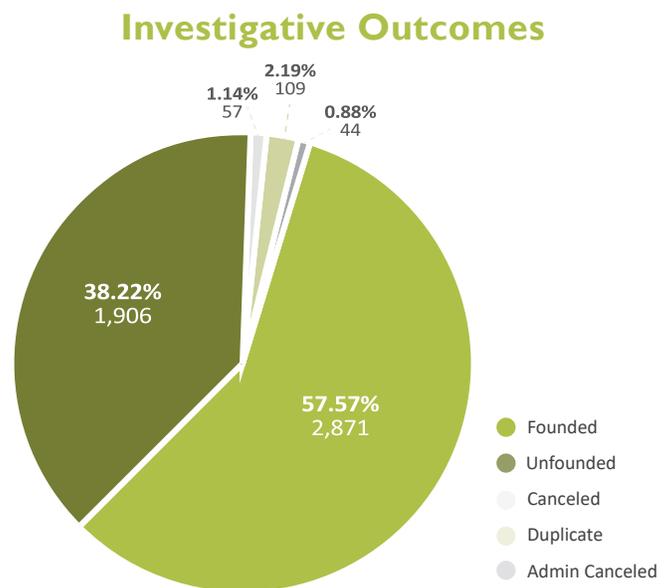


Fig 24.

¹SNAP allows states to keep a portion of the funds collected to repay IHE and IPV claims; retention rates are 35% for IPV claims and 20% for IHE claims. 7 C.F.R. 273.18 (k) (2020).

MEDICAID FRAUD CONTROL UNIT

The mission of the Medicaid Fraud Control Unit² (MFCU) is to maintain the integrity of the Iowa Medicaid program and the provision of Medicaid services by investigating allegations of fraud committed against the Iowa Medicaid program, fraudulent activities, and patient abuse pertaining to the provision of Medicaid goods and services.

At the close of SFY2024, MFCU maintained 266 open cases consisting of 230 fraud cases (86.5%) and 36 patient abuse cases (13.5%). The 230 fraud cases consisted of 184 multi-state civil cases assigned to the MFCU assistant attorney general and 46 criminal and in-state civil fraud cases assigned to MFCU personnel.

In SFY2024, MFCU reported recoveries totaling \$169,517 as a result of criminal and civil cases.

Global cases consist primarily of multi-state civil fraud cases that include Iowa and are resolved by settlement and litigation teams assigned by the [National Association of Medicaid Fraud Control Units](#) that result in recoveries of all the participating states' shares of Medicaid dollars.

In-state civil cases consist primarily of fraud cases originating in Iowa and being resolved through cooperation between MFCU and the U.S. Attorney's offices of the Northern and Southern districts of Iowa.

Criminal cases consist primarily of cases investigated by MFCU and prosecuted by local county attorneys throughout the state, or by federal prosecuting agencies.

The breakdown of recovery sources during SFY2024 is as follows:

- Civil – \$46,441 (27.4%)
- Criminal – \$123,076 (72.6%)

MFCU Reported Recoveries

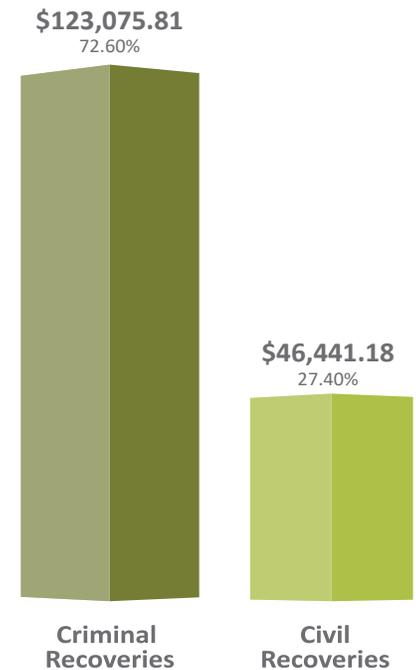


Fig 24.

PUBLIC ASSISTANCE DEBT RECOVERY UNIT

The Public Assistance Debt Recovery Unit (PADRU) initiates collections of overpayments made by Iowa HHS to recipients from the State's public assistance programs.

