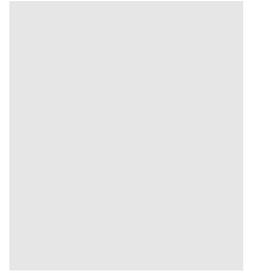
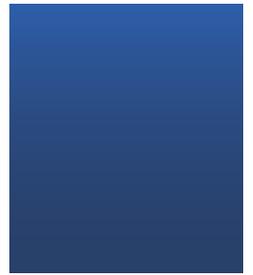
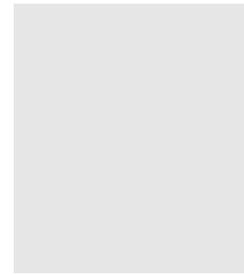
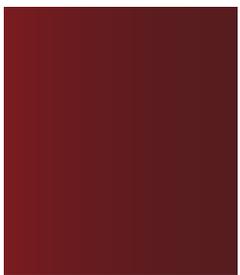
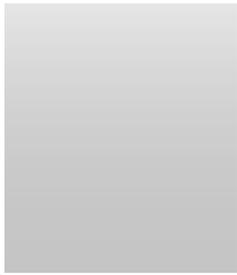
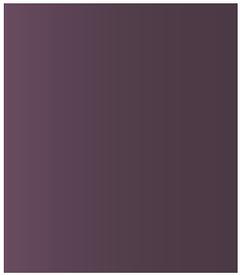
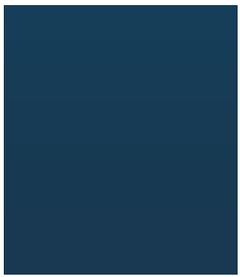


# SFY25

## DIAL

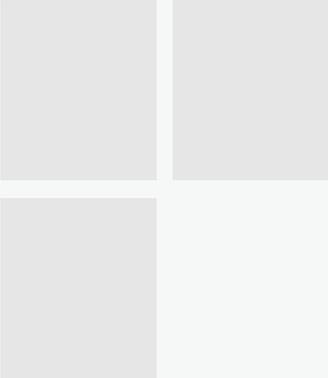
# ANNUAL

# REPORT



Department of Inspections,  
Appeals, & Licensing

6200 Park Ave., Suite 100  
Des Moines, IA 50321  
[dial.iowa.gov](http://dial.iowa.gov)



## MESSAGE FROM THE DIRECTOR

The Iowa Department of Inspections, Appeals, and Licensing made meaningful progress in SFY25 as we continued our mission to protect the health, safety, and well-being of Iowans. This report highlights the work of our dedicated staff across the state, from conducting inspections, resolving complaints and modernizing licensing systems to supporting fair hearings and ensuring accountability in public programs.

A major focus this year was the ALIGN project, our ongoing effort to modernize licensing, inspections, and case management through a unified, citizen-centered platform. With the discovery phase completed and detailed design underway, ALIGN is already improving internal processes and will deliver a more efficient and transparent system for Iowans.

Demand for DIAL services continued to grow in SFY25, and our teams responded with professionalism and care. DIAL staff worked every day to protect Iowans through safety inspections, quality oversight, and responsive licensing services. Our administrative teams—communications, finance, legal, HR, and data—also played a critical role in strengthening operations and enhancing our outreach and accessibility.

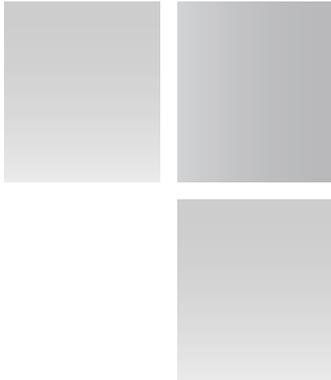
I am proud of the progress we made this year and grateful for the dedication of our employees. Their commitment ensures that DIAL can meet the needs of Iowans with integrity, transparency, and a focus on continuous improvement.

Thank you for supporting our mission and trusting us to serve the people of Iowa.

Sincerely,



Aaron Baack  
Interim Director



---

# TABLE OF CONTENTS

Overview ..... 4

    ALIGN ..... 6

Administration Division ..... 7

Administrative Hearings Division..... 11

Building and Construction Division ..... 14

Health and Safety Division..... 20

Investigations Division ..... 25

IOSHA ..... 30

Professional Licensing Division..... 33

Worker’s Compensation Division ..... 37

Attached Units..... 40

    Employment Appeal Board ..... 41

    Iowa Civil Rights Commission..... 41

    Iowa Racing and Gaming Commission ..... 41

    State Public Defender's Office..... 42

# 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.

## Organization

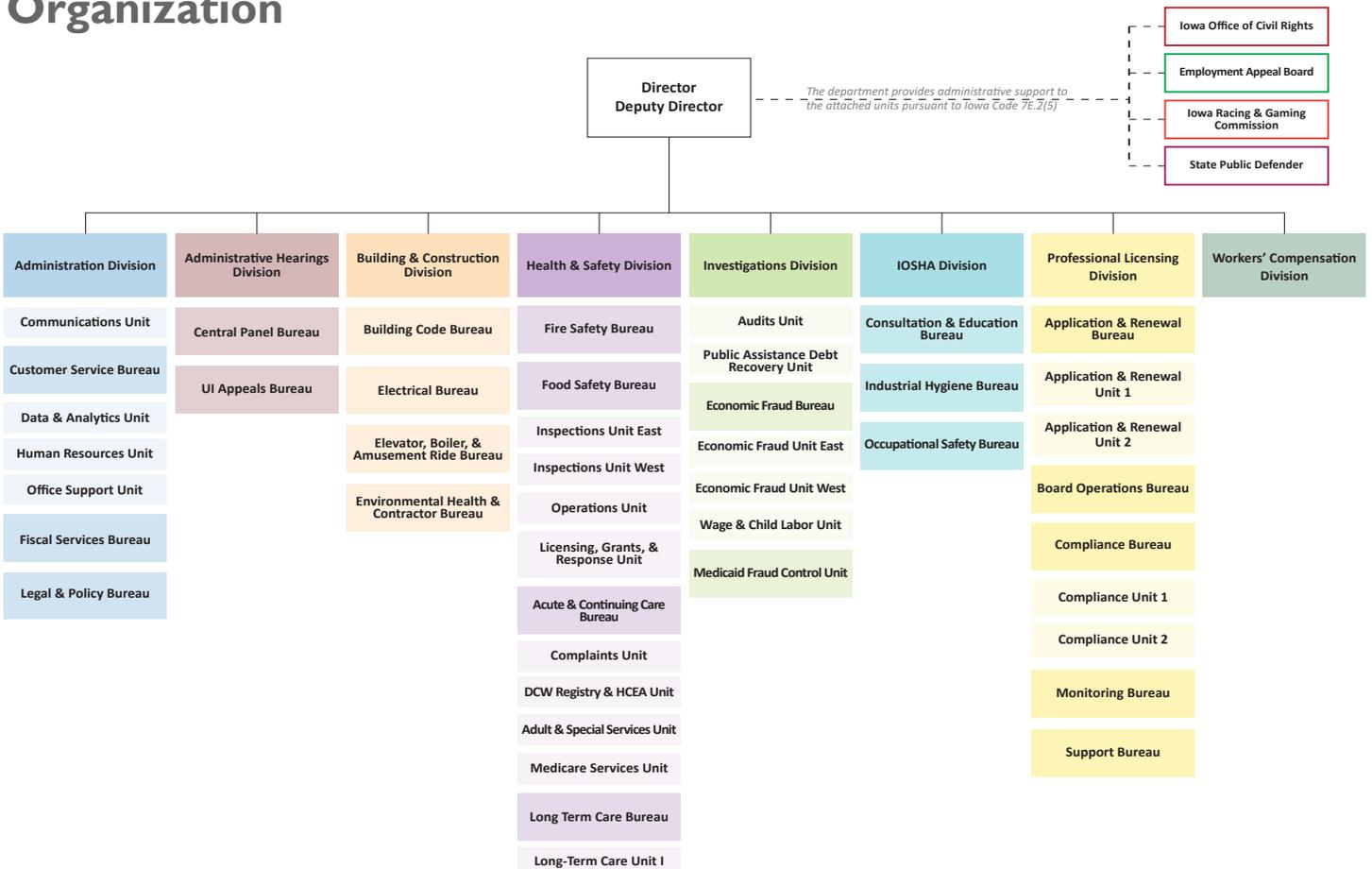


Fig 1.

## 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.*

The four attached units are the Employment Appeal Board, the Iowa Civil Rights Commission, the Iowa Racing and Gaming Commission, and the State Public Defender's Office.

## ALIGN PROJECT

### Background

In 2023, the governor's initiative to realign state government and improve service delivery consolidated multiple licensing programs into DIAL. Licensing boards and processing functions from HHS, IWD, IDPH, and DPS were centralized under DIAL. This change brought more than 300 license and registration types—formerly managed in 11 separate systems—under one agency.

### Citizen-Focused Transformation

DIAL is committed to providing a more citizen-focused licensing and permitting experience through ALIGN—the Administrative Licensing and Inspection Governance Network. This effort reflects DIAL's commitment to using technology to modernize, standardize, and simplify licensing processes across the agency.

### Project Objectives

#### Standardize

Create a consistent, high-quality experience for customers and staff across all license types. This includes reviewing renewal cycles and streamlining application processing.

#### Modernize

Build a cloud-based system for licensing, permitting, inspections, and case management. The platform will include an intuitive public portal, online payments, application tracking, complaint submission, and licensee lookup—accessible on any device.

#### Simplify

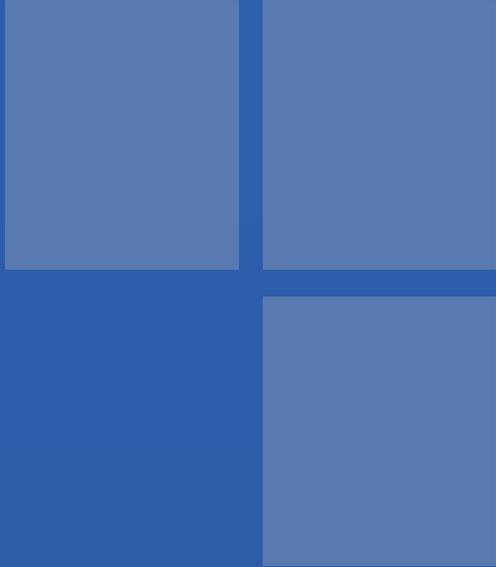
Eliminate unnecessary steps and outdated document retention practices to speed up application reviews and reduce time to issuance.

