



Onward and Upward

2017 Budget Presentation

Director Beth Townsend



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WORKFORCE
DEVELOPMENT

A proud partner of the **AmericanJobCenter** network



Sioux City IowaWORKS Success Story

After losing a job she held for five years, Paula visited the Sioux City IowaWORKS office to receive services; she shared her experience:

Feeling like a big loser, failure to my family and friends, I dreaded going to Iowa Workforce in Sioux City. The parking lot was full and it took all my nerves to walk into the building. About 50 people were waiting for job interviews inside. I went to turn around and walk out.

Then it happened.

A nice lady with a big smile said 'good morning' and extended her hand. They helped me set up an account for job search and answered tons of my questions. I was able to meet Meta, Norma, Mori and Jess, they are the best! Provided helpful advice and excellent support and made me feel comfortable!

I would like to thank your staff for their kindness, dedication and most of all respectful attitudes.



Beth Townsend

DIRECTOR

Iowa Workforce Development

Appointed by Gov. Branstad
Confirmed by Iowa Senate
unanimously March 24, 2015

**Former Director of the
Iowa Civil Rights Commission**
Civil Rights & employment lawyer
represented individuals before federal
and state jurisdictions, including the
United States Supreme Court, the
Eighth Circuit Court of Appeals and
Iowa Supreme Court

Air Force Reserve

Retired as a Lieutenant Colonel after
21 years of active and reserve duty

Law Degree

Nebraska College of Law



Myron Linn

Deputy Director
Legislative Liaison
LMI Director

Joined IWD in October 2016

Private Sector Experience

Held leadership and government relations positions at Pella Corporation; taught high school math and physics

Board Experience

Past board chair for Iowa Association of Business and Industry and Iowa Taxpayers Association; also served on U.S. Chamber of Commerce Labor Relations Committee and National Association of Manufacturers Health Care Committee

Army National Guard & Army Reserve

Retired as a Lieutenant Colonel after 25 years of service



Michael Mauro

Labor Commissioner
Iowa Division of Labor
Services

Appointed by Gov. Branstad
Confirmed by Iowa Senate May of 2011

**Former Iowa Secretary of State and
Polk County Auditor/Commissioner
of Elections**

Received “Distinguished Service
Award” from the National Federation of
the Blind of Iowa in 2008 for ensuring
all blind Iowans have access to an
accessible voting machine

College Degree

Received teaching degree from Drake
University and formerly taught high
school government



Joe Cortese II

Workers' Compensation
Commissioner

Appointed by Gov. Branstad
Confirmed by Iowa Senate April of 2015

Former Private Practice Attorney
Spent 34 years with the Huber Law Firm
in West Des Moines specializing in
workers' compensation and personal
injury law

College Degrees
Law degree from Drake University and
undergraduate degrees in journalism,
history and political science from Indiana
University



Ryan West

Unemployment Insurance
Division Administrator

Joined IWD in June 2009

Served in the Claims Bureau where he oversaw claims processing, training, adjudication and customer service

United States Navy Veteran

Worked as a Flight Deck Director on the aircraft carrier U.S.S. Abraham Lincoln, where he was responsible for more than 10,000 launch and recovery missions

Unemployment Insurance Integrity

Member of the Integrity Center Steering Committee for the National Association of State Workforce Agencies

College Degree

Bachelor of Arts in Business
Management from Simpson College



Courtney Greene

Operations Division
Administrator

Joined IWD in July 2015

Hired as Communications Director;
promoted in late 2016 to Operations
Division Administrator

Public & Private Sector Experience

Worked for 15 years in TV news in Des Moines and Kansas City; served as Governor's press secretary and Dept. of Public Safety public information bureau chief; worked in public relations at Wellmark; vice president for enrollment and communications at AIB College of Business

College Degree

Bachelor of Arts degree in Journalism and Communication Studies from University of Iowa



Cathy Ross

Information Technology
Division Administrator

Joined IWD in January 2016

Former IT Consultant & Business Owner

As a consultant, responsible for IT strategic planning and project management services. Previously, was the president and co-owner of an Iowa based technology company

College Degree

Bachelor of Arts in Marketing from
Iowa State University



Paul Mikkelsen

Chief Financial Officer

Joined IWD in August 2010

29 Years of Financial/Insurance Experience

Spent 26 years in the health insurance industry

College Degrees

Master of Business Administration from Drake University and undergraduate degrees from the University of Iowa and Drake University



Emily Chafa

Unemployment Insurance
Appeals Bureau Manager

Experienced Administrative Law Judge (ALJ)

Previously, an ALJ with IWD and the Administrative Hearings Division for the Department of Inspections and Appeals

Public & Private Practice Attorney

Misclassification Unit of IWD, deputy director of Litigation for Iowa Legal Aid, assistant city attorney for City of Des Moines, prosecutor of Cook County State's Attorney's Office and associate attorney at Hinshaw & Culbertson in Chicago

College Degrees

Law degree from Loyola School of Law and undergraduate degree from Wartburg College



Nicholas Olivencia

Legal Counsel

Joined IWD in March 2011

Experienced Legal Professional

Previously was an attorney at
Whitfield & Eddy, PLC

College Degrees

Law degree from Drake Law School
and Master degrees in Healthcare
Administration and Public Health from
Des Moines University

Bachelor of Arts in Business
Management from North Carolina
State University



Ben Humphrey

Legal Counsel

Joined IWD in August 2015

Experienced Legal Professional

Spent three years at the Iowa Civil Rights Commission and four years in private practice

College Degrees

Law degree from Drake Law School and undergraduate degree from the University of Northern Iowa



David Steen

Legal Counsel
Misclassification & Fraud

Joined IWD in October 2016

Former State Public Defender

Spent six years as public defender in Ottumwa and Des Moines; represented indigent Iowans in district and associate district courts

College Degrees

Law degree from Drake Law School and undergraduate degree from University of Iowa

Service to lowans

Improving support to businesses and job seekers in the workforce



UI Customer Service Improvements

	Calls Presented	Calls Handled	Abandoned Calls	Handle Rate	Average Speed of Answer	Talk Time
December 1, 2014	2,387	714	1,215	29.91%	45:30	5:17
November 30, 2015	2,784	2,235	549	80.28%	4:03	4:24
November 28, 2016	2,905	2,787	118	95.94%	1:04	4:54



Online use before
VRU switch

52%

Online use after
VRU switch

95%

UI Benefits Weekly Claim Data

Voice Response Unit (VRU) option for filing UI Benefits was turned off on October 1, 2016.