Programs include Medicaid, Family Investment Program (FIP), Supplemental Nutrition Assistance Program (SNAP), PROMISE JOBS, HAWK-I, IowaCare, Child Care Assistance, Rent Reimbursement Program and divestiture.

In SFY2024, PADRU collected \$3,027,795 in overpayments for benefits that were issued to Iowa HHS recipients in error. The total debt owed to the State at the conclusion of SFY2024 was \$46,688,525.

In total, 2,585 new overpayment claims were made. The total value of the claims during SFY2024 was \$6,171,541 or approximately \$2,387 per claim.

²The Iowa MFCU receives 75% of its funding from the U.S. Department of Health and Human Services under a grant award totaling \$1,063,516 for the FFY2024. The remaining 25%, totaling \$354,503 for FFY2024, is funded by the State of Iowa.



PADRU staff collect on these newly established debts through a variety of methods, including repayment agreements, judgments, wage garnishment, income tax offsets, and Iowa Department of Revenue (IDR) set offs.

WAGE AND CHILD LABOR UNIT

In SFY2024, the Wage and Child Labor Unit (WCLU) joined the Investigations Division as a result of the government realignment.

The unit is primarily responsible for enforcing Iowa wage law, including Iowa minimum wage law, and protects Iowa's children from certain hazards and being overworked. The extent of these protections is dependent upon the age of the child.

In SFY2024, the unit received 853 wage claims compared to 594 wage claims received by IWD (where the unit was previously managed) in SFY2023. The unit settled 769 claims and recovered \$290,275 in wages.

The WCLU investigates all workplace injuries to minors and all child labor complaints. In SFY2024 the unit initiated 85 child labor investigations and closed 77 cases. Two Iowa employers were issued warning letters.

The image features a teal background with a white text element and several light teal geometric shapes. The text 'IOSHA DIVISION' is centered in a white, sans-serif font. There are three light teal squares in the top right corner, two in a row and one below them. In the bottom left corner, there is a vertical stack of three squares: one on top, two in a row below it, and three in a row at the bottom.

IOSHA DIVISION

The Iowa OSHA (IOSHA) Division's three bureaus work in conjunction with federal OSHA (Occupational Safety and Health Administration) partners to achieve the goal of hazard-free workplaces in Iowa. Employers must provide a workplace free from known hazards that could cause death or serious injury, and they must adhere to occupational safety and health standards. IOSHA does this in two ways: consult with and educate Iowa employers, and enforce the compliance of standards related to workforce hazards.

ACCOMPLISHMENT

Converted 100% of files to electronic files.

CONSULTATION AND EDUCATION BUREAU

The Consultation and Education Bureau provides support for Iowa companies to help them be proactive in their safety performance. The bureau works primarily with smaller companies in high-hazard industries. The primary duties of the bureau are to work with these companies on the identification of hazards and education on how to eliminate them from the workplace. Consultation activities do not lead to penalties for the employers, unless recognized hazards are not addressed.

The Consultation and Education Bureau also conducts OSHA-specific training and education, including hazard recognition, and how to comply with OSHA standards. This training and education occurs in a variety of ways including 1) public speaking engagements at conferences and events, 2) write articles for industry-specific newsletters, 3) company-specific or industry-specific training, and 4) OSHA 10-Hour Training for IowaWORKS centers.

Other primary duties of the bureau are to implement, manage, and maintain the performance of Voluntary Protection (VPP), Strategic Partnership, and Alliance programs. VPP is IOSHA's way of recognizing employers who do great things with worker safety and health, and promote worker safety and health through networks for like-minded organizations. Strategic Partnerships and Alliances are programs that allow the department to partner with external groups in an effort to amplify messaging regarding the importance of occupational safety and health.