#### Unify Case Management

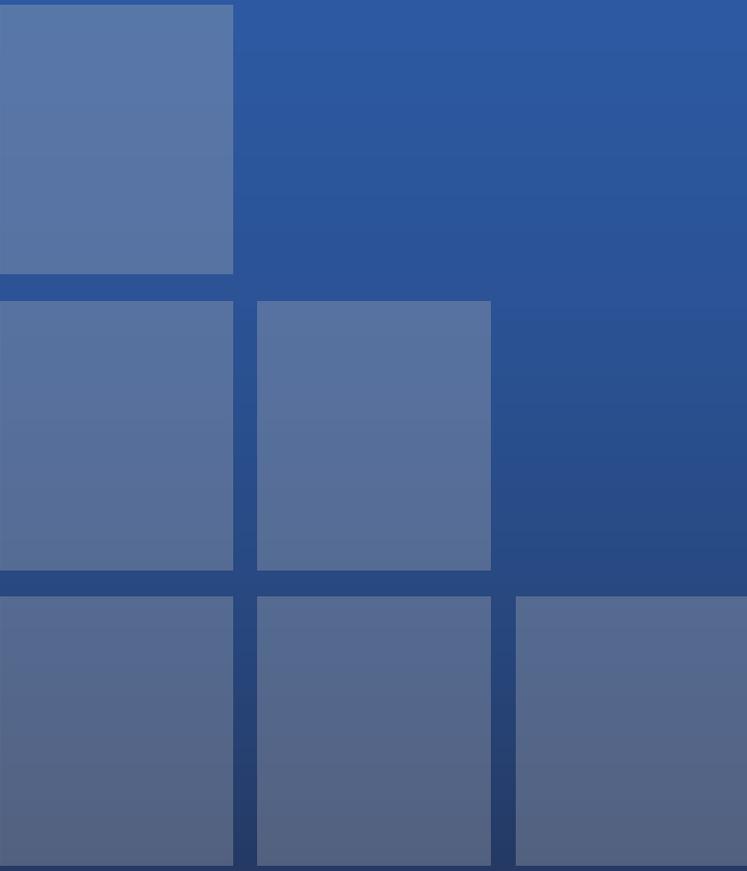
Use a single system to manage complaints, investigations, inspections, board reviews, and hearings.

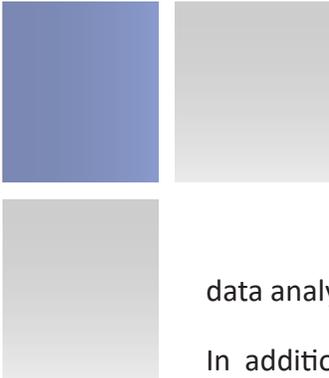
### Project Status

DIAL partnered with Accenture to build the ALIGN system on Salesforce. The project began in July 2024 with a full review of current operations. Discovery wrapped up in June 2025, and detailed design sessions are now shaping the future system. Rollout is planned for summer 2026.



# 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 2025 (SFY25), DIAL received a State general fund appropriation of \$19,047,924 in support of functions that are not billed to customers or the federal government for various reasons.

The non-general fund portion of the SFY25 operating budget was \$32,826,538, representing 63.3% of the department’s operating budget. The non-general fund portion of the department’s operating budget consists of billings to external customers including State agencies and local governments, and billings to the federal government. In total, the department expended \$51,874,462 to provide critical services across its operational divisions.

Additionally, fiscal services processed more than 41,696 State warrants and electronic fund transfers, including more than 5,464 travel payments in SFY25.

## **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 Gov. Kim Reynolds’ Executive Order 10 relating to administrative rulemaking. Known as the “red tape review,” DIAL met all departmental deadlines related to the 206 chapters affected in SFY25.

Legal and Policy Bureau personnel assisted in the creation of a comprehensive model administrative chapter for boards to simplify and standardize board-specific procedures, and implemented procedures for criminal history review and complaint screening for all boards. Legal and Policy Bureau personnel continue to coordinate with DIAL divisions regarding implementation of 2025 legislative initiatives.

---

## CUSTOMER SERVICE BUREAU

The Customer Service Bureau plays a central role in supporting agency operations through human resources (HR), data analytics, and mailroom functions. The HR team provides personnel services for more than 1,000 employees and board members across DIAL and its administratively attached units, offering guidance and support throughout the employee lifecycle.

Throughout SFY25, DIAL experienced steady growth in its workforce. At the start of SFY25, the agency employed 1,035. By the close of SFY25, that number had increased to 1,078 – a net gain of 43 employees, an increase of 4.15%. This growth highlights both the agency’s expanding operations and its ability to attract and retain the talent necessary to meet evolving organizational needs.

HR continued to manage a high volume of personnel transactions during this period. Resignations decreased by more than 52%, reflecting higher levels of employee engagement and satisfaction. Internal transfers also more than doubled, rising from 15 to 37, an increase of approximately 147%, signaling that employees are finding meaningful opportunities for advancement and professional development within DIAL.

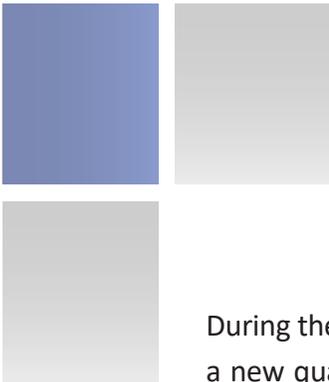
Reinforcing these positive trends, transfers out of the agency dropped by 42.9%. Taken together, the reduction in resignations, the decrease in external transfers, and the increase in internal mobility illustrate a healthier organizational culture, greater career growth pathways, and the success of ongoing retention strategies. These upward trends position the agency to build a more experienced, stable, and motivated workforce.

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.*

---



## 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, communications staff also facilitated the production and distribution of a new quarterly electronic newsletter. "Pharma Phacts," from the Iowa Board of Pharmacy, was first published in April 2025 to more than 9,500 subscribers. The department's hospital education newsletter, "The Pulse," has been sent out monthly since SFY22. It currently has more than 3,500 subscribers. In SFY26, the department will debut its newsletter for the Iowa Board of Medicine.

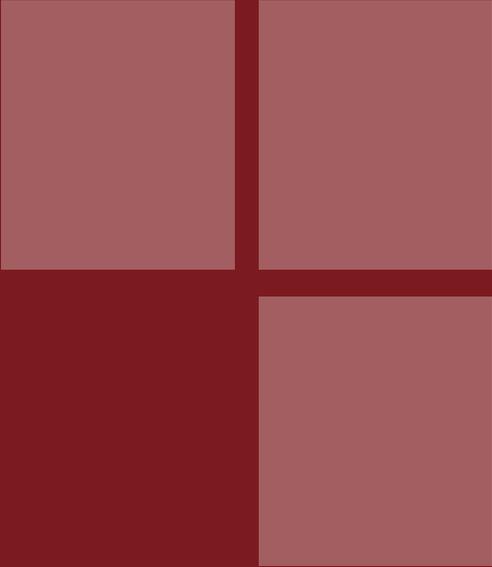
Additionally, in SFY25, the unit launched a new departmental podcast, "DIALED IN." During the reporting year, the department released seven podcasts discussing topics ranging from nursing home fines and sports betting pools to the free consultation services offered by the Iowa OSHA Division to Iowa employers. The podcast received nearly 600 downloads during those first nine months. The podcast is available on Amazon Music, iHeart Radio, Spotify, and more.

Communications staff completed a review of 662 public-facing documents to assess accessibility and determine next steps for compliance with ADA and WCAG standards. This assessment has allowed us to identify priorities and begin planning remediation and modernization efforts.

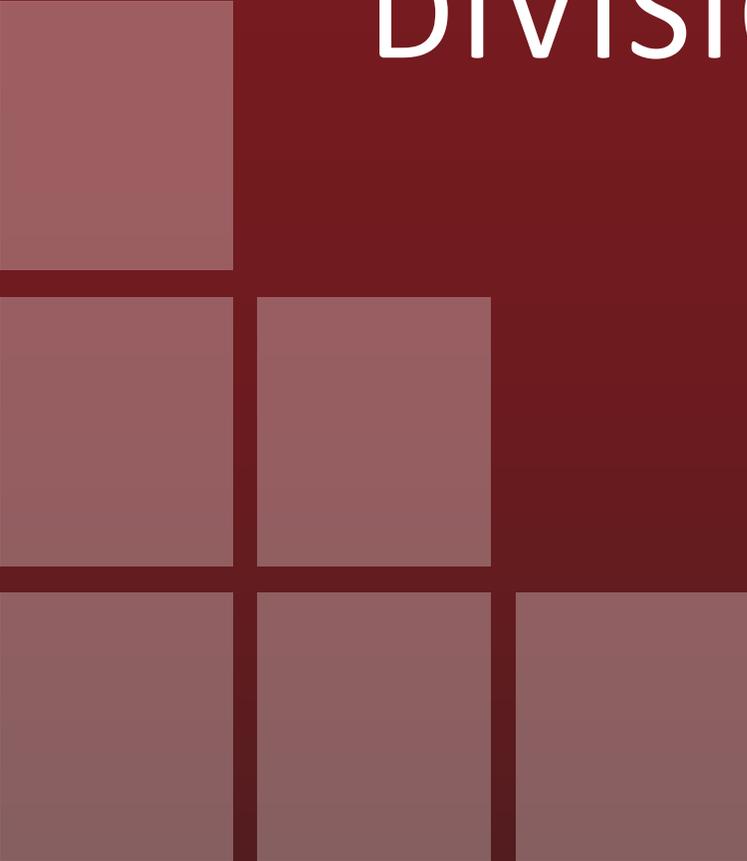
- 234 documents were identified for modernization either by converting to Seamless docs, or updating to a fact sheet
- 159 documents identified for remediation
- 266 documents identified to be removed or archived
- 9 still under review

Communications staff is now moving from assessment to implementation. Remediation, document conversions, and archiving will continue into the upcoming year as part of our commitment to accessible and user-centered digital services.

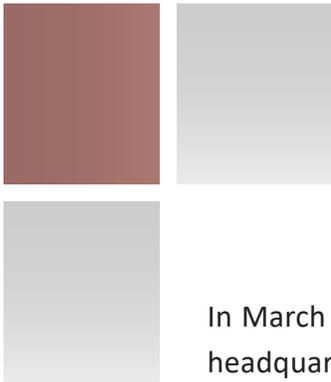
During SFY25, personnel in the communications unit fielded 173 media inquiries, responding to 89% of those inquiries within two business days.



# 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: the Central Panel Bureau (CPB) and the Unemployment Insurance Appeals Bureau (UIAB).



In March 2025, AHD moved to the Department of Inspections, Appeals, and Licensing (DIAL) headquarters located at 6200 Park Ave. in Des Moines, Iowa. This geographical consolidation of the CPB and the UIAB presented the opportunity for more synergy and a unified workspace for AHD. This move also allowed AHD to utilize updated hearing rooms and technology for better public service.

In late May through early June 2025, Iowa Workforce Development implemented the modernization of the IowaWORKS database. Further refinement and modification of the database is ongoing and ultimately will serve the citizens of Iowa in a more efficient manner.

## CENTRAL PANEL BUREAU

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

In SFY25, the CPB received a total of 11,021 cases and closed 11,334 cases. Out of the total number of cases closed, the CPB issued decisions on average within 4.39 days of the hearing. Decisions issued were within 31 days of the hearing 96% of the time. The CPB received 6,769 cases and closed 6,807 cases from HHS within the fiscal year. Additionally, the CPB received 3,015 cases and closed 3,286 cases from the DOT. Finally, the CPB received 1,237 MISC cases from other state or local agencies and closed 1,241 cases.