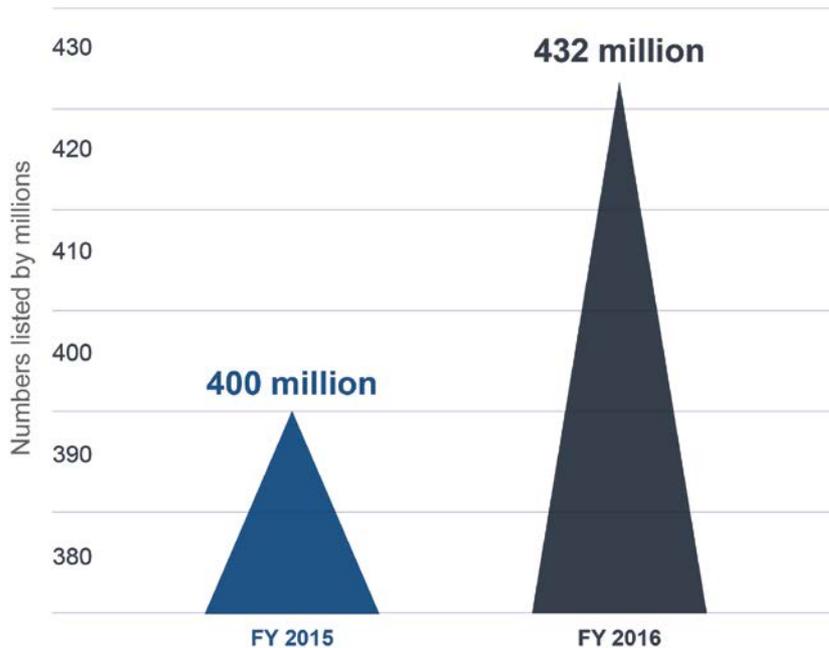
Since the switch, errors created by use of the VRU have dropped by