Consultation Visits vs. Hazards Correction

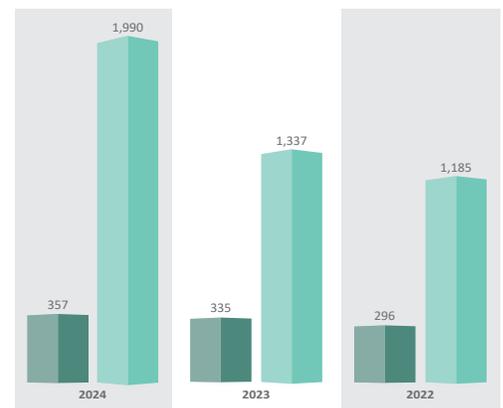


Fig 25. Consultation Visits Hazards Corrected

INDUSTRIAL HYGIENE BUREAU

The Industrial Hygiene Bureau deals with identifying, evaluating, and controlling workplace exposures to chemical, audio, and biological hazards that could harm health or lead to death. Bureau activity involves monitoring exposure to toxic substances, ensuring proper ventilation, and conducting health risk assessments that have or may affect worker health. Industrial hygienists use a wide range of meters, probes, analyzers, and sampling devices for testing workplace exposure and the surrounding community. Staff also partner with the State Hygienic Laboratory at the University of Iowa to analyze the results of monitoring activities.

OCCUPATIONAL SAFETY BUREAU

The Occupational Safety Bureau is primarily concerned with physical hazards in the workplace. These might include ensuring proper use of machinery, preventing slips, trips, falls, and optimizing workplace ergonomics. Safety and health consultants evaluate compliance of a company’s injury and illness logs, written safety and health programs, and physically inspect the site. In most cases, investigations include interviews with both management officials and front-line employees. In some workplaces, like at a construction site, there can be several employers working on the same site. This results in increased levels of complexity when evaluating who is responsible for hazards found onsite.

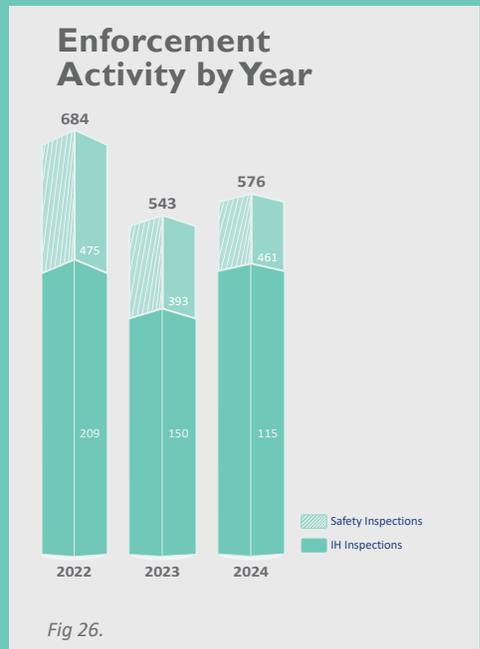
WHISTLEBLOWER PROTECTION PROGRAM

IOSHA enforces whistleblower and discrimination rules of the Occupational Safety and Health Act. The law safeguards employees who report unsafe or unhealthy work conditions. It also shields employees from any form of retaliation by the employer. The program will evaluate the alleged discrimination addressing the elements of a violation (protected activity, respondent knowledge, adverse action, and something to connect them). The whistleblower investigator can facilitate a settlement of the case between the employer and employee or can recommend litigation.

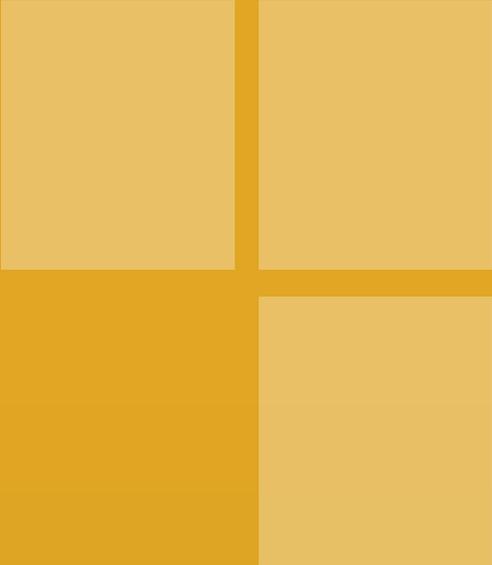
The Industrial Hygiene Bureau and the Occupational Safety Bureau are responsible for enforcement activities.