### SFY25 CPB Appeals Received vs. Closed

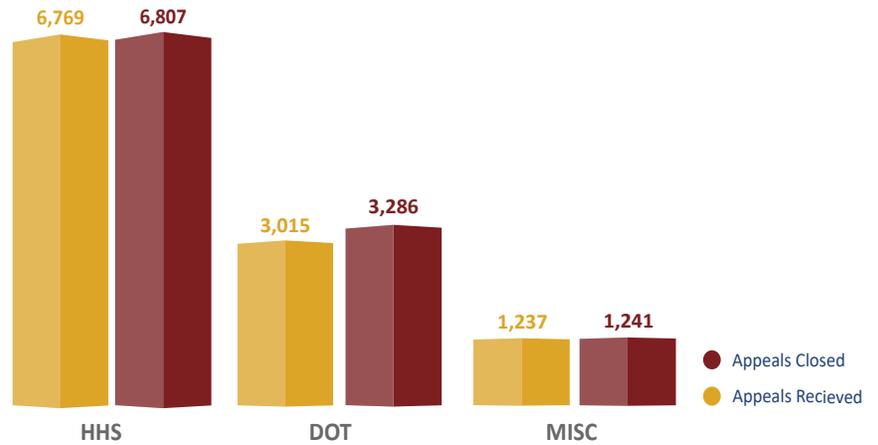


Fig 2.

### SFY25 Total Cases vs. Average Decision Time



**11,334** Total Cases

**4.39** Average Decision Time (days)

Fig 3.

# 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.

The UIAB is responsible for ensuring full compliance with the U.S. Department of Labor (DOL) standards that require it to complete at least 60% of its cases within 30 days. The UIAB panel received 9,962 cases and issued 9,156 decisions in SFY25. In SFY25, the UIAB completed 88.77% of its cases within 30 days, with an average processing time of 13.44 days to close a case.

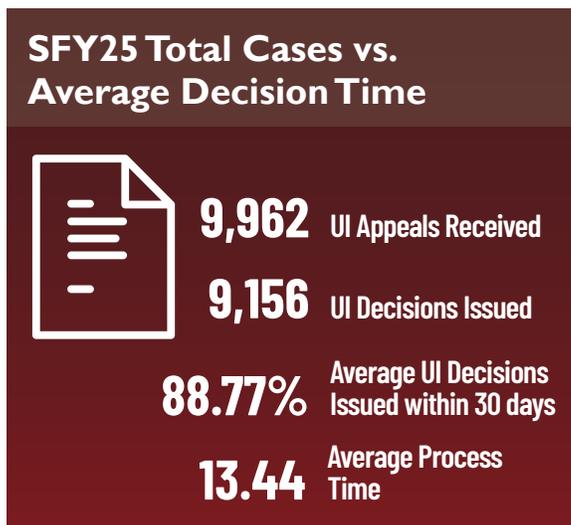
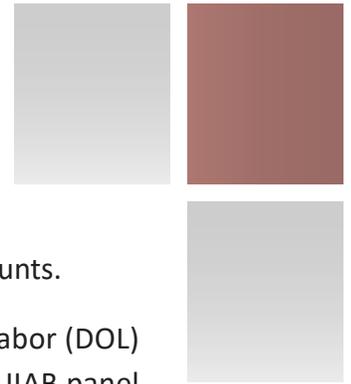
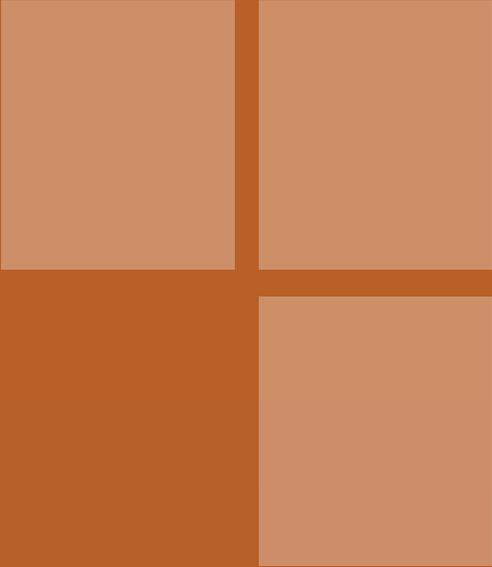
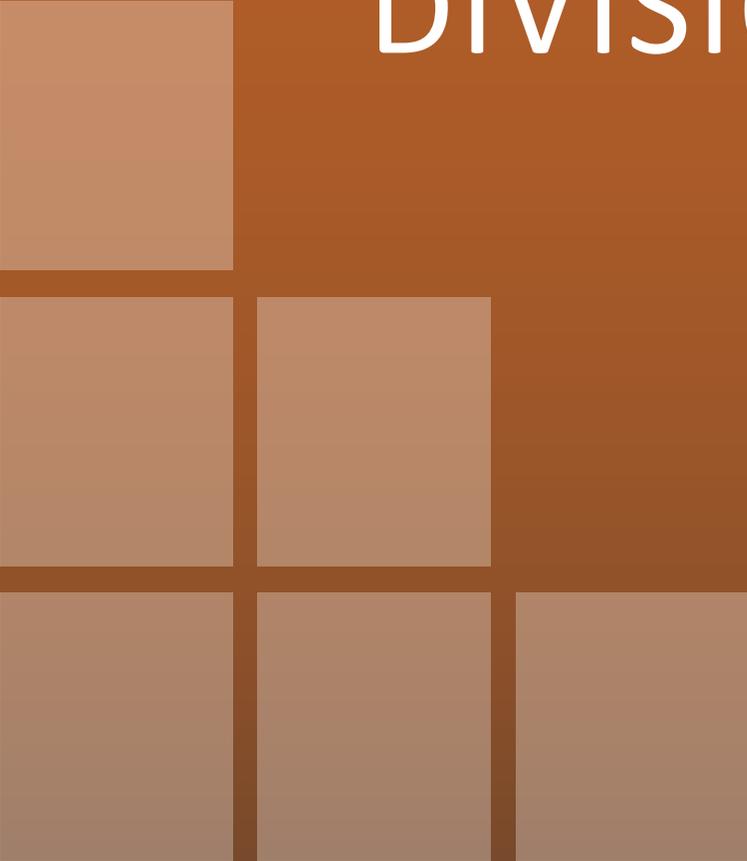


Fig 4.



# BUILDING AND CONSTRUCTION DIVISION



The Building and Construction Division has been an active partner in DIAL’s agency-wide licensing modernization project, which merges multiple licensing databases into one streamlined system and is used across several divisions. This effort has helped accelerate plan reviews, reduce costly system changes, and improve overall efficiency. The restructuring has also allowed the division to better share staff resources. For example, we can now complete same-day event inspections for national tattoo conventions, and the pool and spa program has significantly improved turnaround times—cutting average plan review processing from 128 days to 56 days and issuing construction permits more quickly to owners.

Before realignment, licensing for electricians, plumbers, mechanical and HVAC specialists, and contractors was spread across three different departments. Consolidating these licensing and permitting functions, along with co-locating staff and improving internal coordination and online information, has made the process more convenient for both licensees and the public.

## BUILDING CODE BUREAU

The Building Code Bureau is responsible for reviewing building plans and inspections for:

- All hospitals and nursing homes in the state
- Adult day service facilities
- Assisted living facilities
- Residential care facilities
- Elder group homes
- Facilities owned by the State including Board or Regents
- Buildings that utilize State funding
- All schools and child care facilities outside of any other jurisdiction

The Building Code Bureau is also responsible for modular and manufactured homes and commercial modular buildings coming into the state as well as any being installed in the state. DIAL is responsible for licensing fire alarm installers, fire suppression systems installers, and modular and manufactured home installers. Building Code Bureau staff also register flammable liquid tanks for the Fire Safety Bureau.

The bureau works closely with the Iowa Association of Building Officials, the Iowa Department of Transportation, and the American Institute of Architects to provide building inspections during disasters. These four organizations cooperate with Iowa Homeland Security and Emergency Management and county emergency management agencies to identify additional measures to be more efficient with communications and building inspections.

The bureau works collaboratively with the Governor’s School Safety Task Force on building recommendations for school districts to counter any active threat to students or staff, to be used for new school safety legislation. DIAL has seen a large influx of building plan submissions from school districts implementing task force recommendations.



Fig 5.

The bureau continues the annual plan review and inspection training and expects to include the changes to the codes from 2015 to 2024. The bureau is also gearing up for major projects from Iowa State University and the University of Iowa Hospitals.

The bureau has started a new code training program 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.

The bureau worked with local jurisdictions to bring awareness and the need to permit and inspect temporary services in residential and commercial construction projects. During SFY25, six local jurisdictions implemented the practice. The goals are increased safety and consistent application.

The state of Iowa completed the process to adopt the 2023 National Electrical Code (NEC) effective on July 1, 2025.

National Fire and Protection Association (NFPA) provided code training over the 2023 NEC to over 75 political subdivision inspectors that conduct electrical inspections throughout the state.

There are more than 20,300 active electrical licenses, approximately 480 board-approved continuing education providers, more than 670 approved courses for continuing education, and more than 2,500 course occurrences promoting electrical safety and wiring standards.

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

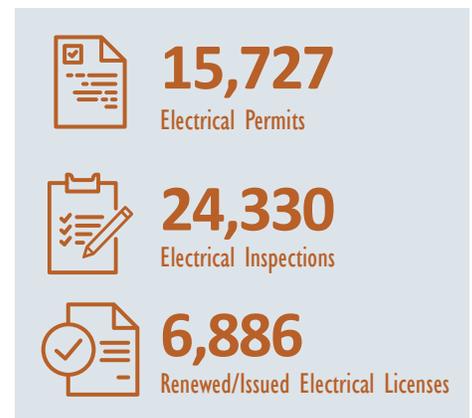


Fig 6.

License Class	Number of Active Licenses	License Class	Number of Active Licenses
Apprentice Electrician	3,184	Master Class B	913
Electrical Contractor	2,187	Residential Electrical Contractor	121
Inactive Master-Class A	187	Residential Electrician	278
Inactive Master-Class B	28	Residential Master	145
Journeyman Class A	7,419	Special Electrician	77
Journeyman Class B	698	Unclassified Person	2,505
Master Class A	2,559		

# 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.

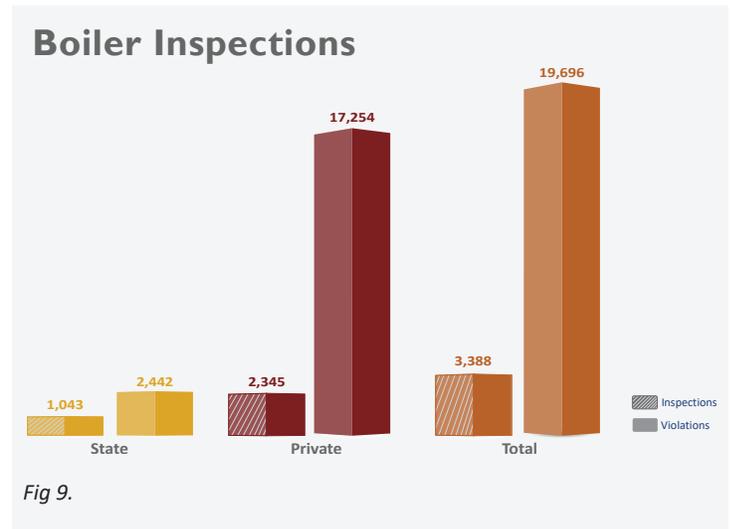
## Boilers

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.