50%

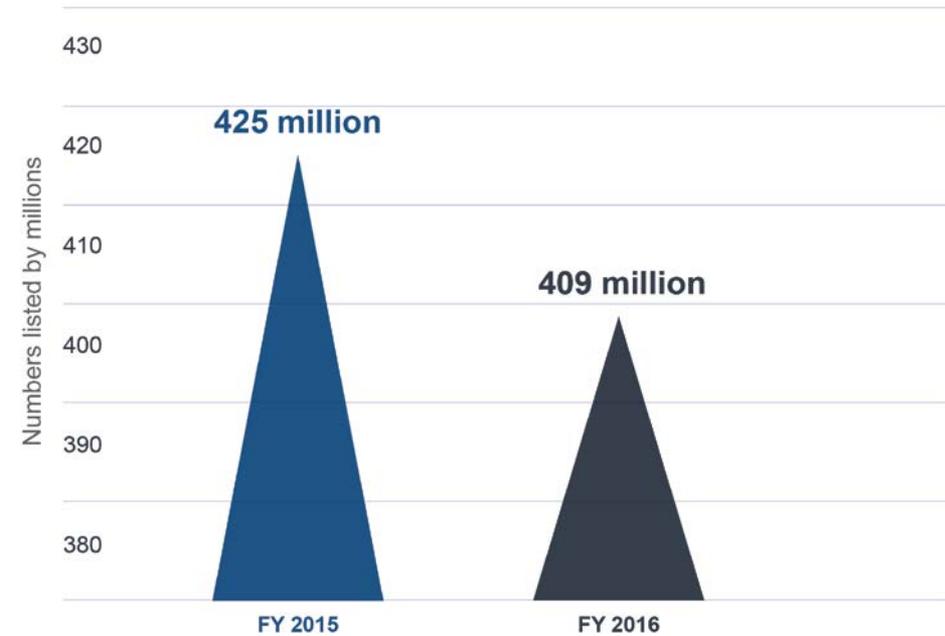


UI Benefits Paid and UI Taxes Collected

TOTAL UI BENEFITS PAID

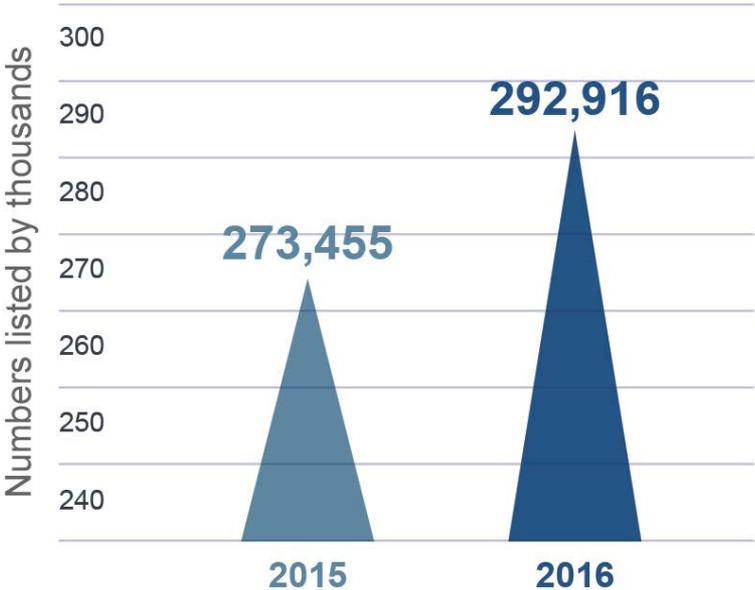


TOTAL UI TAXES COLLECTED



Unemployment Insurance Customer Service

TOTAL CALLS PRESENTED



TOTAL CALLS HANDLED

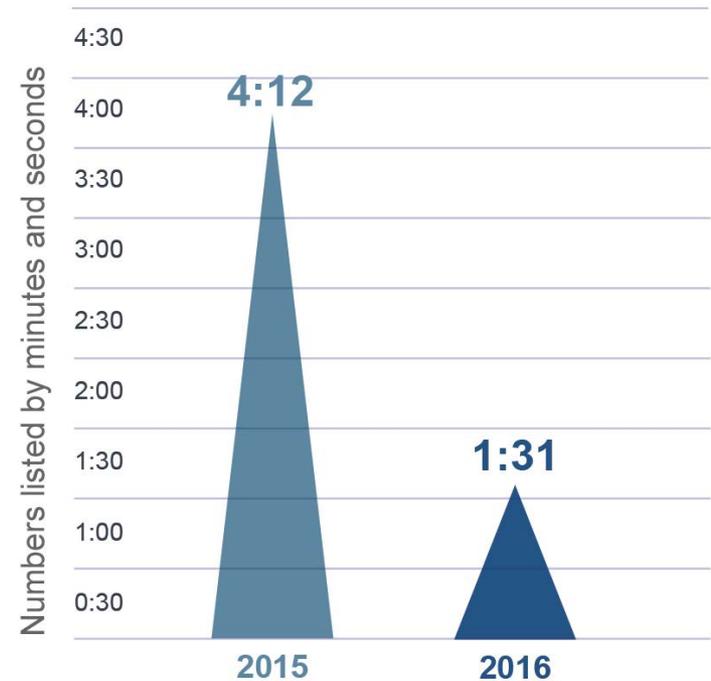


Unemployment Insurance Customer Service

PERCENTAGE OF CALLS HANDLED



AVERAGE WAIT TIME



Misclassification

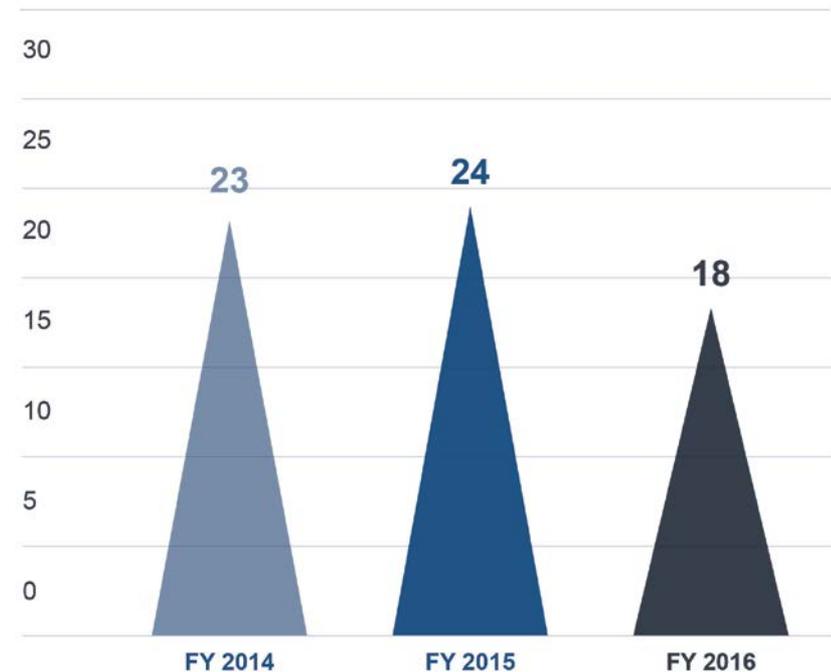
	FY 2014 (7/1/13-6/30/14)	FY 2015 (7/1/14-6/30/15)	FY 2016 (7/1/15-6/30/16)
Employers Added	55	30	25
Misclassified Workers	760	343	289
Total Unreported Wages	\$10,687,121.45	\$5,286,844.43	\$19,611,451.49
Total Debt Due	\$539,081.01	\$332,564.91	\$1,278,317.44