ENFORCEMENT

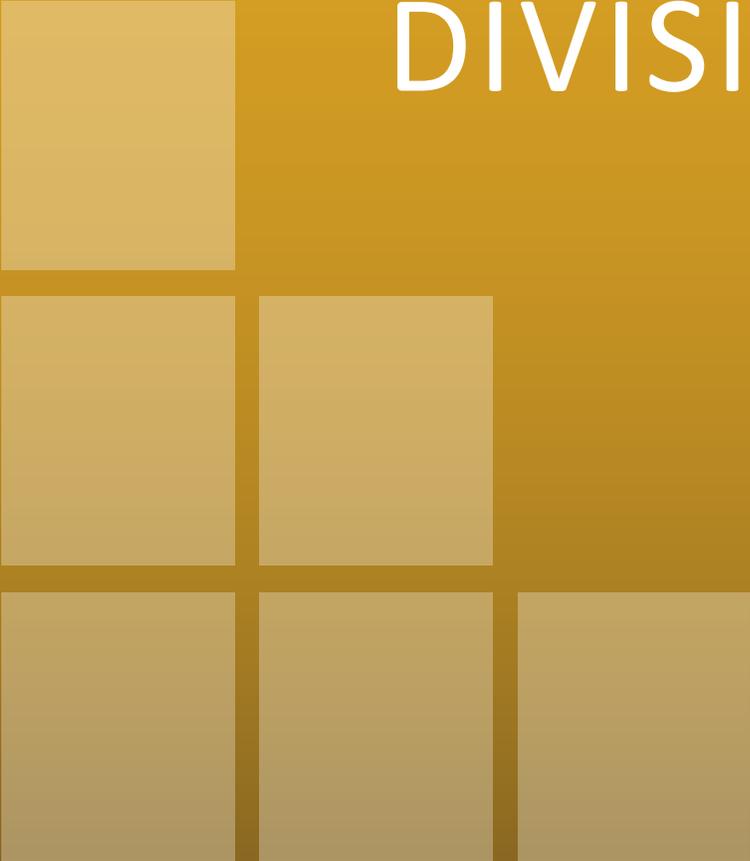
Enforcement activities typically are related to things that have occurred in the workplace. The work tends to be reactionary in nature. These activities could be unprogrammed activity, like the investigation of injuries, illnesses, or deaths. Unprogrammed enforcement activities could also be investigating employee exposures, nearly missed injuries, employee



complaints, and agency referrals. IOSHA does have programmed enforcement activity focused on prevention of injuries. The goal is to prevent incidents, but enforcement remains reactionary because the companies the department collaborates with are in an industry known for high-hazard levels. IOSHA staff work with employers in predetermined high-hazard industries to ensure compliance with safety standards.



PROFESSIONAL
LICENSING
DIVISION



The Professional Licensing Division (PLD) provides public protection by ensuring minimum competency for individuals entering regulated professions. All professions, with the exception of hearing aid specialists, are governed by a board, whose members are appointed by the governor and confirmed by the senate.

The PLD seeks to serve the public by ensuring applicants for licensure meet requirements for minimum competency by issuing licenses, writing rules that govern the profession, and enforcing laws through investigations, inspections, and licensee discipline, and monitoring. The PLD regulates 127 different license types that are currently overseen by 27 boards. More than 250,000 Iowans are licensed through the PLD.

As part of alignment, the PLD's programs, as well as licensing programs from the Building and Construction and Health and Safety divisions, are consolidating six different licensing platforms into one system.

ACCOMPLISHMENT

Implemented electronic fingerprinting for boards who conduct FBI background checks and standardized the process for the background checks of new applicants when required.

APPLICATIONS AND RENEWAL BUREAU

Bureau staff process initial licensure, renewal, reinstatement, and other types of applications for more than 76 professions.

During SFY2024, two new license types were implemented as a result of legislation: certified professional midwives and mortuary science removal technicians. Licensing staff are cross-trained to work across multiple boards to provide backup and support. This past year staff participated in a quality improvement event to begin identifying ways to standardize and simplify licensing for applicants for all license types within DIAL.

OPERATIONS BUREAU

Operations staff facilitate board meetings, and ensure that board members have the information needed to make decisions about rules, rule waivers, licensee investigations, and other regulatory matters. 2024 Iowa Acts (SF 2385) consolidated the Board of Behavioral Science, Board of Psychology, and Board of Social Work to become the Board of Behavioral Health Professionals, effective SFY2025.