Efficiencies and cost savings were implemented by rule to allow self-inspection by trained and certified companies who operate inflatable devices. The new rule allows the operators to maintain inspection documentation and DIAL provides a permit for operation with rides and devices listed. 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.

## ENVIRONMENTAL HEALTH AND CONTRACTOR BUREAU

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 lowans 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 IOSHA staff. These activities allow all parties to provide a better work environment for lowans. A total of 16,168 contractor registrations were processed in SFY25.
- 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



**1,431**  
Licenses Issued



**86**  
Permits Issued



**1,517**  
Total Permits and Licenses Issued

Fig 10.

### Contractor Registrations



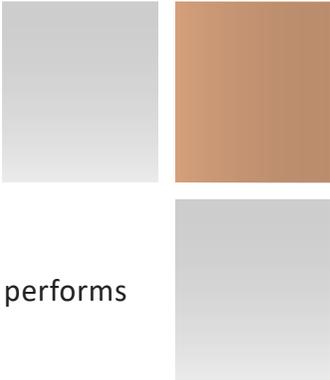
**16,168**  
Registrations Issued



**27**  
Citations Issued

Fig 11.

- 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.



## SFY25 PMSB Licenses Issued

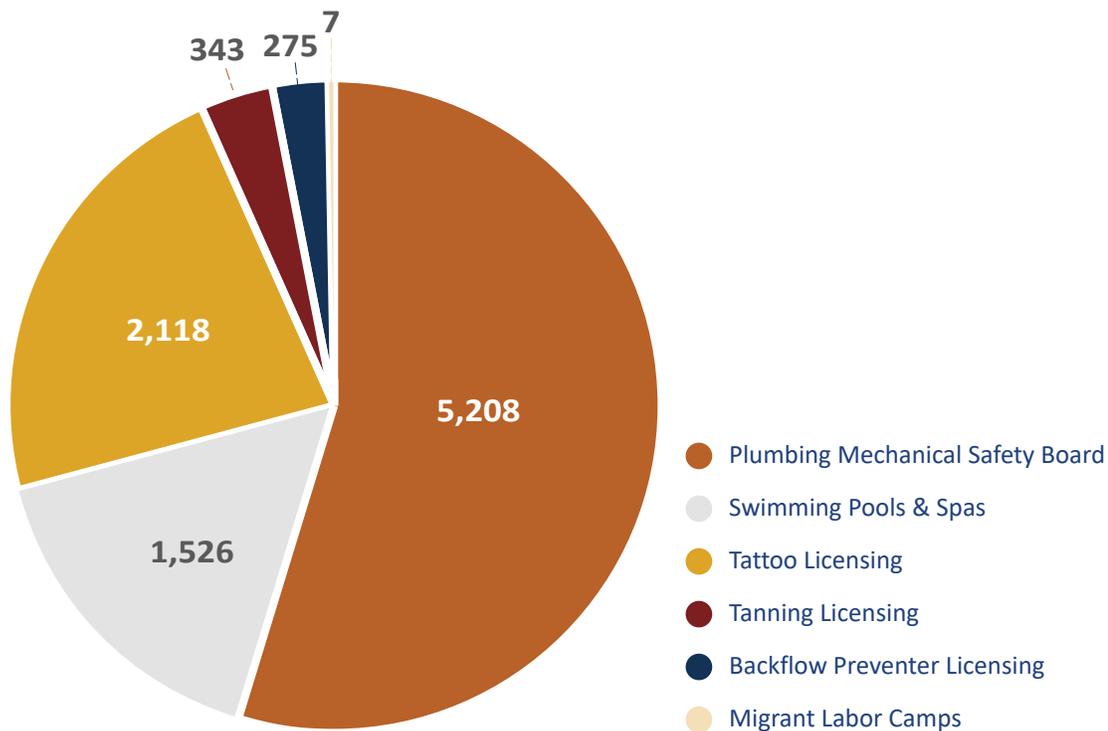
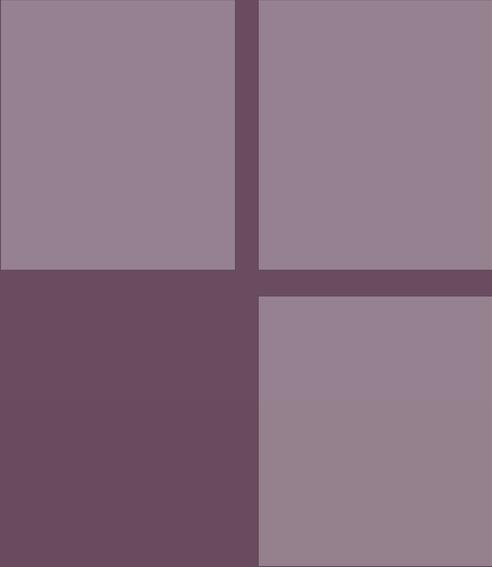
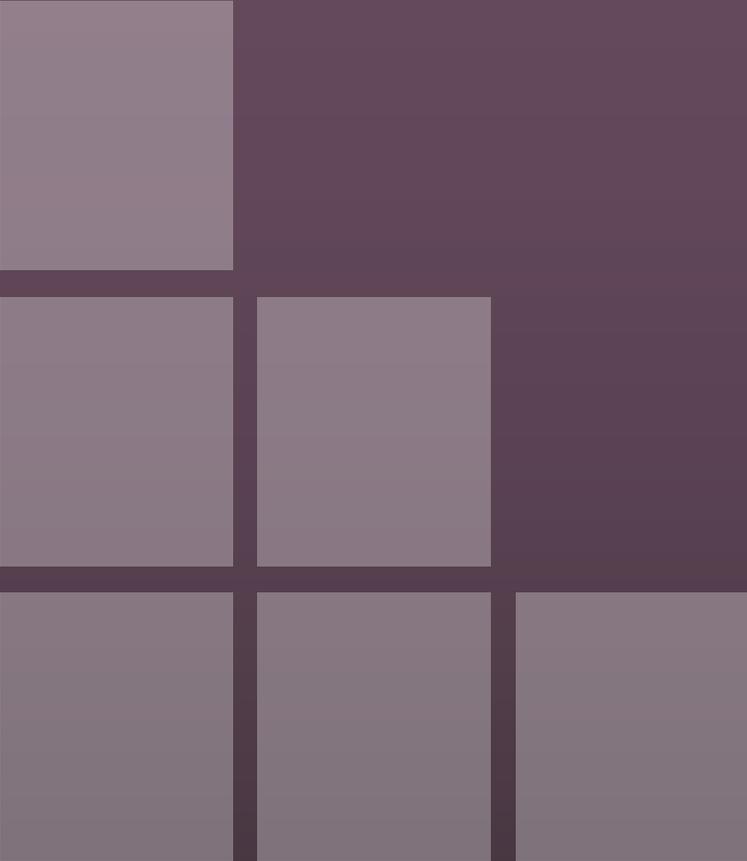


Fig 12.



# HEALTH AND SAFETY DIVISION



The Health and Safety Division protects Iowans 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 in acute and continuing care facilities has also increased significantly.

Information provided in a complaint cannot always be verified or confirmed during an investigation. The two bureaus are collaborating through a LEAN initiative to evaluate the complaint triage process and refine evidence-gathering practices for more accurate complaint assessment. A LEAN event is a short, focused working session where a team works together to quickly identify and eliminate non-value-adding activities within a specific process, department, or work area.

The ACC team has decreased the average survey cycle in assisted living programs in spite of the increased number of complaints. Additionally, the team has eliminated past-due complaints in federally certified entities. The team is committed to streamlining the survey process and developing standard operating procedures; it has participated in two LEAN events with Iowa Department of Health and Human Services (HHS) partners to improve collaboration and communication.

**Children's Services**

 **67**  
License and Certification Reviews

 **48**  
Abuse Complaints

*Fig 13.*

### Acute and Continuing Care Numbers Completed by Type

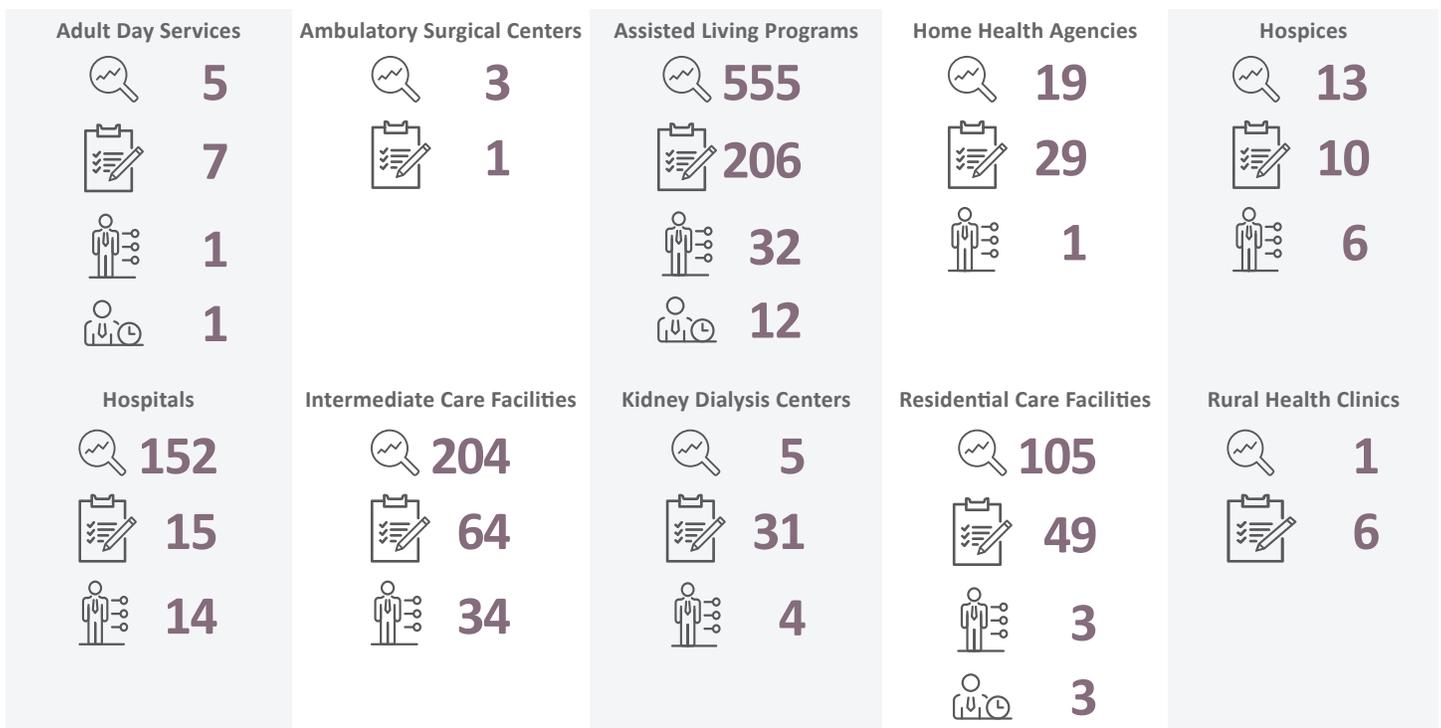


Fig 14.