Unemployment Insurance Tax Bureau

UI TAX FIELD AUDITS COMPLETED

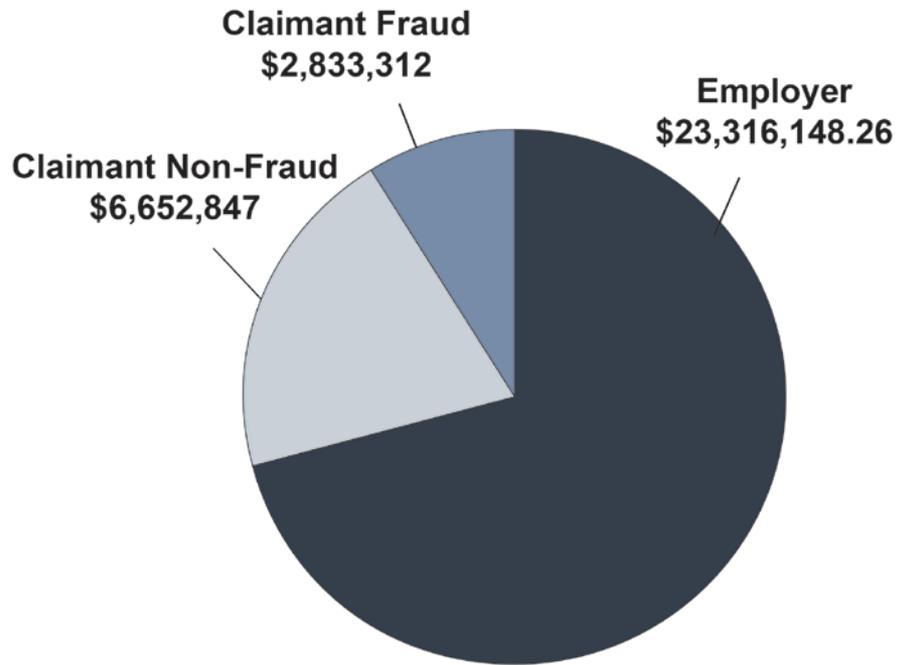


UI TAX FIELD AUDITORS

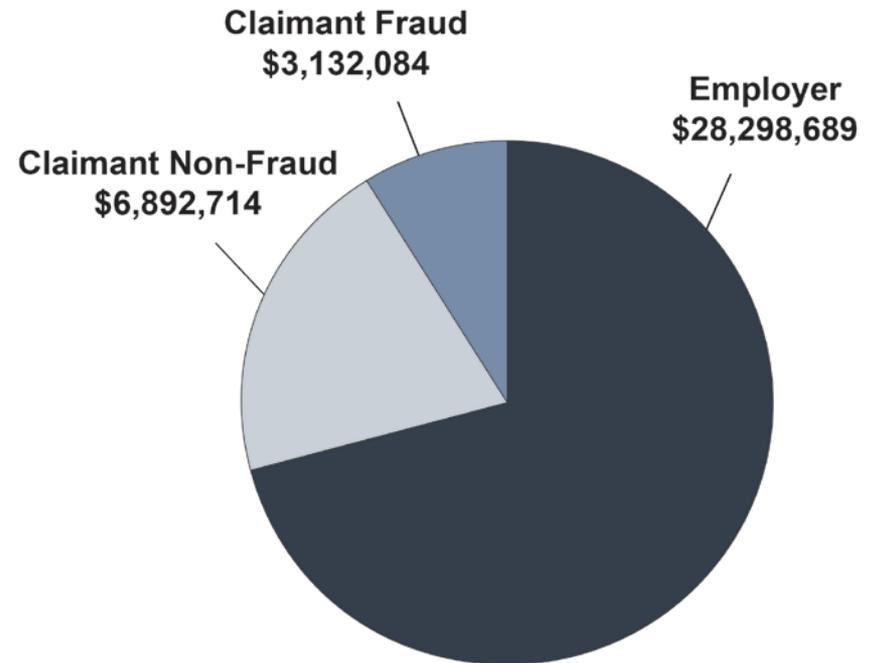


Unemployment Insurance Collections

**\$32,802,307 Collected
Federal FY 2015**

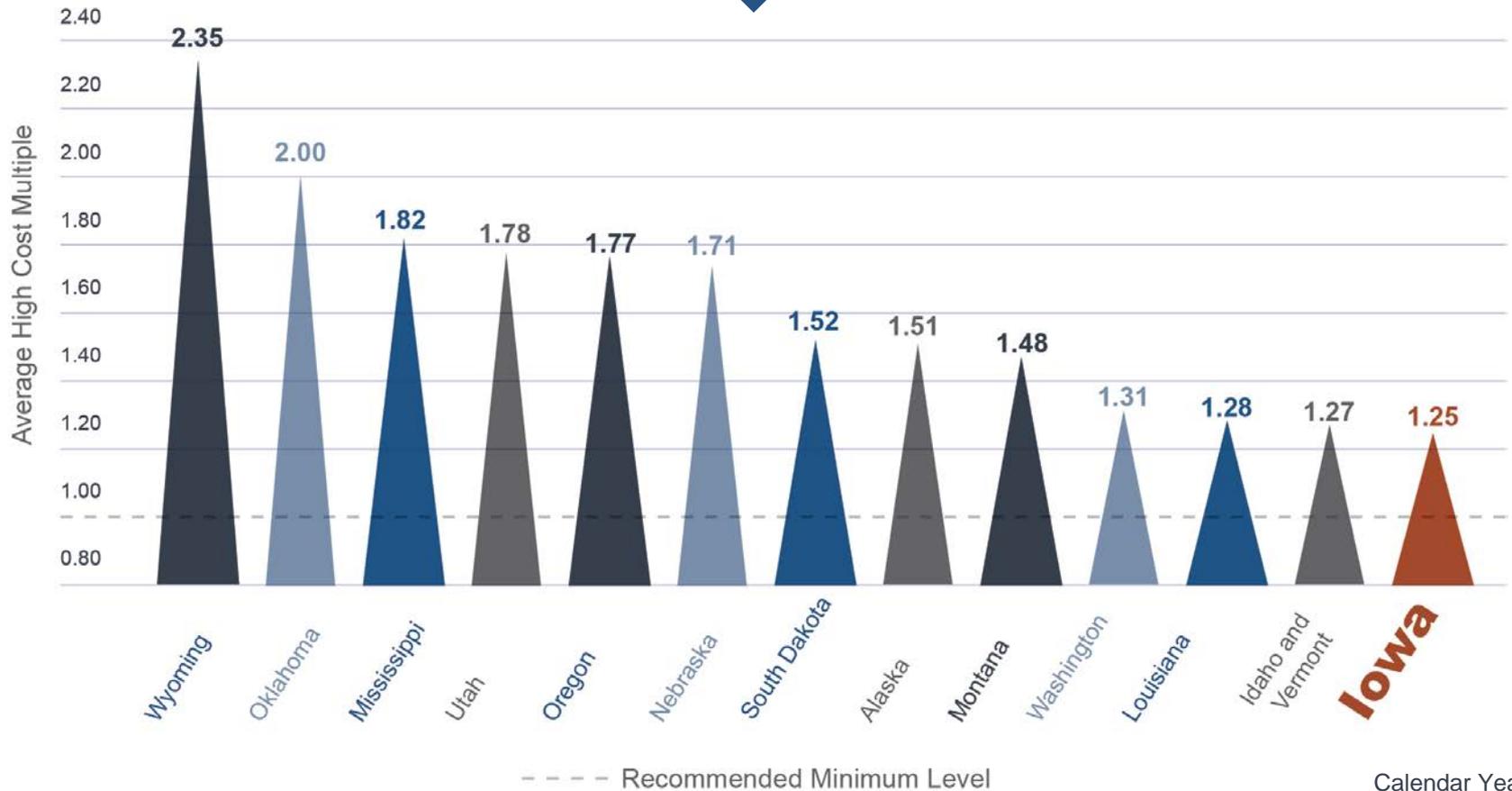


**\$38,323,487 Collected
Federal FY 2016**



Unemployment Insurance Trust Fund Solvency

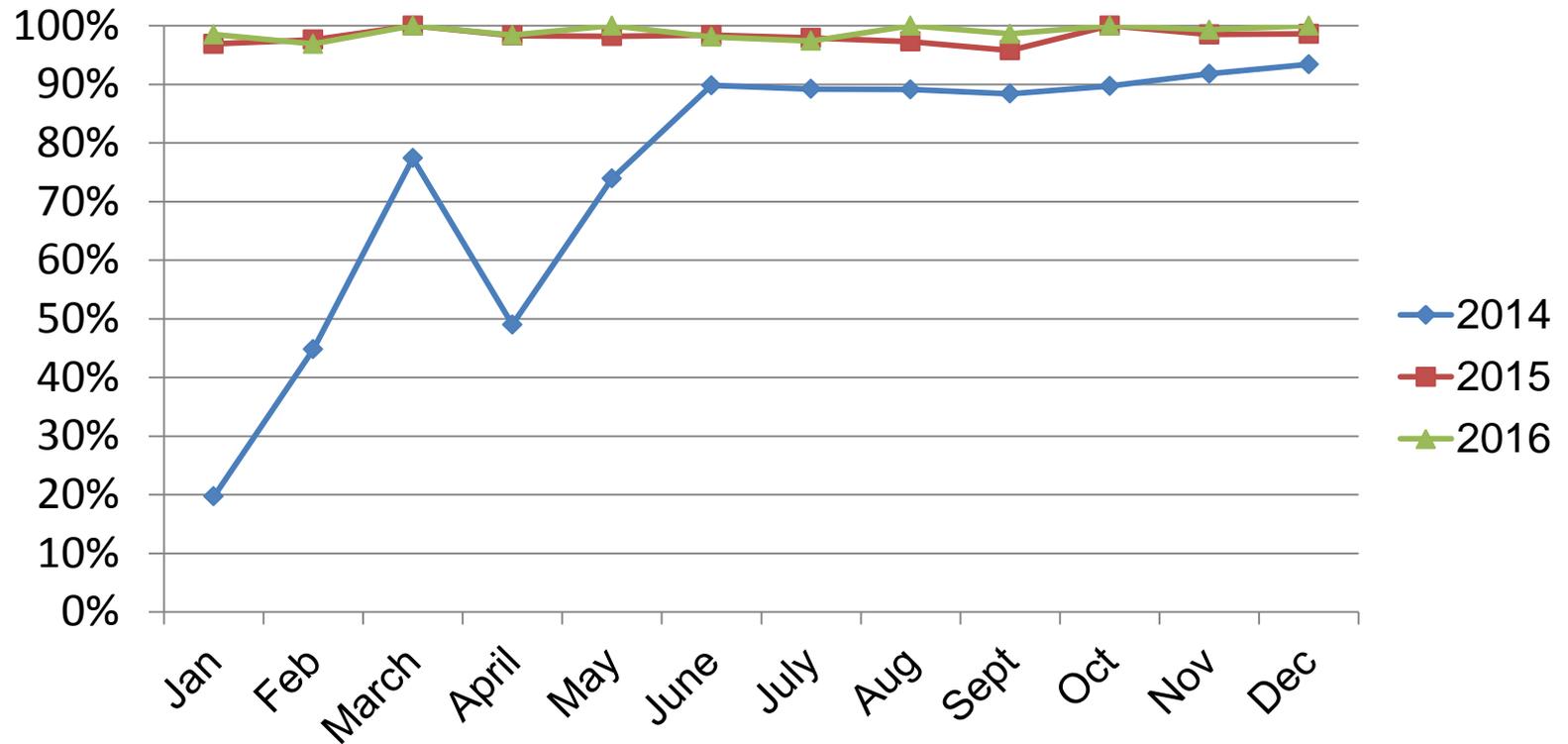
Iowa ranks 14th in the nation.