In the first year following the passage of Executive Order 10 (CY2023), the bureau facilitated rulemaking reviews resulting in the reduction of administrative rules from 204 to 170 chapters.

In the second year of Executive Order 10 (CY2024), the boards of medicine, nursing, dental and pharmacy anticipate reducing their administrative rules from 112 to 43 chapters.

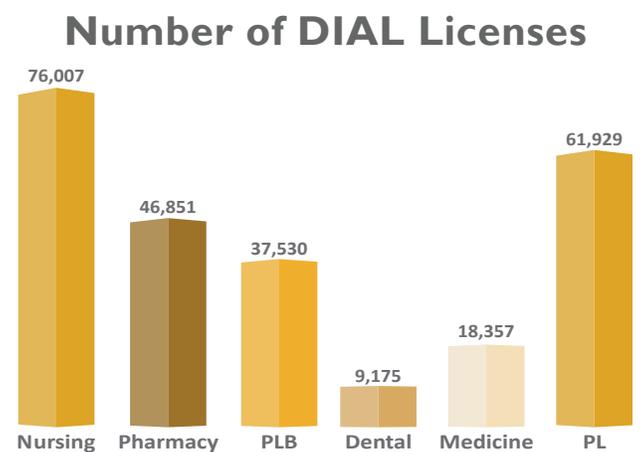


Fig 27.

COMPLIANCE BUREAU

The Compliance Bureau reviews and investigates complaints about licensees, as well as conducts inspections. In SFY2024 pharmacy compliance officers inspected 450 pharmacies, compounding facilities, controlled substance registrants, wholesale distributors and third-party logistics distributors. Bureau staff also inspects salons, cosmetology schools, and dental offices seeking sedation permits.

In SFY2024 the bureau investigated more than 1,200 complaints.

Complaints Received	2,200
Complaints Closed with No Further Action	1,477
Complaints Closed with a Confidential Letter from the Board	191
Complaints that Resulted in Disciplinary Action	322

MONITORING BUREAU

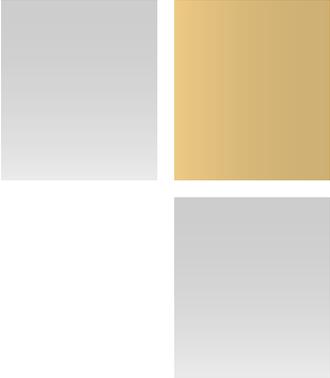
The Monitoring Bureau oversees the Iowa Professional Health Program (IPHP) and the Prescription Monitoring Program (PMP). The IPHP is a confidential program providing monitoring and support to licensees who experience impairments impacting their ability to practice. Impairments may include mental health, substance abuse, and/or medical diagnoses. There are five committees that deal with licensees from the boards of Medicine, Nursing, Pharmacy, Dental, and all other boards under the division's purview. The committees meet regularly to review and discuss participant progress and compliance with their program contract. The committees are charged with ensuring public safety while participants receive support in achieving sobriety or stability. The IPHP served more than 130 participants during SFY2024.

The PMP provides authorized practitioners with valuable information regarding their patients' use of controlled substances. The PMP is a tool practitioners can use to identify and prevent dependence on addictive medications as well as diversion activity. The Iowa PMP has more than 43,000 registered users and receives more than four million requests a year. The Iowa PMP is integrated into more than 400 electronic medical record systems within the state. Additionally, the Iowa PMP is fully integrated with 44 other states across the nation.

Another function of the bureau is to ensure that public safeguards are in place when boards identify areas of concern. Board monitoring staff within the bureau provide oversight of practitioners who have specific requirements for practicing or working, through a board disciplinary order. The bureau currently monitors over 180 licensees who have been disciplined by their board.

The Monitoring Bureau collaborated closely with the Applications and Renewal Bureau to eliminate stigmatizing language on initial licensure and renewal applications that ask questions about health conditions. These questions have been replaced with an attestation that reminds licensees to get the help they need to address mental health concerns if they arise.