 Investigations  Surveys  Revisits  Initial Visits

The ACC team also has provided 14 training sessions to assisted living providers and seven training sessions to staff in an effort to proactively decrease deficient practice.

Furthermore, the ACC team is committed to modernizing the certified nursing aide (CNA) registry process. This year, two online testing options were added for the written portion of the CNA exam. The ACC team is exploring the possibility of online skills testing to expand access to testing for those who may not have access to a testing center.

## LONG-TERM CARE BUREAU

Long-term Care (LTC) Bureau staff have maintained a standard survey interval that is below the measures required by the Centers for Medicare and Medicaid Services (CMS). All standard surveys are conducted in a timely manner, and complaints identifying immediate jeopardy to residents are investigated within two business days, exceeding CMS requirements.

LTC bureau leadership provided two joint training sessions for providers in collaboration with HHS, the State Long-term Care Ombudsman, LeadingAge, and the Iowa Health Care Association. LTC leadership have routine meetings with providers to share trends in deficient practice, provide education on changing regulations, and answer questions regarding the survey process. Providing education on regulations will proactively decrease deficient practices and prevent harm to residents. See the charts above that show the top 10 most-cited deficiencies and standard survey activities.

TOP 10 CITED HEALTH DEFICIENCIES		
Citation	Deficiency Cited	Number of Citations
F880	Infection prevention and control	204
F689	Free of accident hazards/supervision/devices	193
F812	Food procurement, store/prepare/serve - sanitary	168
F658	Services meet professional standards	140
F684	Quality of care	138
F550	Resident rights	126
F656	Develop and implement comprehensive care plan	104
F657	Care plan timing and revision	91
F725	Sufficient nursing staff	91
F677	Activities of daily living care for dependent residents	69

## FOOD SAFETY BUREAU

The Food Safety Bureau assumed responsibility for the direct oversight of five additional counties (Buena



Fig 15.

Vista, Calhoun, Ida, Pocahontas, and Sac) when Buena Vista Environmental Health discontinued providing local inspections. Past-due inspections in these counties have been triaged appropriately and scheduled for completion. Food Safety Bureau staff are committed to reducing the number of past-due inspections within all jurisdictions in the state. The bureau implemented a new risk-based prioritization to focus inspections in establishments where food-borne illness is most likely to occur.

Food safety staff are able to address an increasing number of complaints by leveraging technology to modernize the food inspection process. Food safety leadership is committed to updating the database used for inspections to a new platform: SAFHER (System for Agriculture, Food, Health, E-Inspections, and Registration) by October 2026. A centralized and modernized database will increase efficiency in the licensing process and provide ease of access for the public to obtain real-time food inspection data. Total food inspections can be reviewed in the following chart.

### Total Food Inspections

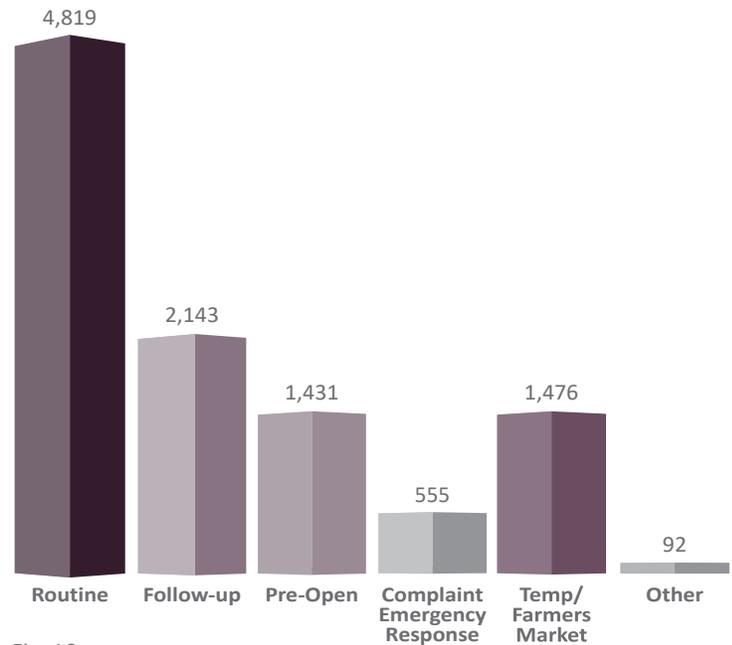


Fig. 16

## FIRE SAFETY BUREAU

The Fire Safety Bureau is fully staffed and inspection territories have been finalized after the transition of fire inspections from the Department of Public Safety (DPS) to DIAL in 2023. All federal inspections

were completed within required timeframes and the fire inspectors have been able to focus on state inspections with a noticeable increase in the number of school and college inspections completed during SFY25. The team also completed a successful fireworks season by partnering with local jurisdictions to complete inspections of both temporary and permanent fireworks stands. Staff also work closely with many other federal, state and local partners to regulate fire code. See charts on the next page for inspections by facility type.

Locating bureau staff in the same office as opposed to separate buildings has improved communication efficiency. Communications with providers groups have also continued and fire safety staff have completed 12 educational presentations during this fiscal year.

The Fire Safety Bureau has also leveraged technology to increase efficiency. Time and attendance tracking is transitioning to the same system used by other bureaus within the Health and Safety Division in an effort to

streamline processes. Fire safety leadership has also been instrumental in working with the ALIGN team so fire inspections and fire-related licensure will be included in the department's new modernized and streamlined licensing database.

### FIRE SAFETY INSPECTIONS BY FACILITY TYPE\*

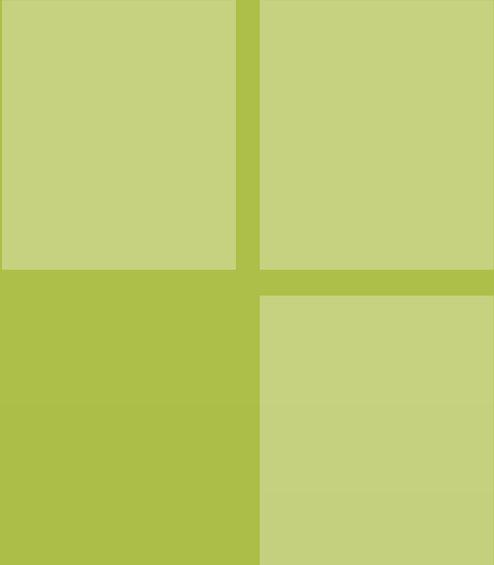
Adult day services	7	Hospitals	20
Ambulatory Surgical Centers	7	ICF/ID	51
Assisted Living	246	Prison/Jails (buildings)	72
Colleges (buildings)	28	Residential Care Facilities	13
Daycares/preschools	248	Schools (buildings)	871
HHS Group Homes (facilities)	15	SNF/NF Recertifications (Entire Year)	469

Fig 17.

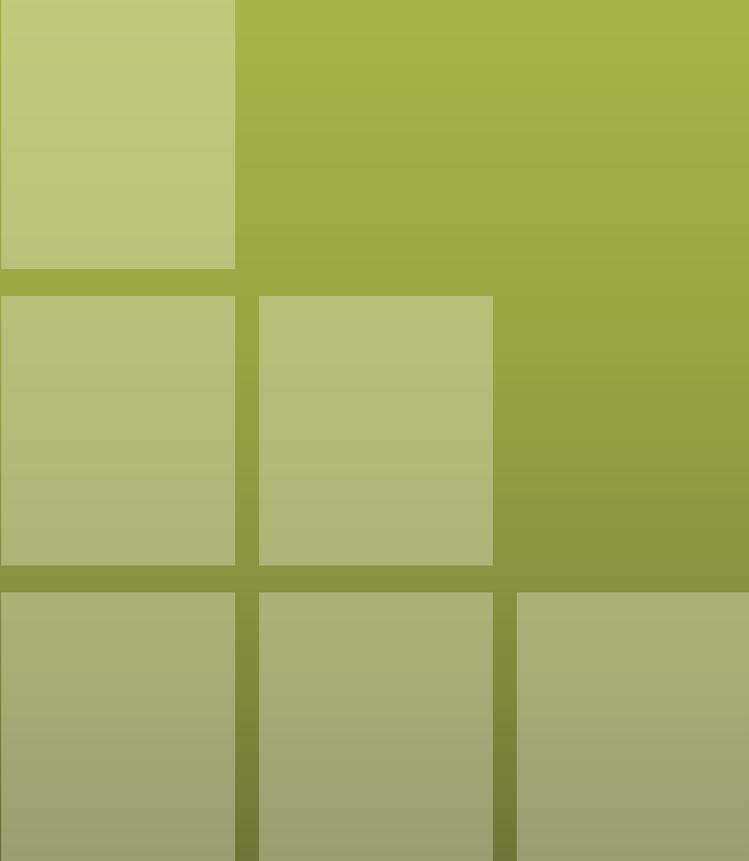
### SFY25 TYPE OF INSPECTIONS AND APPROVALS

Construction Project Inspections	193
Federal Complaint Inspections	3
Federal Occupancy Approvals	98
State Complaint Inspections	65
State Occupancy Approvals	229

Fig 18.



# 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 audits 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 SFY25, the Audits Unit completed 99 facilities audits involving:

- 13 residential care facilities
- 6 intermediate care facilities for individuals with intellectual disabilities
- 80 nursing facilities

These audits resulted in identifying \$660,149 owed to residents of the facilities and \$216,856 owed to Iowa Health and Human Services (HHS)/Iowa Medicaid, for a total of \$877,005.

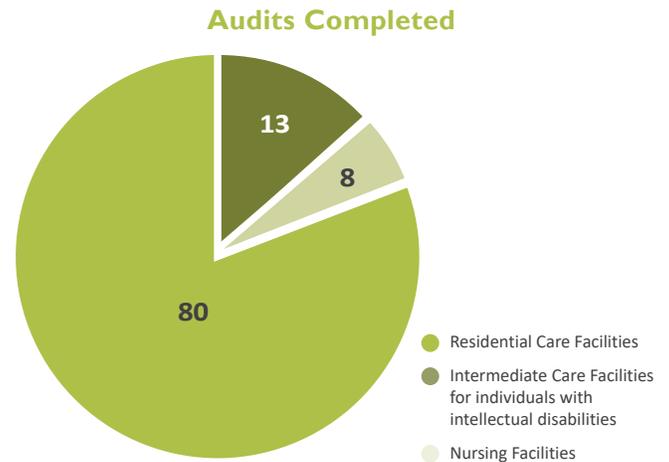


Fig 19.

## 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 SFY25, the bureau responded to 4,442 referrals. Corresponding investigations resulted in total of \$3,178,921 in Iowa HHS debt established and of \$4,280,128 calculated Iowa HHS cost avoidance to the State, for a total of \$7,459,049. SNAP allows states to keep a portion of the funds collected to repay inadvertent household error (IHE) and intentional program violation (IPV) claims; retention rates are 35% for IPV claims and 20% for IHE claims. (7 C.F.R. section 273.18(k) (2020))

### SNAP Investigations

Of the 5,237 referrals with final case disposition handled by the bureau during the fiscal year, 72% were related to SNAP investigations.

A SNAP overpayment claim may be established when a recipient commits an IPV or when an 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.