Calendar Year 2016

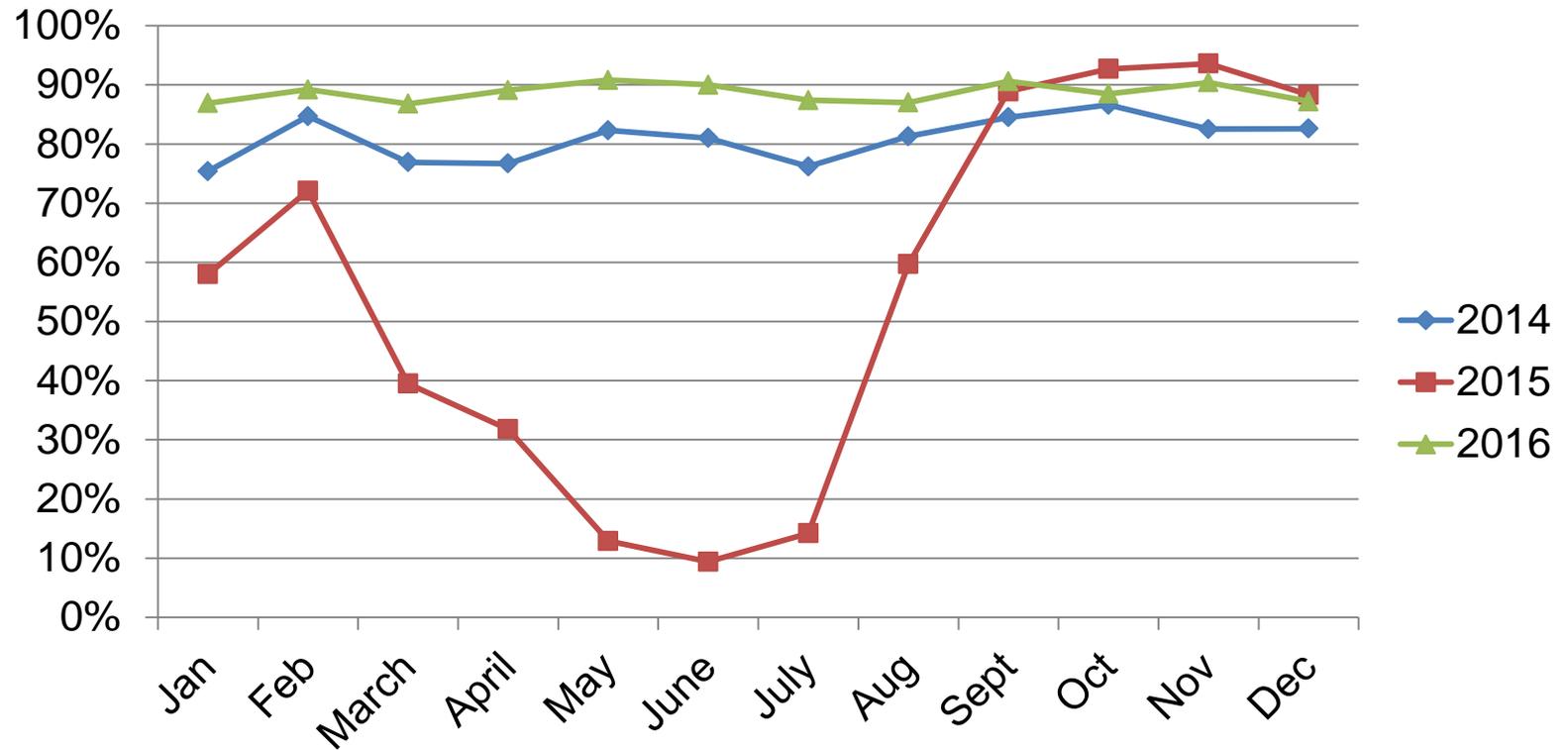
Appeal Timeliness Improvements

Employment Appeal Board (Higher Authority) Unemployment Insurance Appeals Completed in 45 Days or Less



Appeal Timeliness Improvements

Unemployment Insurance Appeals (Lower Authority) Time Lapse Completed in 30 Days or Less



