

Iowa Department of Inspections, Appeals and Licensing

An effective, efficient and approachable regulatory agency

February 5, 2024 - Legislative Budget Presentation – State Fiscal Years 2025 and 2026

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DIRECTOR



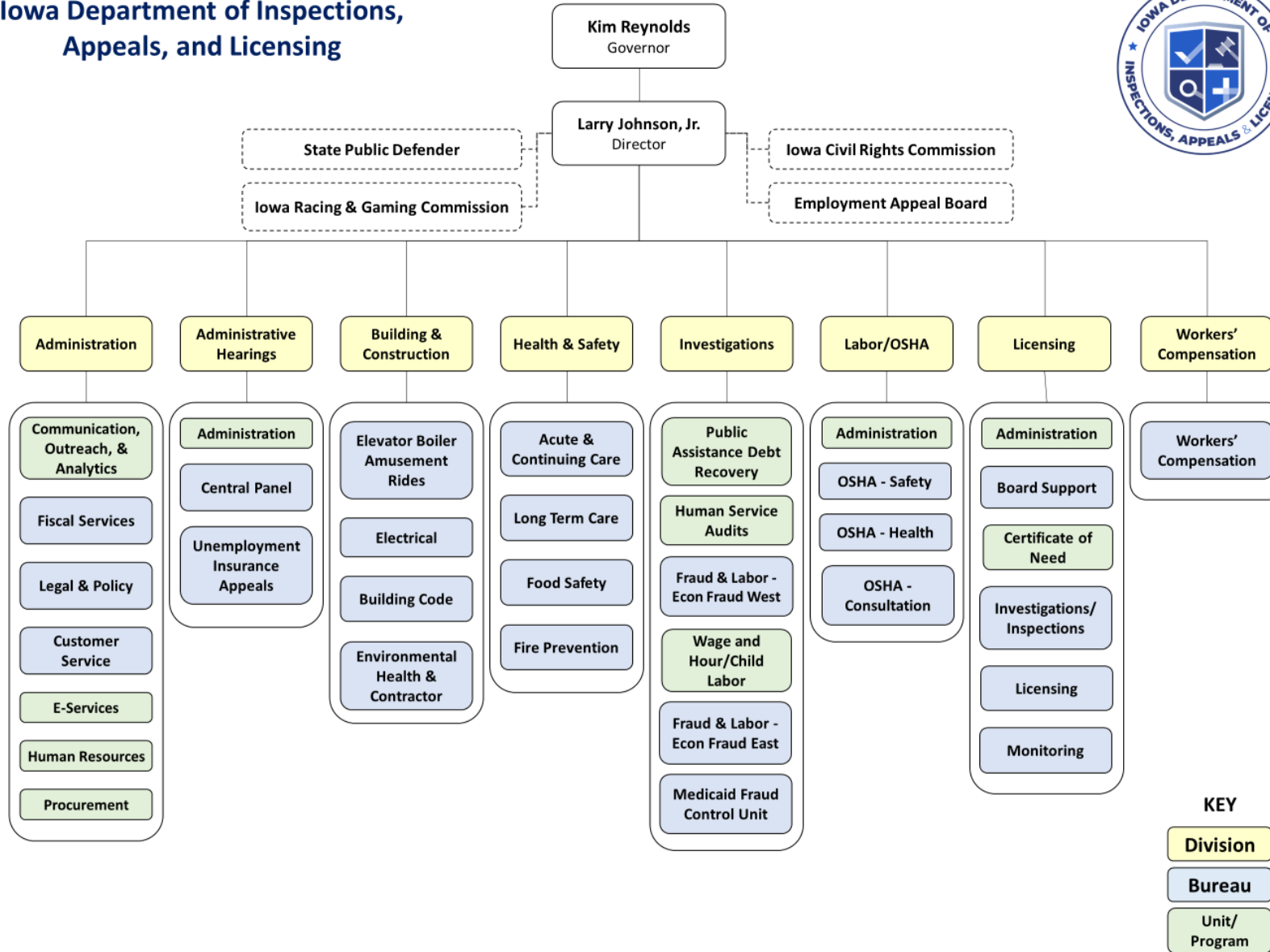
Iowa Department of Inspections, Appeals & Licensing

Realignment : *DIAL – Modernize, Standardize, Simplify*

- ...will create a more convenient, full-service experience for citizens and businesses.
- ...will ensure Iowans get the right support at the right time, avoiding unintentional gaps in service.
- ...will break down silos and improve coordination among state agencies, improving operations, performance, and outcomes.