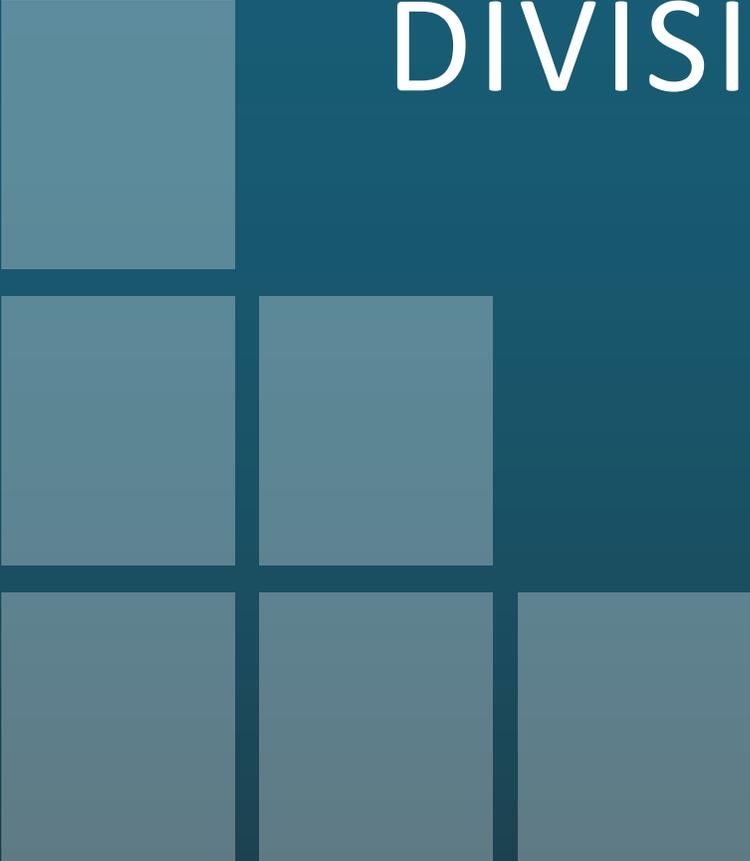
Licensing Division Boards

- Accountancy Examining Board
 - Architectural Examining Board
 - Board of Athletic Training
 - Board of Barbering and Cosmetology Arts and Sciences
 - Board of Behavioral Science*
 - Board of Chiropractic
 - Dental Board
 - Board of Dietetics
 - Engineering and Land Surveying Examining Board
 - State Health Facilities Council (Certificate of Need)
 - Board of Hearing Aid Specialists
 - Interior Design Examining Board
 - Landscape Architectural Examining Board
 - Board of Massage Therapy
 - Board of Medicine
 - Board of Mortuary Science
 - Board of Nursing
 - Board of Nursing Home Administrators
 - Board of Optometry
 - Board of Pharmacy
 - Board of Physical and Occupational Therapy
 - Board of Physician Assistants
 - Board of Podiatry
 - Board of Psychology*
 - Real Estate Appraiser Examining Board
 - Real Estate Commission
 - Board of Respiratory Care and Polysomnography
 - Board of Sign Language Interpreters and Transliterators
 - Board of Social Work*
 - Board of Speech Pathology and Audiology
- 

**Beginning on July 1, 2024 (SFY2025) the boards of Behavioral Science, Psychology, and Social Work were combined to create the Board of Behavioral Health Professionals per Senate File 2385, signed by Governor Kim Reynolds on May 17, 2024.*

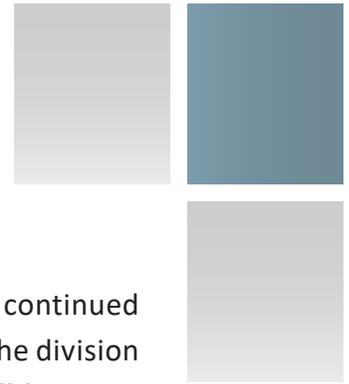


WORKERS' COMPENSATION DIVISION



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

The division continued to reassess and revise its processes during SFY2024 to provide more prompt decisions and effective compliance enforcement. WCD also continued to invest significant time to implement technological advances. Since April 2020, the division has transitioned from conducting all hearings in person to conducting almost all hearings virtually. Division staff prioritized providing statewide educational presentations to help businesses and workers understand Iowa workers' compensation laws.