Current Status of Iowa's Workforce



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3.6%

Current Iowa
Unemployment
Rate

December 2016

3.6%

2015 Average
Unemployment Rate

3.9%

2016 Average
Unemployment Rate

61,721

Unemployed Persons
in 2015

66,889

Unemployed Persons
in 2016

Source: Local Area Unemployment Statistics, BLS



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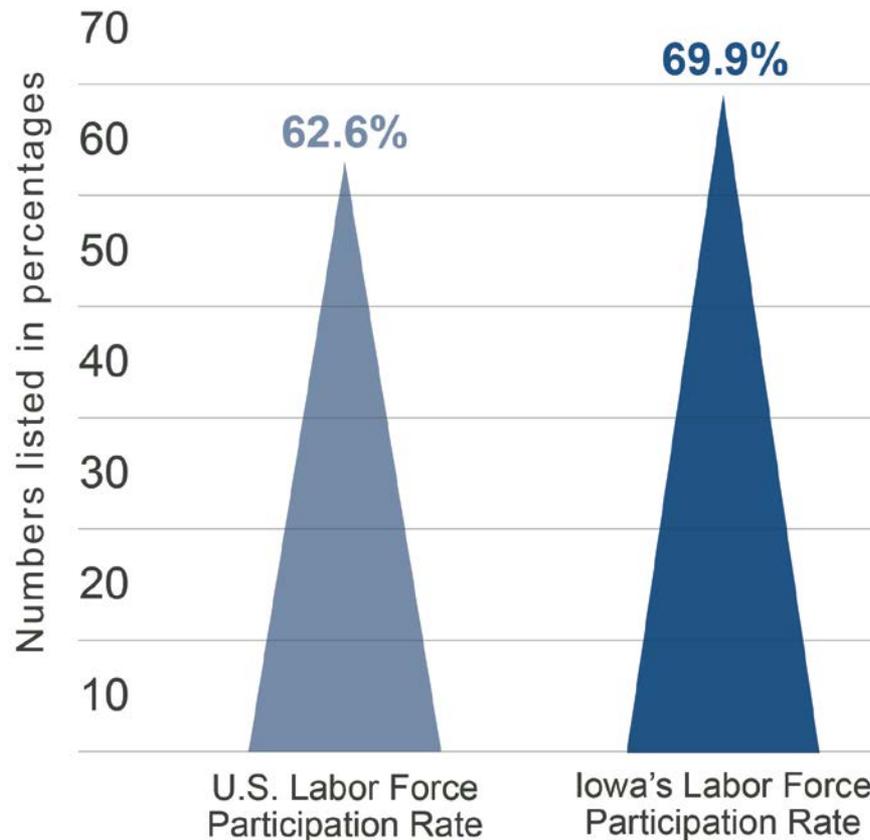
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Iowa's Labor Force Participation

7.3%

greater than the National Average

Source: BLS, September 2016 (seasonally adjusted)



Iowa ranks 2nd in the nation
behind North Dakota (71.5%)



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National Career Readiness Certificates

Apr. 2009 – Dec. 2016

91,561

Total NCRC
Certificates Awarded



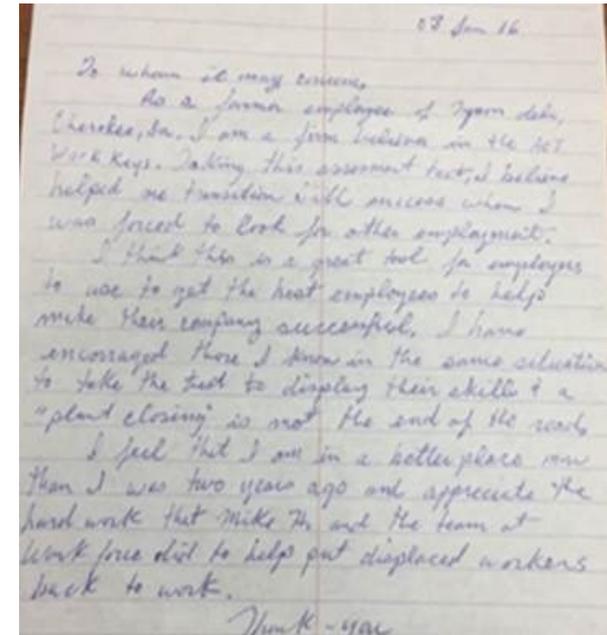
79%

of Total Certificates
Awarded were Silver
or Gold



NCRC Success Story

- Thomas lost his job when the Tyson Retail Deli closed
- He took the NCRC at the Denison Iowa WORKS office
- Because of his score, Quatro Composites in Orange City, who uses the WorkKeys/NCRC results to screen candidates, interviewed Thomas
- His score helped him land the job at an increased starting wage; he is now working in an advanced manufacturing position creating carbon fiber parts for Boeing



"I feel that I am in a better place now than I was two years ago and appreciate the hard work that Mike H. and the team at Workforce did to help put displaced workers back to work."



IWD Helping Iowans

River to River, Border to Border



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Iowans Eligible to Receive Services

- Adults
- Youth
- Dislocated Workers
- Long-term Unemployed
 - Including Iowans with disabilities
 - Ex-Offenders





IowaWORKS

36,850 2016 Total
Business Contacts

109,013 Number of People Actively
Enrolled in One-Stop Services

69,299 Iowans trained in
IowaWORKS Centers

410 IWD and Partner staff
providing services

Calendar Year 2016 Data

IowaWORKS Center Statistics



Rapid Response

- Rapid Response quickly coordinates services to dislocated workers affected by layoffs and plant closings, and provides immediate aid to companies
- Employee meetings are conducted to provide information about services available at Iowa *WORKS* Centers which include:
 - Assistance finding new employment
 - Resume workshops
 - Career counseling
 - Training in a new career
 - Assistance filing unemployment insurance (UI) benefits



Federal Bonding Program

The Federal Bonding Program allows employers to offer bond coverage at no cost. The bond coverage is in effect for six months and benefits job seekers who are not commercially bondable due to past questionable behavior.

This includes:

- Ex-offenders
- Individuals with poor financial credit history or who have declared bankruptcy
- Ex-addicts with history of drug or alcohol abuse
- At-risk youth
- Low income individuals who lack work history



Key Initiatives



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Future Ready Iowa Goal



70%

of Iowa's workforce will
have post-secondary education,
training or a credential of value by

2025



Future Ready Iowa Website

- Full website launched January 23, 2017
- Features links to comprehensive educational and career resources in Iowa
- Goal is to make it easy for Iowans to learn what jobs are needed in Iowa and the education/training required for those jobs



futurereadyiowa.gov



Future Ready Iowa Alliance

Governor Branstad created the Future Ready Iowa Alliance to develop the strategies by which Iowa will reach the 70% goal.



Future Ready Iowa Alliance Partners

Comprehensive
recommendations for
achieving the Future
Ready Iowa goal are
due to the Governor in
October 2017

IWD is the lead agency for getting the work of the Alliance completed.

Alliance Co-chairs:

- Lt. Gov Reynolds and
- Dan Houston, Principal Financial Group CEO

Partners include:

- Iowa Department of Education
- Iowa Economic Development Authority
- Iowa Vocational Rehabilitation
- Iowa College Student Aid
- Business and industry, economic developers, educators, nonprofits, and legislators



Future Ready Iowa Alliance

Five Working Groups

- **Get Iowans Ready**
chaired by Director Ryan Wise,
Iowa Department of Education
- **Get Iowans Credentialed**
chaired by Des Moines Area Community College
President Rob Denson
- **Upskilling Iowans**
chaired by Hawkeye Community College
President Dr. Linda Allen
- **Demand Driven (Get Iowans Hired)**
chaired by Renewable Energy Group President
and CEO Daniel Oh
- **Communications and Outreach**
chaired by Northeast Iowa Community College
President Dr. Liang Wee

Minority Outreach Subcommittee

Subcommittee of
State Workforce Board

Chaired by Andy Roberts

Goal: Reduce unemployment rate in minority communities by 5 percent in five years

Develop strategic plan to address minority unemployment that aligns with and supports Future Ready Iowa Alliance recommendations