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 EBT officers 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 SFY25, Iowa HHS disqualified 332 SNAP recipients through an ADH. Out of the 332 IPV's reported to USDA-FNS, EBT officers disqualified 60 individuals through this process.

This combined effort from both agencies resulted in a cost avoidance of \$911,077: \$513,187 for HHS and \$397,890 for DIAL.

Cost Avoidance vs. Debt Established

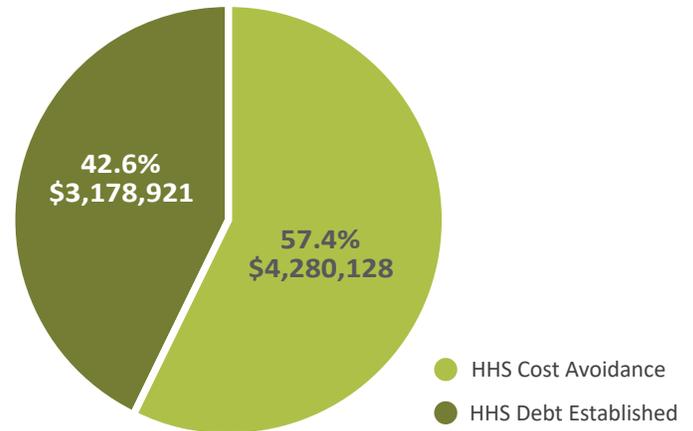


Fig 20.

## 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.

## Investigative Outcomes

The bureau completed 4,442 investigations during SFY25. Of the bureau's completed investigations, Iowa HHS was able to calculate overpayments claims for \$3,178,921, based on eligibility requirements.

### TOTAL COST AVOIDANCE

As a result of the bureau's investigative work, DIAL documented \$4,280,128 in total cost avoidance for SFY25. A breakdown of cost avoidance by Iowa HHS programs is illustrated in Figure 21.

Total cost avoidance is determined by how many months were remaining in a certification period of a household multiplied by the allotment. A certification period is generally six months, although in some cases can be 12 months.

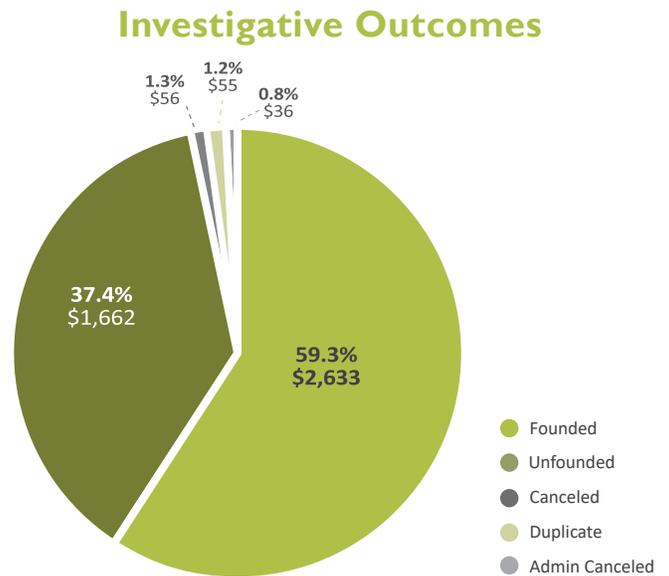


Fig 21.

## MEDICAID FRAUD CONTROL UNIT

The mission of the Medicaid Fraud Control Unit (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. The 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.

At the close of SFY25, MFCU maintained 267 open cases consisting of 232 fraud cases (87%) and 35 patient abuse cases (13%). The 232 fraud cases consisted of 188 multi-state civil cases assigned to the MFCU assistant attorney general and 44 criminal and in-state civil fraud cases assigned to MFCU personnel.

In SFY25, MFCU reported recoveries totaling \$4,119,413 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 SFY25 is as follows:

- Civil – \$4,031,220 (98%)
- Criminal – \$88,193 (2%)

## PUBLIC ASSISTANCE DEBT RECOVERY UNIT

The Public Assistance Debt Recovery Unit (PADRU) initiates collections of overpayments owed to Iowa HHS as a result of payments made to recipients from the State’s public assistance programs.

Programs include the Medical Assistance Program, Supplemental Nutrition Assistance Program (SNAP), Cash Assistance, Child Care Assistance, Rent Reimbursement Program, and divestiture.

In SFY25, PADRU collected \$3,365,724 in overpayments for benefits that were issued to Iowa HHS recipients in error. The total debt owed to the State at the conclusion of SFY25 was \$47,722,188.

In total, 2,795 new overpayment claims were made. The total value of the claims during SFY25 was \$5,699,674 or approximately \$2,039 per claim.

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

The Wage and Child Labor Unit (WCLU) is primarily responsible for enforcing Iowa wage law, including the Iowa minimum wage and protects Iowa’s children from certain hazards and from being overworked. The extent of these protections is dependent upon the age of the child.

In SFY25, the unit received 1,275 wage claims compared to 853 wage claims in SFY24, representing a nearly 50% increase in claims. The unit settled 1,228 claims and recovered \$408,322 in wages.

The WCLU investigates all workplace injuries to minors and all child labor complaints. In SFY25 the unit initiated 73 child labor investigations and closed 67 cases. Child labor penalties were imposed against five employers, resulting in \$38,550 in penalties paid. Seven employers were issued warning letters.

### MFCU Reported Recoveries

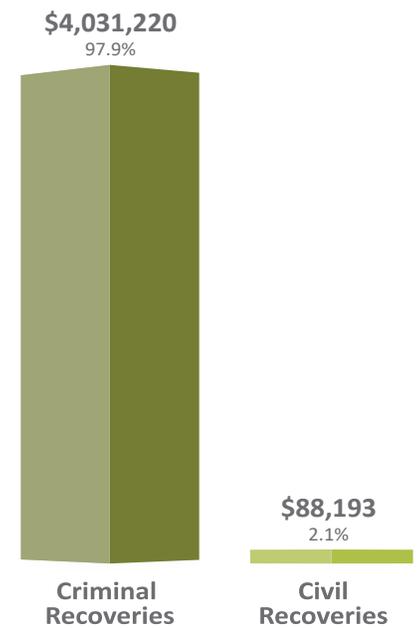


Fig 22.

The image features a teal background with a white text label 'IOSHA DIVISION' centered horizontally. There are several light teal geometric shapes: three squares in the top right corner and a larger arrangement of six squares in the bottom left corner, arranged in three rows (one square in the first row, two in the second, and three in the third).

# IOSHA DIVISION

Iowa Occupational Safety and Health Administration (IOSHA) Division's three bureaus work in conjunction with federal OSHA 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: by consulting with and educating Iowa employers, and enforcing the compliance of standards related to workforce hazards.

## 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 educate these companies on how to identify hazards and 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 occur in a variety of ways, including:

- Public-speaking engagements at conferences and events
- Writing articles for industry-specific newsletters
- Company-specific or industry-specific training
- 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 promoting worker safety and health through networks for like-minded organizations. The Strategic Partnership and Alliance programs allow the department to partner with external groups in an effort to amplify messaging regarding the importance of occupational safety and health.

## 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 University of Iowa State Hygienic Laboratory to analyze the results of monitoring activities.

### Consultation Visits vs. Hazards Correction

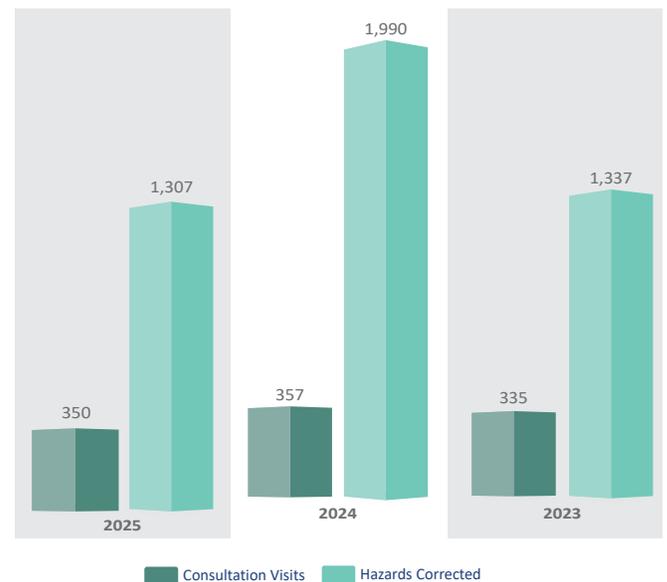


Fig 23.

## OCCUPATIONAL SAFETY BUREAU

The Occupational Safety Bureau is primarily concerned with physical hazards in the workplace. These hazards might include improper use of machinery, slips, trips, falls, improper use of personal protective equipment, and improper control of hazardous

energy. Safety and health consultants evaluate compliance of a company's

injury and illness logs as well as their written safety and health programs, and also, 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 recommend litigation.

*The Industrial Hygiene (IH) 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. Examples of unprogrammed enforcement activities include investigating

employee exposures, "nearly missed" injuries, employee complaints, and agency referrals. IOSHA does conduct programmed enforcement activities focused on prevention of injuries. While the primary goal of these activities is prevention, these enforcement efforts remain reactionary in regards to the high-hazard nature of the industries involved. Both programmed and unprogrammed activities may result in citations.