ACCOMPLISHMENT
Converted more than 1,000 boxes of agency files to an electronic format.

During SFY2024, WCD's deputy commissioners conducted 167 contested case arbitration hearings and issued 184 arbitration decisions. The average time for a case to remain pending from the date of the initiating petition until issuance of a decision increased from 525 to 580 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 129 to 124 days. In addition to contested case hearings, deputy commissioners also conducted and issued 138 alternate medical care decisions in SFY2024.

Deputy Commissioner Hearings and Decisions

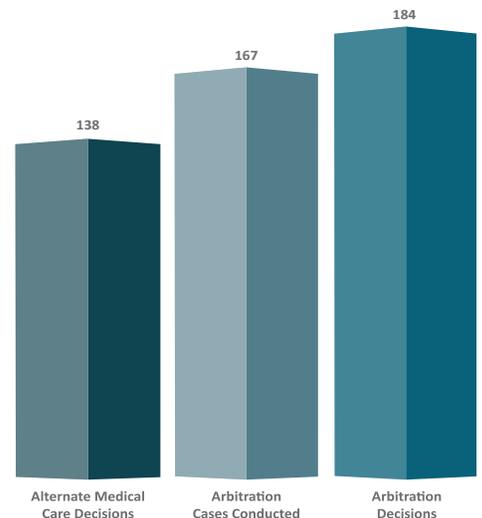


Fig 28.

HEARING-LEVEL DECISIONS

Hearing-level decisions occur 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 decision. Annually, approximately 14,000 work-related injuries are reported; however, in SFY2024, 3,571 petitions for workers' compensation benefits were filed, which was a decrease of 141 petitions compared to the 3,711 petitions filed in SFY2023. Workers' compensation hearing-level decision procedures resemble those used in the district court for non-jury cases.

The following is the hearing-level decision 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.
- The average time from the date of a hearing to the date of an issued arbitration decision was 160 days in SFY2024, with an average of 41 days for the case to become fully submitted by the parties after the hearing. Full submission occurs when all 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 DECISIONS

Any party dissatisfied with a deputy commissioner's arbitration decision can appeal to the commissioner for a review of the case. As of June 30, 2024, there were 38 cases on appeal to the commissioner, with 14 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 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 15,939 in SFY2023 to 17,291 in SFY2024. The Compliance Administrators reviewed and approved 4,060 settlements for SFY2024 compared to 4,212 settlements approved in SFY2023. As time allows, the compliance administrators coordinate with the Labor Services Division to enforce proof of coverage compliance.

ONLINE FILING AND DOCKET SYSTEM

For SFY2024, WCD handled 48,514 electronic filings through the online system. In addition, during SFY2024, the division received and processed 1,153 requests for copies of agency records and pleadings.

ENFORCEMENT

WCD has increased its focus on the requirement to file First Reports of Injury and the requirement to assess a fine of \$1,000 for failure to do so. The division is also working to enforce Iowa Code requirements regarding assessments for late commencement of benefits through the compliance area.

EDUCATION

WCD provides information about workers' compensation law and procedures to the public on the web, including:

- News and updates
- Electronic Data Interchange protocol materials
- Weekly benefit schedules
- Summaries of recent arbitration and appeal decisions
- Access to the hearing schedule

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

ACCOMPLISHMENT

Reduced the number of days it takes for a case to be in fully-submitted status from 133 days in SFY2023 to 41 days in SFY2024.

Compliance Requests Processed



15,939
SFY2023

17,291
SFY2024

Settlements Approved

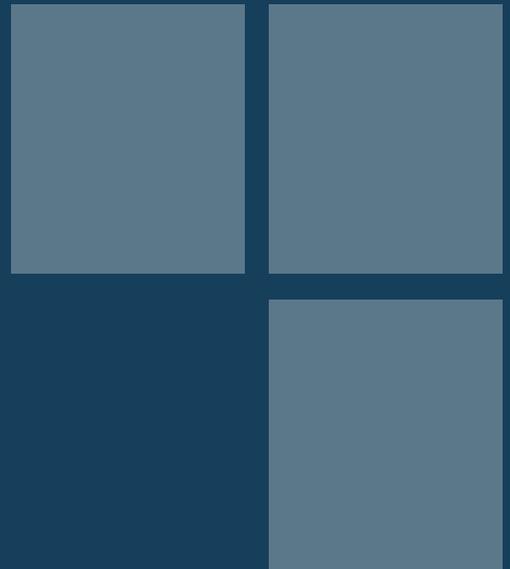


4,212
SFY2023

4,060
SFY2024

Fig 29.