Pilot Counties

- Black Hawk
- Dubuque
- Polk
- Pottawattamie



Registered Apprenticeships

Iowa received a

\$1.8 mil

grant to expand
Registered Apprenticeship
Opportunities

Aligns with
**Future Ready Iowa
Initiative**



Apprenticeship**USA**

Goal:
To double the
number of registered
apprentices in Iowa
by September 2019





IOWA Apprenticeship Grant Goals

- Increase the number of Registered Apprenticeship programs by 20 percent
- Help employers start or grow apprenticeship programs in high-growth, high-tech industries
- Expand opportunities to underrepresented populations, including women, minorities and people with disabilities



Apprenticeship Grant Full Partners

- U.S. Dept. of Labor, Office of Apprenticeship
- Iowa Department of Education
- Iowa Department of Corrections
- Iowa Economic Development Authority
- Iowa Association of Business and Industry
- Governor's STEM Advisory Council



Apprenticeship Success Story

- While in the Anamosa State Penitentiary, Steven completed the welding apprenticeship program, earning 6,000 hours of on-the-job training and passing all required curriculum
- Transferred to Newton Correctional Facility in 2015
- Started working with Brett Reyes, IWD workforce advisor, to create a resume and conduct mock interviews
- Sent resumes and applications to area employers for welding positions
- Received an offer from a welding contractor in Ottumwa, where he will start working upon his release





HOME BASE IOWA

HomeBaselowa.gov

- Enhancements automate the resume distribution process
- Efficiently match veterans with Home Base Iowa businesses

2,750

Veterans
hired-to-date
in Iowa

1,400

Designated
Home Base Iowa
businesses



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2nd Largest

Work-ready pool of
employees behind Iowans
with disabilities

92%

of those currently
incarcerated will
be released

Offender Re-Entry

According to the
Department of Corrections,
the most important factor
in reducing recidivism is
employment



Offender Re-entry Success Story

- Workforce advisor Brian Pibal works with offenders at the Rockwell City Correctional Facility to help them find employment upon release
- Developing a resume and interviewing techniques are some of the skills Brian works on with the offenders
- Brian recently received a handmade Christmas card from Shaun

I just wanted to let you know that all your help and everything you do for us here is greatly appreciated! I've been able to secure two really good jobs for when I leave here and go home and without the resources & help from you that would have been hard to do.

Shaun



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Technology Upgrades



Unemployment Insurance System Updates

- **Migrate and implement** Unemployment Insurance benefits processes, data, and supporting applications to new system
- **Built to withstand the numerous changes** and requirements in unemployment
- **Update existing data/images** from legacy repositories into DataWorks – an updated content management system

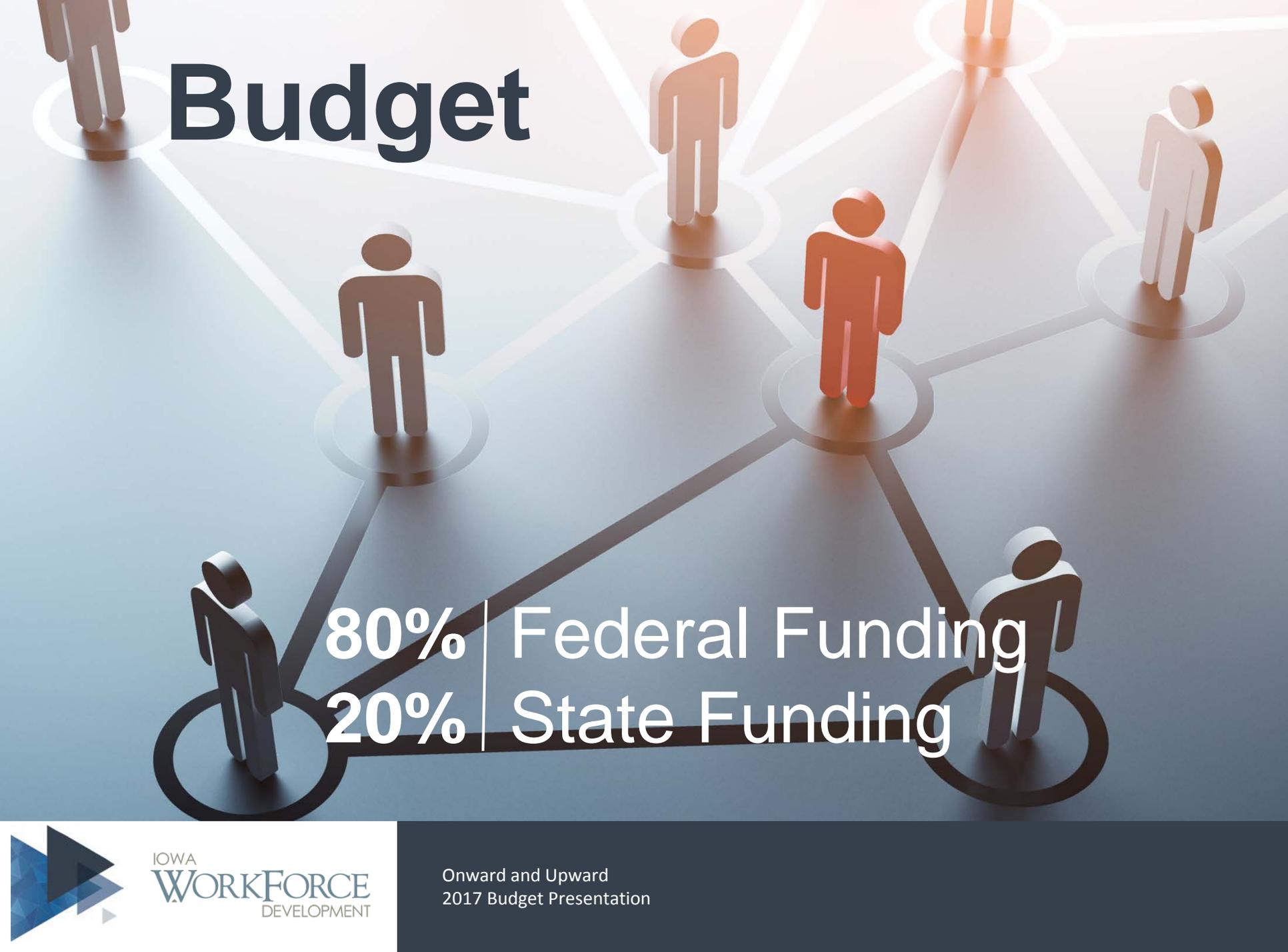


Case Management and Labor Exchange

- Standing up a **Workforce Innovation and Opportunity Act compliant case management system** in collaboration with internal and external partners
- Allows offices to monitor clients in the workforce system and provide excellent customer service
- Deliver U.S. Department of Labor requirements through tracking and reporting
- Paid for from the Reemployment & Systems Integration National Dislocated Worker Grant



