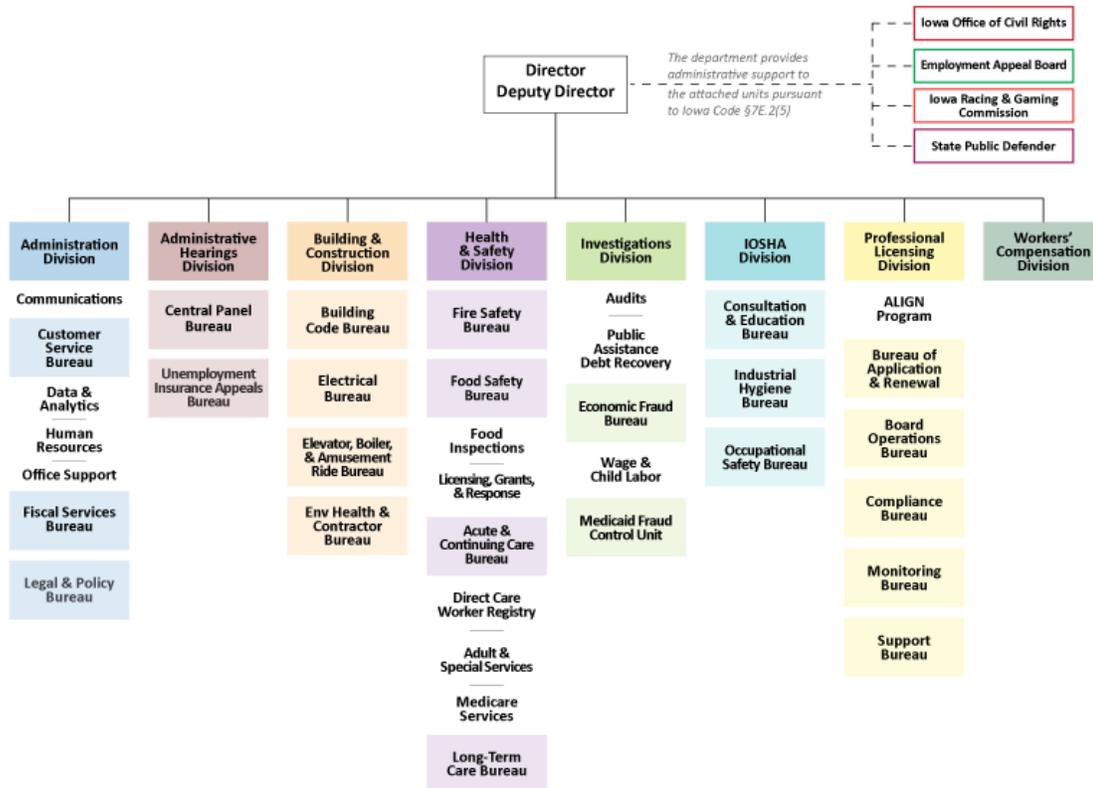


SFY2027 Budget Presentation to the House Administration and Regulation Appropriations Subcommittee

March 12, 2026
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Interim Director

AGENCY OVERVIEW

- **MISSION:** DIAL aims to achieve compliance through education, regulation, and due process for a safe and healthy Iowa.
- Standardize, Modernize, Simplify



ACCOMPLISHMENTS

- DIAL continues to meet Long-term Care federal survey performance guidelines and post results on our public-facing website quarterly. For Q1 of FFY26:
 - Zero instances of a nursing home exceeding the 15.9-month survey interval
 - State's average interval between consecutive surveys was 12.38 months, also below the federal maximum.
- The Building & Construction Division's Building Code Bureau partnered with Iowa Homeland Security & Emergency Management and the Iowa Association of Building Officials to develop training for all bureau personnel deployed for disaster inspections. Bureau personnel respond to disasters outside any other jurisdiction with building inspections covering structural and life-safety damage.

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- The Professional Licensing Division’s Compliance Bureau has standardized how it manages complaints for 26 licensing boards, significantly reducing the investigative backlog. Eighty-eight percent of all investigations are now within a 90-day timeline, with the average new complaint investigative time being 40 days.
- The Professional Licensing Division’s Bureau of Application & Renewal improved efficiencies to reduce pharmacy license issuance time from several weeks to an average of four days.
- The Investigation Division’s Economic Fraud Control Bureau coordinated with Iowa Health & Human Services (HHS) to investigate a significant EBT retailer trafficking case, resulting in the retailer’s disqualification from the program. The estimated cost avoidance savings to the State for the current fiscal year is \$5 million.

GOALS & PROJECTS

- **Administrative Licensing & Inspection Governance Network (ALIGN)**
 - Modernized one-stop shop for license application and renewal
 - Involves Professional Licensing Division, Building & Construction Division, and the Fire Safety Bureau within DIAL, along with license types at HHS and the Iowa Racing & Gaming Commission
 - Combines 11 independent databases into a single consolidated system
 - Targeted go-live is Fall 2026
- **System for Agriculture, Food, Health, E-Inspections, and Registration (SAFHER)**
 - Iowa is leading a multi-state consortium in updating the food safety program’s case management system.
 - Targeted go-live is Fall 2026
- **Iowa OSHA Case Management**
 - Iowa OSHA is implementing a case-management system, building on the work completed in Arizona to develop an OSHA-specific Salesforce implementation
 - Targeted go-live is Summer 2026
- **Systematic Alien Verification for Entitlements (SAVE) Clearinghouse**
 - Gov. Reynolds signed EO15 creating the SAVE clearinghouse within DIAL
 - Through a partnership with DHS-U.S. Citizenship and Immigration Services (DHS-USCIS), DIAL is creating a consistent framework for U.S. citizenship and immigration status verification and eligibility determinations prior to issuance of a professional license
 - Currently operational within several areas of DIAL and agreements have been finalized with six other participating agencies, representing 185 licenses
- **Customer Service Training**
 - Launched department-wide training in February 2026
 - First in a series of trainings to focus on enhancing the customer experience
 - Discussing partnerships with other State agencies to share training statewide
- **Iowa Department of Transportation Coordination**

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- Partnering with the DOT in the upgrade of its computer system by interfacing with the Administrative Hearing Division's case management system for DOT administrative appeals.

SFY2027 BUDGET REQUEST

- **Identified Savings**
 - \$125,000 – Administration Division, due to operational efficiencies
 - \$20,000 – Employment Appeal Board, for decreased mediation costs
 - \$509,565 – DIAL's Food Safety Bureau, with corresponding reduction in fee deposits into the general fund
 - \$47,000 – Iowa Office of Civil Rights
 - \$20,000 – Savings in DocuSign contract through efficiencies
 - \$15,000 – Savings by moving from Wingswept to Qualtrics
 - \$12k – Reduction in paper costs associated with case management
 - \$62,317 – DIAL's Professional Licensing Division, State Housing Trust Fund adjustment (efficiency)
- **Increased Request**
 - \$428,000 and 4.00 FTE – Iowa Racing & Gaming Commission from the Gaming Regulatory Fund
 - \$308,000 (and 4.00 FTE) for additional casino regulatory staff
 - \$15,000 for increased commission travel costs
 - \$10,000 for ongoing training of new staff
 - \$95,000 in one-time costs:
 - \$40,000 for new office and equipment costs
 - \$30,000 for OT payments associated with the new casino setup
 - \$15,000 for boat-based to land-based casino transition costs
 - \$10,000 for training of new staff