Iowa Department of Inspections, Appeals, and Licensing



DIAL Realignment: *Modernize, Standardize, Simplify*

- ▶ Administrative hearings
 - ▶ Eliminated 5,400 UI case backlog in 3 months. In July 2022: processed .2% cases in 30 days. Now: 94% of cases processed in 30 days.
 - ▶ Reduced opinion processing from 12-14 months to 30 days.
 - ▶ Since Oct. 2022, PERB transmitted 101 contested cases and DIAL completed 82 cases with 19 open. In 2017, with 3 additional ALJs, PERB ALJs completed only 17 cases.
- ▶ Space: 10-13-3 to 1-1-0
 - ▶ 10 buildings, 13 floors, 3 private leases to 1 building, 1 floor, 0 private leases (84% moved in)
- ▶ New website: went from 10 websites to 1, 14,809 pages to 1,280. There is still more work to be done; however, the website will provide a more uniform and streamlined virtual experience.
- ▶ Wage and Hour and Child Labor: Implemented a case a management system and implemented case metrics
- ▶ Paperless system across the department
- ▶ LEAN Events: professional licensing, building construction and health facilities inspections
- ▶ Licensing Database: 6 databases to 1 modernized system (RFP)
- ▶ 3 departments for building construction to one division



General Fund Request

- ▶ The department requests a status quo budget with an increase of \$548,951 that will be spread across the department.
- ▶ The increases or decreases of FTEs and/or dollars in divisions is to align the appropriation with the table of organization after realignment.

Civil Rights Commission	1,337,999
Professional Licensing – DIAL	1,627,969
CAB	0 (HHS)
EAB	38,865
Labor (OSHA)	2,895,719
Workers Compensation	3,321,044
Administration Division	1,094,684
Administrative Hearings Division	624,374
Investigations	2,705,970
Health Safety Division	6,097,662
Food and Consumer Safety	509,565
Total	20,253,851



DIAL 2024 Policy Bills

- ▶ **Inspection Frequency HSB 578/SF 2203**

- ▶ SF 2203 Changes biennial inspection of hotels to pre inspection and complaint only.
- ▶ Based on health risk study to focus resources on biggest health risks (e.g. sushi restaurants, etc.)

- ▶ **Controlled Substances HF 2166/SSB 3021**

- ▶ Annual bill to make changes to the controlled substance schedules based on federal action.

- ▶ **Dependent Adult Abuse Changes HSB 596/SSB 3095**

- ▶ Provides transparency on who DIAL's Abuse Coordinating Unit can share information with.
- ▶ Cleans up an oversight from last year that moved enforcement out of 235E to 726.26.
- ▶ Both bills have been voted out of subcommittee.



Health and Safety: LTC

- ▶ LTC (unofficial results) complied 100% with CMS reduction of complaint and annual survey backlog reduction due to CMS suspension of most surveys in 2020.
- ▶ DIAL's LTC surveyors are 100% dedicated to LTC and DIAL is top 8 states for lowest vacancy rate.
- ▶ DIAL has investigated 100 percent of immediate jeopardy complaints within required timeframes.
- ▶ DIAL worked with U.S. Senate Committee's on Aging to improve the inspection process. (10 recommendations were made and committee adopted several of Iowa's recommendations).
- ▶ [Iowa is dedicated and timely in handling nursing home inspections \(desmoinesregister.com\)](https://www.desmoinesregister.com/story/news/2021/01/14/iowa-dedicated-timely-handling-nursing-home-inspections/5270000002)
- ▶ <https://www.thegazette.com/guest-columnists/nursing-home-challenges-are-being-addressed/>
- ▶ DIAL continues to address Iowans needs in order to ensure quality care.



What Questions do you have?

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