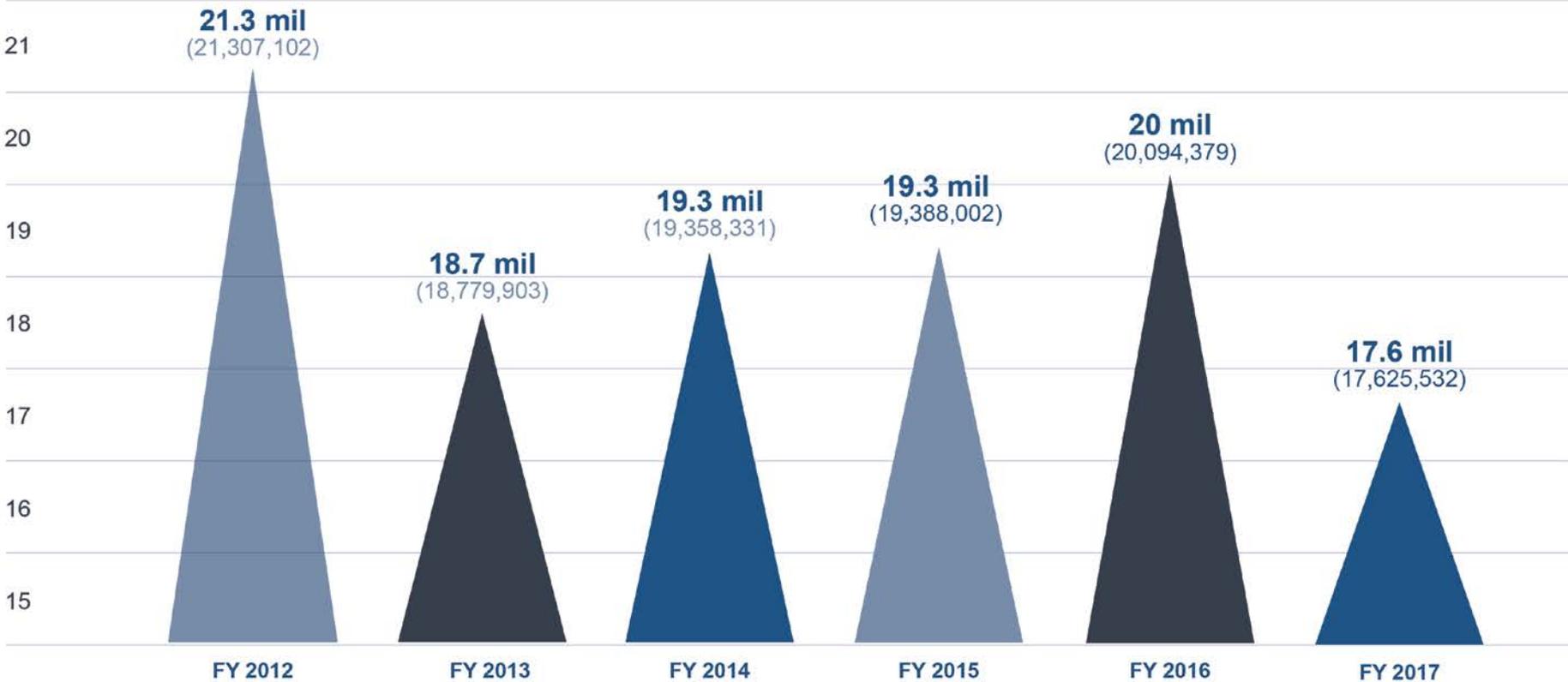
Budget

A network diagram with stylized human figures connected by lines, representing a budget structure. The figures are arranged in a circular pattern, with lines connecting them to form a network. The background is a gradient of blue and orange.

80% | Federal Funding
20% | State Funding



IWD State Funding Patterns (in Millions)



IWD Federal Funding Patterns (in Millions)



SFY 2018

Total Budget Dollars: \$17,076,446

Workers' Compensation	\$3,459,044
General Fund (Labor)	\$3,798,469
Field Operations	\$8,822,955
Offender Re-Entry	\$288,909
Misclassification	\$451,458

SFY 2019

Total Budget Dollars: \$27,076,446

Workers' Compensation	\$3,459,044
General Fund (Labor)	\$3,798,469
Field Operations	\$8,822,955
Offender Re-Entry	\$288,909
Misclassification	\$451,458
Future Ready Iowa Alliance	\$10,000,000

Workers' Compensation Updates

Every year, **approximately 20,000 First Reports of Injury** are received and processed by IDWC

Fiscal Year 2016 updates:

- There were **484 litigated cases** that actually went to trial before Deputy Commissioners. Following every trial, the Deputy Commissioner who hears the case writes an Arbitration Decision
- There were **4,330 Petitions** filed for work-related injuries which became litigated cases



Workers' Compensation Updates

- A total of **4,969 litigated cases were settled**, with settlement documents individually reviewed and approved for each case
- IDWC received and processed **678 Petitions for Alternate Medical Care**, which are expedited proceedings contesting the selection of medical care for work-related injuries
- Workers' Compensation Commissioner issued **136 appeal decisions** in litigated cases, which is an average of slightly more than 11 appeal decisions per month





Labor Division Updates

New OSHA rules will require state legislative action



Labor Division Updates

Collaborating with
Iowa Department of
Public Health
(IDPH) to develop a
one-stop shop for
plumbers and
contractors licensing



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Labor Division Updates

Iowa Division of Labor administrative offices
moved to 150 Des Moines Street



Community Outreach Success Story

“I was very fortunate to have the opportunity to meet you at the Latino Festival,” Melba said.

- Melba visited the Iowa *WORKS* booth at the Latino Festival in Osceola
- After speaking with employment specialist Guisela Valladolid, Melba signed up for HSED (High School Equivalency Diploma) and ESL (English as a Second Language) classes
- Weeks later, Melba visited the Iowa *WORKS* office; she had been working at a factory for 10 years and wanted to work closer to Osceola
- Guisela helped Melba with her resume, did a mock interview and assisted her with the application
- A week later, Melba called Guisela to let her know she had been hired; Melba continues to take her ESL classes and attend HSED



The background of the image is a photograph of the Iowa State Capitol building in Des Moines, Iowa. The building is a grand, classical-style structure with a prominent golden dome and a portico with columns. The sky is blue with scattered white clouds. In the foreground, there are bare trees and a flagpole with the American flag. A large, dark grey circular graphic is overlaid on the left side of the image, containing the text.

Thank You

—

We Look Forward
To A Great Year For
Iowa's Workforce