### Enforcement Activity by Year

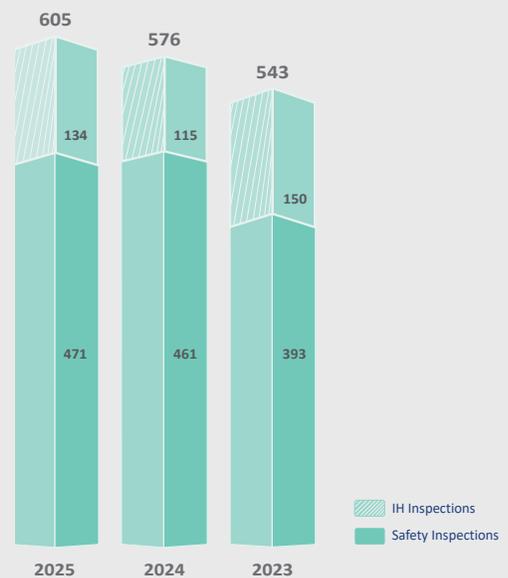
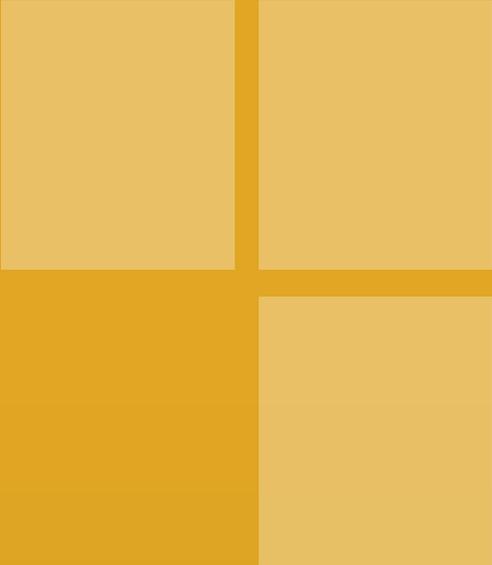
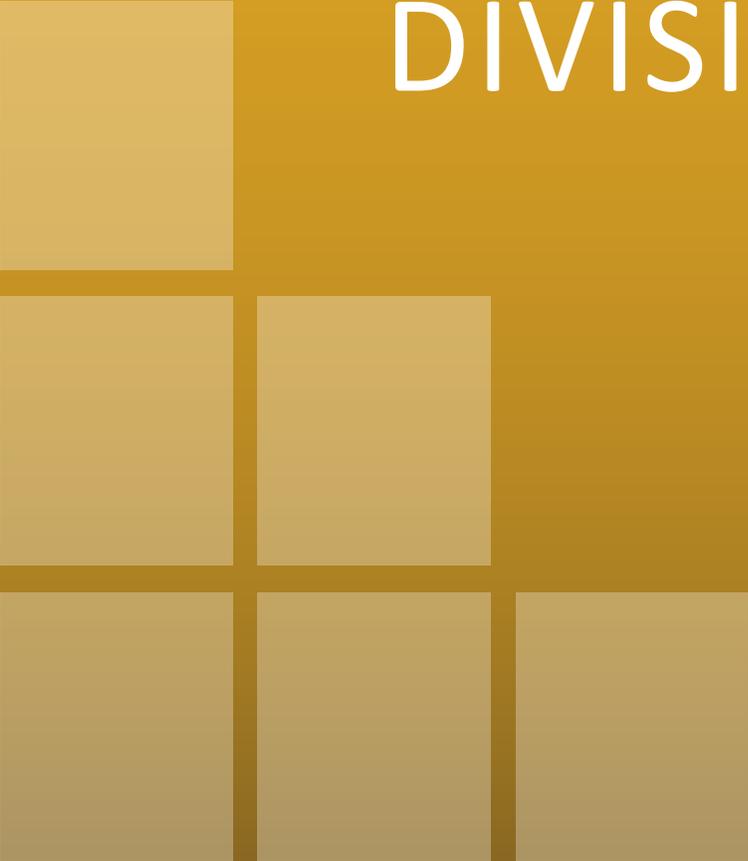
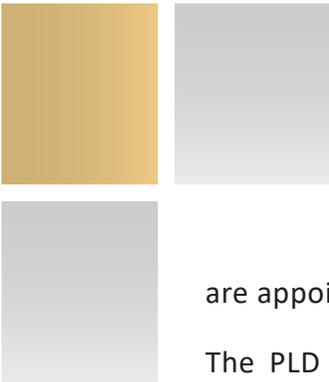


Fig 24.



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 and real estate appraisal management companies, are governed by a board whose members are appointed by the governor and confirmed by the senate.

The PLD ensures applicants for licensure meet requirements for minimum competency by issuing licenses, writing rules that govern the profession, and enforcing laws through investigations, inspections, licensee discipline, and monitoring.

The PLD regulates approximately 130 different license types overseen by 26 boards. More than 250,000 Iowans are licensed through the PLD.

## APPLICATIONS AND RENEWAL BUREAU

Bureau staff process initial licensure, renewal, reinstatement, and other types of applications for more than 80 professions. During SFY25, new license types were implemented for the following professions: certified professional midwives, provisional doctors of medicine/ doctors of osteopathic medicine, and sign language interpreter employers.

## BOARD OPERATIONS BUREAU

The Board Operations Bureau facilitates board meetings, and ensures that board members have the information needed to make decisions about rules, rule waivers, licensee investigations, and other regulatory matters. The bureau holds more than 200 board meetings annually to accomplish its goal of protecting Iowans. When there is a board rule that acts as a barrier to practice and it is not serving a need to safeguard Iowans, a board can waive that rule. In FY25, Iowa licensing boards under the purview of DIAL collectively approved more than 100 rule waivers to put Iowans to work. Once rules are waived, boards subsequently review the rule itself to determine if it needs to be modified.

## Number of DIAL Licenses

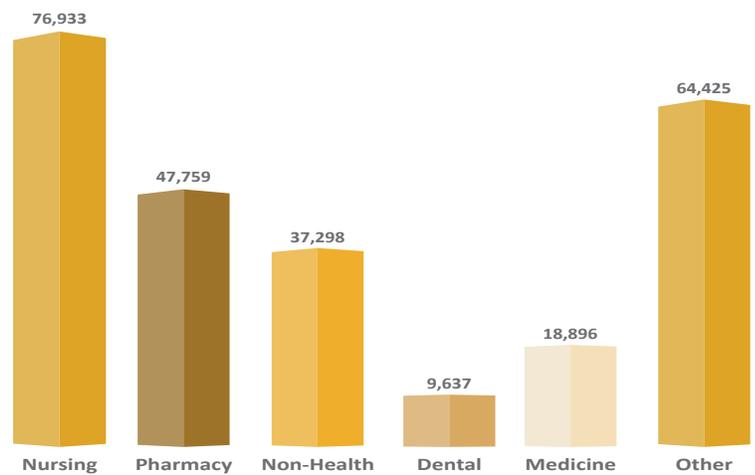


Fig 25.

## COMPLIANCE BUREAU

The Compliance Bureau reviews and investigates complaints about licensees and conducts inspections. In SFY25, pharmacy compliance officers inspected 307 pharmacies, compounding facilities, controlled substance registrants, wholesale distributors, and third-party logistics distributors. Bureau staff also inspect salons and cosmetology schools, and conduct complaint-based infection-control inspections for dental offices and dental offices seeking sedation permits.

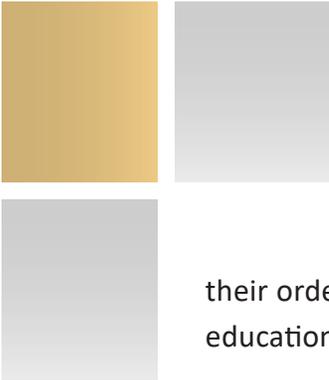
Complaint Data FY 2025	Medicine	Nursing	Pharmacy	Other Health Licenses	Non-Health Professions	Dental
Complaints Received	631	745	345	309	168	126
Complaints Closed with No Further Action	535	298	155	80	87	58
Complaints Closed with a Confidential Letter from the Board	71	22	21	7	22	29

## MONITORING BUREAU

The Monitoring Bureau, through administration of Iowa Professional Health Programs (IPHP), provides monitoring and support to licensees of all boards within the Professional Licensing Division. The five sub-programs include dental, medicine, nursing, pharmacy, and other health professional licensing. During SFY25, the program averaged more than 165 active participants and saw close to 30 successful graduations. Contract terms for IPHP generally run 3 to 5 years and can be extended based on a participant's individualized needs. IPHP continues to provide outreach to licensees by engaging with schools, professional associations, and through board newsletters. Additionally, bureau staff have created standardized templates and forms to be used by all five sub-programs within IPHP. All online forms for licensees were updated and standardized to create ease of access and reporting.

The bureau also manages the Iowa Prescription Monitoring Program (PMP), a repository of all controlled substance prescriptions dispensed in Iowa and dispensed to Iowa patients by out-of-state pharmacies. It is meant to serve as a tool for clinical decision making, allowing providers to have a more complete understanding of their patients' treatment history and enhance the provision of optimal patient care while minimizing the risks of misuse and abuse of controlled substances.

In an effort to streamline access to this information, the Iowa PMP utilizes the Gateway integration portal to provide PMP data within electronic health records and dispensing software in pharmacies. Currently, Iowa PMP integration is live in 785 entities within the state and is connected with 45 other states and territories for a total of 2,278 integrated entities overall. There are a total of 30,406 prescribers and 4,677 pharmacists registered with the Iowa PMP who queried more than 4.4 million records in fiscal 2025. Additionally, the 45 connected states and territories queried more than 27 million records.



---

During SFY25, Monitoring Bureau staff reviewed more than 300 board orders to establish a standardized approach to monitoring licensees who have board-ordered requirements as part of a license discipline order. To date, the bureau actively monitors 125 licensees who have received probation terms as part of their order. Staff also ensure compliance with the payment of fines, completion of continuing education, and other various requirements of board orders for an additional 175 licensees.

## LEGISLATIVE IMPLEMENTATION

During the 2025 legislative session, House File 711 was passed. It directs the Iowa Board of Barbering and Cosmetology Arts and Sciences to create an establishment training program. This training program allows unlicensed individuals to train in barbering and cosmetology arts and sciences under the supervision of trained barbers, cosmetologists, estheticians, electrologists, and nail technologists. Following enactment of this legislation, collaborative efforts have begun to write rules and create another path for individuals to become licensed in this industry. This legislation will create a new pathway to licensure for many Iowans, helping put Iowans to work in the field of their chosen profession.

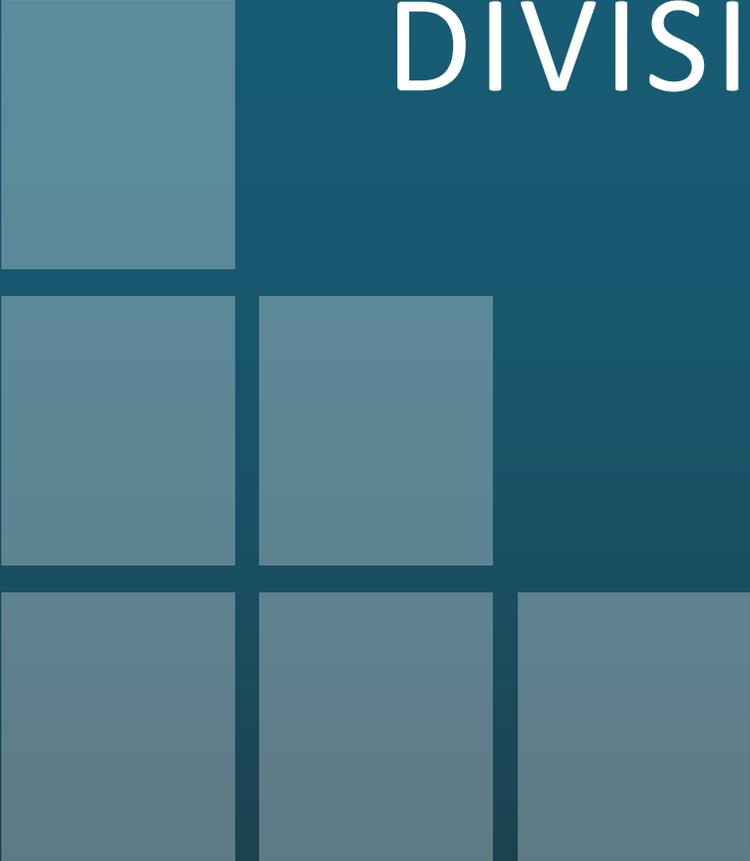
House File 88 was also passed in 2025. The new law allows dental assistants to practice without being registered with the Iowa Dental Board after successful completion of a practical course of training from a dentist. Following enactment of this legislation, efforts have begun to write rules, and this legislation will allow an increase in the quantity of dental assistants with ability to practice, while still protecting the health of Iowans.