ATTACHED UNITS





EMPLOYMENT APPEAL BOARD

The three-member Iowa Employment Appeal Board (EAB) is appointed by the governor and serves as the final administrative law forum for State and federal unemployment benefit appeals. The board also hears appeals of rulings of the Occupational Safety and Health Administration (OSHA) and the Iowa Public Employees Retirement System (IPERS). The board members are appointed to represent employers, employees, and the general public, respectively. In addition to unemployment cases, the board hears appeals involving peace officer issues and contractor registration requirements.

The Board receives 96% of its funding from the federal government, which is based on the number of appeals heard and the time taken to render a decision.

IOWA CIVIL RIGHTS COMMISSION

The Iowa Civil Rights Commission (ICRC) provides impartial, efficient, and fact-driven investigative analysis of discrimination complaints filed in Iowa and promotes civil rights outreach and education opportunities throughout the state. The ICRC enforces state and federal laws that prohibit discrimination in the areas of employment, public accommodations, housing, education, and credit. The executive director is appointed by the governor and confirmed by the senate. The director oversees the daily operations, sets policy for the Commission, and is responsible for performance metrics within the attached unit.

In conjunction with the work completed by the agency, the Iowa Civil Rights Commission is situated within the ICRC. The Commission has five commissioners appointed by the governor to staggered four-year terms and subject to confirmation by the Senate. No more than three members of the commission can belong to the same political party, and appointments are as geographically diverse as possible. The five commissioners sit as the final decision-makers on contested case proceedings brought by the agency.

IOWA RACING AND GAMING COMMISSION

The commission administers the laws and rules for gambling and wagering in Iowa in order to ensure the integrity of licensees and their operations, maintain public confidence in regulated gambling and wagering activities in Iowa, and promote economic development for the citizens of Iowa.

The commission carries out this mission by enforcing laws and rules for the wagering public and industry, as well as ensuring industry participants are adhering to responsible gaming practices, promoting the highest quality of sustainable operations, promoting public safety, providing quality entertainment, investing into Iowa goods and resources, encouraging the hiring of Iowans, and requiring reinvestment in facilities and amenities located in Iowa.

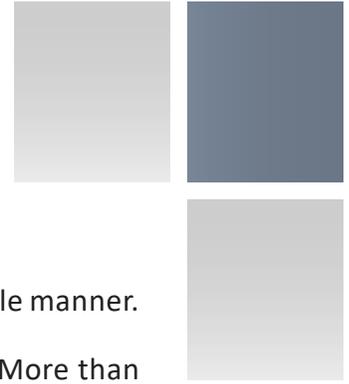
The commission holds regular public meetings and maintains staff in all licensed facilities across the state. In SFY2024, the tax revenue for the industry the Commission regulates exceeded \$378 million. More detailed information can be found on the Commission website at irgc.iowa.gov.

STATE PUBLIC DEFENDER'S OFFICE

The State Public Defender's Office (SPD) is responsible for coordinating Iowa's Indigent Defense System. The Office's mission is to ensure that all indigent persons in Iowa are provided high-quality legal representation in criminal, juvenile, and other eligible proceedings in the most efficient and fiscally responsible manner.

The office is led by the state public defender, who is appointed by the governor. More than 250 in 18 statewide public defender offices and the Appellate Defender's Office provide representation for indigent persons primarily in criminal and juvenile cases at the trial and appellate levels in all of Iowa's 99 counties.

The state public defender also contracts with approximately 500 private attorneys and several nonprofit organizations throughout Iowa to provide court-appointed representation in cases that public defender offices are unable to handle. These contract attorneys, as well as other indigent defense providers, such as investigators, court reporters, and expert witnesses, are paid from the Indigent Defense Fund, which is administered by the state public defender.





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