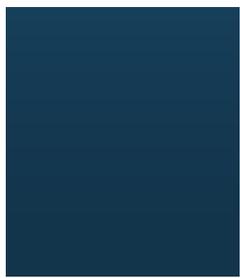
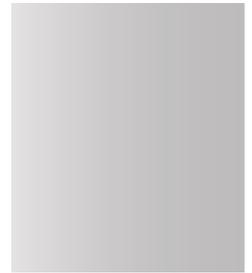


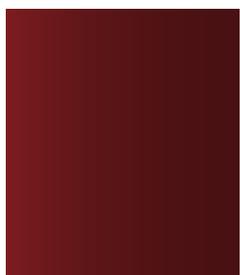
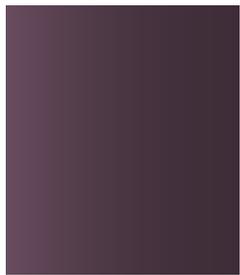


ANNUAL REPORT

Health Care Employment



AGENCY REGISTRATION





Background and Legislative Intent

In 2022, the Iowa General Assembly passed House File 2521, now codified in Iowa Code chapter 135Q. Health care employment agencies and technology platforms must register each year with DIAL. They must follow standards that protect patients, residents, and Iowa's health care workforce.

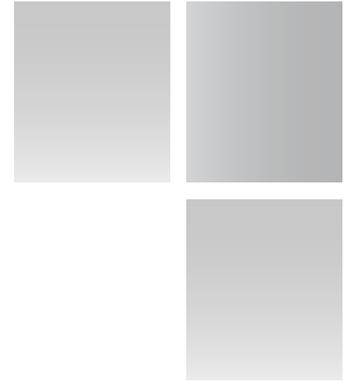
The legislative intent behind chapter 135Q and its implementing rules in Iowa Administrative Code chapter 481.55 is to:

- **Promote transparency:** Ensure that the State knows which agencies and platform are supplying direct care staff in Iowa, where they operate, and how to contact them. Require agencies to submit quarterly financial reports that clearly outline what facilities are charged and how the agency staff are compensated.
- **Support quality and safety:** Provide a framework for oversight. Ensure agencies supplying direct care staff meet minimum standards. Align practices with health and safety expectations for licensed health care facilities.
- **Ensure accountability:** Create a clear point of responsibility. Respond to concerns about agency practices. Investigate complaints and take enforcement action when warranted. Track trends over time.

Purpose of Registration with DIAL

Registration of health care employment agencies and health care technology platforms with DIAL serves several key purposes:

- **Create a complete, verified registry to:** Ensure all agencies and platforms operating in Iowa are known to the State, have provided basic identifying information, and are in compliance with applicable laws and rules. Ensure the state knows all agencies and platforms operating in Iowa.
- **Enable targeted oversight and enforcement:** Require annual registration and a defined renewal cycle. Monitor which agencies and platforms are active in the market. Follow up on noncompliance. Suspend, revoke, or deny registrations when necessary to protect health and safety. Provide a clear pathway for action if problems arise.
- **Support complaint intake and resolution:** Provide DIAL accurate contact information. Establish a defined relationship with agencies and platforms. Enable complaint intake and resolution. Identify DIAL as the designated state entity responsible for complaint intake and resolution.
- **Ensure cost responsibility:** Set an annual registration fee of \$500 per agency or platform. Reflect the Legislature's intent that agencies and platforms help fund oversight. Reduce reliance on the General Fund.



State Fiscal Year 2025 Registration Activity and Outcomes

For state fiscal year 2025, DIAL observed strong participation in the registration program, indicating broad awareness of and compliance with chapter 135Q requirements.

- **Registrations issued:** DIAL issued registrations to 344 health care employment agencies in SFY25.
- **Fees collected:** DIAL collected \$172,000 in registration fees.
- **Complaints and enforcement:** DIAL received no complaints about health care employment agencies in SFY25. It collected no monetary penalties. DIAL did not revoke or deny any registrations.
- **Recommendations:** DIAL has no recommendations for changes to the chapter.

The data suggests the registration framework is functioning as intended. DIAL will continue to monitor registration trends, evaluate complaints, and provide data and analysis to inform future policy discussions.



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