In April 2024, Gov. Reynolds signed House File 555, an update to the Pharmacy Practice Act that became effective on July 1, 2024. The new Pharmacy Practice Act authorizes pharmacists to practice at the top of their education and training providing expanded patient access to health care services in all areas of the state. The definition of a "practitioner" was amended to include pharmacists, thereby providing pharmacists with the ability to engage in full practice authority. Additionally, the new Pharmacy Practice Act also establishes a standard of care regulatory framework. This means that many of the "bright line" administrative rules could be eliminated and replaced with language consistent to practice within the standard of care. Iowa is only the third state in the country to adopt the standard of care regulatory framework for the practice of pharmacy.

During SFY25, Iowa Board of Pharmacy members and DIAL staff completed regulatory analysis of all Board of Pharmacy rules pursuant to Executive Order 10. The board rescinded 42 chapters of rules from Iowa Administrative Code (IAC) 657 and adopted just eight new chapters under IAC 481. This action streamlines and modernizes the Iowa Board of Pharmacy's administrative rules, achieving a 90% reduction in word count.



# 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 WCD continued to reassess and revise its processes during SFY25 to provide more prompt adjudication and effective compliance enforcement. The division also continued to invest significant time to implement much-needed technological advances. Since April 2020, WCD has transitioned from conducting all hearings in person to conducting almost all hearings virtually. Additionally, WCD staff continued to provide statewide educational presentations to help businesses and workers understand Iowa's workers' compensation laws. The division also strives to keep its website as up to date as possible, providing information to thousands of visitors.

During SFY25, WCD's deputy commissioners conducted 164 contested case arbitration hearings and issued 193 arbitration decisions. The average time for a case to remain pending from the date of the initiating petition until issuance of a decision decreased from 580 to 537 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 124 to 93 days, or by 25 percent. In addition to contested case hearings, deputy commissioners also conducted and issued 165 alternate medical care decisions in SFY25.

Annual reports showing claim-adjusting actions are required to be filed via electronic data interchange (EDI) protocols. The division continued to focus on increased compliance enforcement by actively enforcing the requirements for filing first reports of injury.

## HEARING-LEVEL DECISIONS

Hearing-level adjudication occurs when a dispute arises over an employee's entitlement to benefits and the dispute cannot be resolved among the parties. Most injury claims are resolved without hearing-level adjudication. Annually, approximately 13,000 work-related injuries are reported; however, in SFY25, 3,596 petitions for workers' compensation benefits were filed, which was an increase of 25 total petitions compared to the 3,571 petitions filed in SFY24. Workers' compensation hearing-level adjudication procedures resemble those used in the district court for non-jury cases.

The following is the hearing-level adjudication process:

- An injured worker files a petition seeking benefits.
- A period for preparing the case for hearing through motions, discovery and investigation follows.
- If the case cannot be resolved among the parties, a deputy commissioner conducts an arbitration hearing to decide the claim. Most hearings are now conducted virtually.

### Deputy Commissioner Hearings and Decisions

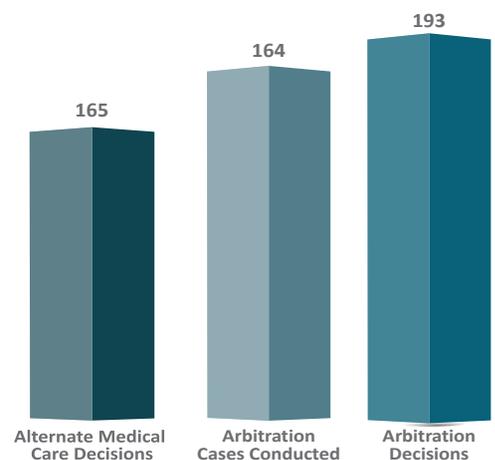


Fig 26.

- The average time from the date of a hearing to the date of an issued arbitration decision was 117 days in SFY25, with an average of 29 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 de novo review of the case. As of June 30, 2025, there were 31 cases on appeal to the commissioner, with five 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 17,291 in SFY24 to 17,399 in SFY25. The compliance administrators reviewed and approved 3,887 settlements for SFY25 compared to 4,060 settlements approved in SFY24. Injury and claim payment data is reported to the WCD using EDI protocol. The EDI database is used to monitor claim payment practices as part of the compliance process.

## ONLINE FILING AND DOCKET SYSTEM

For SFY25, the division handled 47,081 electronic filings through the Workers' Compensation Electronic System (WCES). In addition, during SFY25, the WCD received and processed 984 requests for copies of agency records and pleadings.

## ENFORCEMENT

The division has increased its focus on the requirement to file first reports of injury and the requirement to assess a \$1,000 fine for failure to do so.

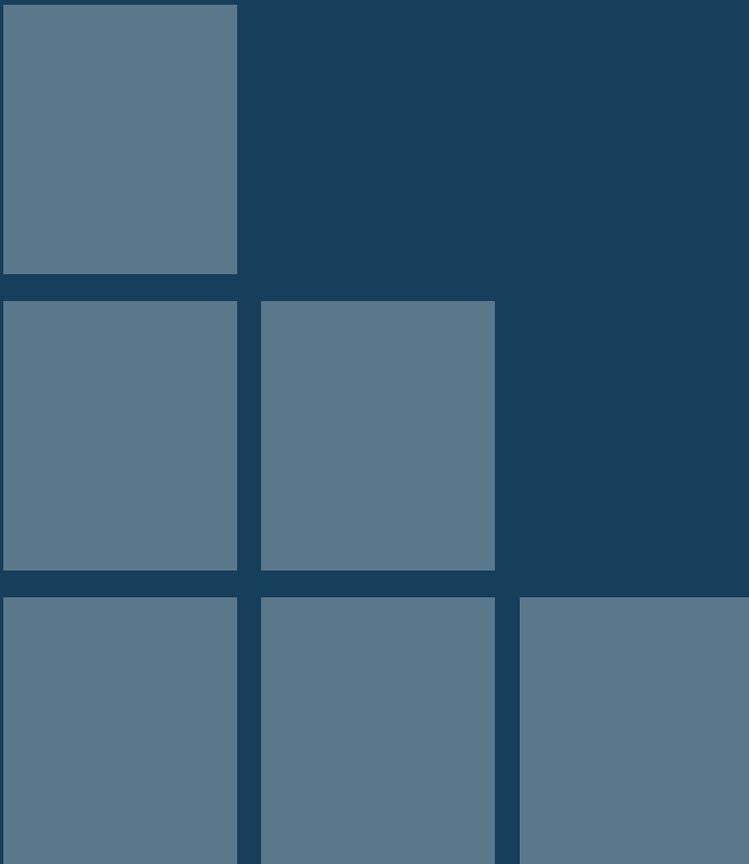
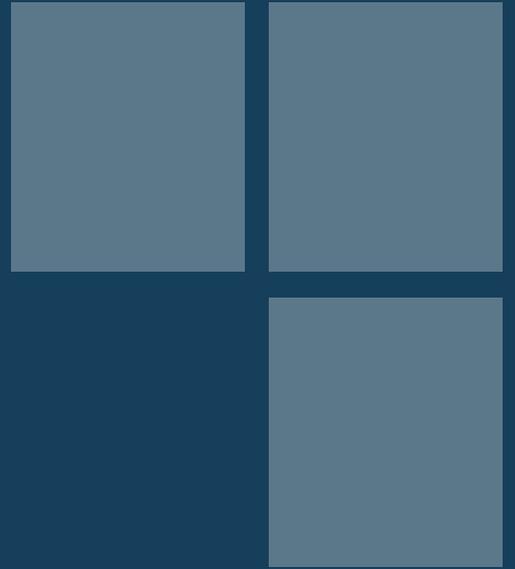
## EDUCATION

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



Fig 27.

# ATTACHED UNITS



---

## EMPLOYMENT APPEAL BOARD

The Iowa Employment Appeal Board (EAB) is a quasi-judicial review board for executive branch agencies. Board members are appointed to a fixed term by the governor to represent management, labor and the public and are subject to Iowa Senate confirmation.

The EAB provides timely and fair review of agency decisions related to employment matters, including appeals of unemployment insurance benefits from Iowa Workforce Development (IWD), rulings of the Occupational Safety and Health Administration (OSHA) and decisions of the Iowa Public Employees' Retirement System (IPERS). The three-member board reviews the record created by an administrative law judge (ALJ) or other entity, which can include transcripts and recordings from hearings, exhibits and written arguments by the parties. EAB decisions are final executive branch agency actions and may be appealed to Iowa District Court.

Since July 1, 2024, the EAB also oversees public collective bargaining matters, including conducting elections, deciding prohibited practice complaints and resolving grievances filed by state employees.

## IOWA OFFICE OF CIVIL RIGHTS

The Iowa Office of Civil Rights (IOCR) provides impartial, efficient, and fact-based investigations of discrimination complaints filed in Iowa. It also promotes civil rights through outreach and education across the state. The IOCR enforces state and federal laws that prohibit discrimination in employment, public accommodations, housing, education, and credit.

The executive director is appointed by the governor and confirmed by the Iowa Senate. The director oversees daily operations, sets policy for the office, and is responsible for agency performance.

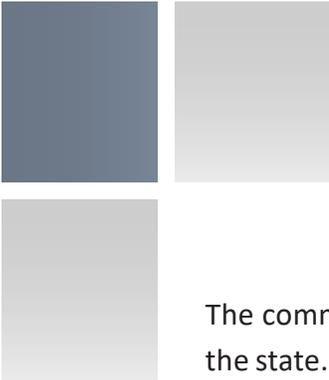
The Iowa Civil Rights Commission (ICRC) operates within the IOCR. The commission has five members appointed by the governor to staggered four-year terms and confirmed by the Iowa Senate. No more than three commissioners may be from the same political party, and appointments should represent different regions of the state. The commissioners serve as the final decision-makers in contested case proceedings brought by the agency.

## IOWA RACING AND GAMING COMMISSION

The Iowa Racing and Gaming Commission regulates licensed commercial casinos, horse racing, simulcasting, sports wagering, and daily fantasy sports contests. The commission was established by the Pari-Mutuel Wagering Act in 1983. It consists of five members appointed by the governor, confirmed by the Iowa Senate, and serving terms of up to three years.

The commission enforces laws and rules related to gambling and wagering in Iowa. Its mission is to ensure the integrity of licensees and their operations, maintain public confidence in regulated gaming, and support economic development in the state.

---



To fulfill this mission, the commission enforces gaming laws, ensures responsible gambling practices, promotes safe and sustainable operations, requires reinvestment in Iowa facilities, and encourages the hiring of Iowans and the use of Iowa goods and services.

The commission holds regular public meetings and maintains staff at every licensed facility in the state. In state fiscal year 2025, the gaming industry regulated by the commission generated more than \$362 million in tax revenue. More information is available at [irgc.iowa.gov](http://irgc.iowa.gov).

## STATE PUBLIC DEFENDER'S OFFICE

The State Public Defender's Office (SPD) coordinates Iowa's indigent defense system. The SPD's mission is to ensure all indigent persons in Iowa receive high-quality legal representation in criminal, juvenile and other eligible proceedings in an efficient and fiscally responsible manner.

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

The SPD also contracts with about 500 private attorneys and several nonprofit organizations throughout Iowa to provide court-appointed representation in cases public defender offices cannot handle. These contract attorneys—along with 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.





Department of Inspections,  
Appeals, & Licensing

**DIAL Headquarters**

6200 Park Ave., Suite 100

Des Moines, IA 50321

Phone: 515.281.3425

