

**Iowa Workforce  
Development**

**Annual Report**

**Fiscal Year 2009**



## **Message from the Director**

Iowa Workforce Development has provided Iowans, businesses and partners valuable services during the past fiscal year. Because of this, I am pleased to present the fiscal year 2009 annual report.

Our agency focus over the last year has been to improve and streamline services while dealing with the significantly increased demand for services. The national recession has taken a heavy toll on the state, and nearly twice as many Iowans are unemployed now compared to last year.

When Iowa fully emerges from the recession, our workforce landscape will have changed. Many of the jobs lost are in industries that will never recover to their prior strength, yet the state is continually growing new, high-tech industries to support our economy. It will be crucial for Iowans to update their skill sets in order to compete in this global economy. IWD will strive to make sure all Iowans understand the opportunities available to them.

While we cannot guarantee what the future holds for Iowa, we can guarantee that we will continue to do everything in our power to bring all Iowans the best services possible.

*Elisabeth Buch*

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## Economic Environment

During the course of FY 2009, Iowa endured the effects of the deepest recession since the early 1980s. While the heaviest impact of the recession was felt during the October 2008 through March 2009 period, there was only slight improvement by the end of the fiscal year. Iowans continued to work through the problems caused by the housing downturn, a tighter credit environment, and a weak job market. Iowa's recession-related layoffs became more apparent during the fall of 2008.

To help alleviate some of the suffering caused by the recession, Congress passed and the president signed the \$787 billion American Recovery and Reinvestment Act of 2009. As a result of the Act, Iowa has the potential to receive as much as \$2.5 billion in economic assistance that the State has started to award to a wide range of public, private and non-profit organizations. The federal stimulus dollars are being used to improve Iowa's infrastructure, to provide greater access to health care, to support the state's public schools, to encourage the use of clean and efficient energy, to implement tax cuts for Iowans, and to provide assistance to state residents who have been hurt by the recession. To further stimulate the Iowa economy, Governor Culver created I-Jobs in 2009, an \$830 million initiative that will be used over the next two years to rebuild the state's infrastructure, to invest in renewable energy projects, improve water quality, and upgrade public facilities. A portion of the I-Jobs funding will help Iowa communities, like Cedar Rapids, that bore the brunt of last year's natural disasters.

Statewide unemployment began to accelerate at a rapid pace during the second half of the fiscal year. A steady stream of temporary and permanent layoffs managed to push the level of unemployment beyond the 100,000-mark by June 2009. Unemployment problems of this magnitude had not been experienced in the state since the first half of calendar year 1986. Iowa's unemployment rate averaged 4.9 percent for FY 2009, which was one full percentage point higher than the FY 2008



*Iowa's recession related layoffs became more apparent during the fall of 2008.*



average rate of 3.9 percent. Due to the slow job market, long-term unemployment had become a serious problem by the summer of 2009. About 25 percent of the state's unemployed had been without work for 27 weeks or longer.

As a result of the recession, Iowa has lost over 40,000 nonfarm jobs. The largest job loss has occurred in manufacturing, particularly the component made up of durable goods manufacturers. Most of the companies that have reduced their workforces rely on the homebuilding industry, and produce items such as construction equipment, household appliances and furnishings, and construction-related materials. After manufacturing, the construction and professional and business services sectors have also reported heavy job losses. Temporary help services are a part of professional and business services, and an area of employment that is among the first to experience layoffs in the face of an economic downturn. It is also one of the first employment areas to reflect improvement when the economy starts to show signs of a recovery.

Despite mounting job losses, Iowa managed to attract a large IBM technology services delivery center to Dubuque. The center opened in August 2009, and will eventually employ up to 1,300 by the end of 2010. The new facility joins an extensive network of more than 80 IBM delivery centers worldwide where employees maintain, monitor and support computer hardware, software and manage information technology services for thousands of IBM clients. IBM will continue to work with institutions of higher learning in the tri-state area of Iowa, Illinois and Wisconsin to recruit and train potential employees.

The road back to prosperity for the state will be long and difficult. However, most experts believe that the recession ended during the summer of 2009. Labor market indicators show that unemployment insurance claims have already begun to slow, layoffs have tapered off, nonfarm employment is slowly increasing, and average hours worked for production workers have improved from one year ago. However, Iowa's unemployment rate will stay high for some time. Small businesses account for a substantial share of the state's economy, and they have been hit hardest by the lack of credit. While businesses of all sizes are feeling the pressure, small companies are much more dependent on bank loans than bigger ones, which can issue stock or debt to raise money.

## Iowa Workforce Development Overview

Iowa Workforce Development contributes to the economic security of Iowa's workers, businesses and communities through a comprehensive statewide system of employment services, education and regulation of health, safety and employment laws.

The agency continually strives to improve processes and align the organization in such a way to provide effective, demand driven products and services. Iowa Workforce Development's administrative, labor services, workers' compensation, labor market information, and the unemployment insurance service staff are located in Des Moines. Additionally, the agency maintains a statewide delivery system of 55 field offices in conjunction with our workforce partners.

Through a comprehensive Web site, Iowa Workforce Development provides customers access to major services such as posting résumés; access to a statewide job bank; labor services information, unemployment claim information and filing options; and labor market information, 24 hours a day, seven days a week.

These services and more are found on the IWD Web sites:

- ▶ General information about the department can be found at [www.iowaworkforce.org](http://www.iowaworkforce.org).
- ▶ The IowaJobs Web site at [www.iowajobs.org](http://www.iowajobs.org) lists more than 11,000 job openings daily.
- ▶ The Iowa Workforce Information Network at <http://iwin.iowaworkforce.org> provides workforce trend information.

Iowa Workforce Development, established in 1996, is a department within the executive branch of state government. At the time, the Department of Employment Services and portions of the Departments of Economic Development and Human Rights were merged with the purpose of administering the laws of Iowa relating to unemployment insurance, job placement and training, employment safety, labor standards, workers' compensation and others.



*IWD has 913 employees. 65 percent of the workforce is female.*



The **Labor Services Division** is responsible for the administration of state and federal statutes related to public health, safety and workplace issues. Iowa's Occupational Safety and Health Act administration is located within the department. The Labor Services Divisions' emphasis is on voluntary compliance through education and preventive services. The Division continues to implement the vision of creating a "culture of safety" throughout Iowa's labor force.

The **Labor Market and Workforce Information Division** oversees the development of workforce and economic related information. A large portion of the information is produced in cooperation with the Bureau of Labor Statistics and the Employment and Training Administration of the U.S. Department of Labor. Workforce Trends describe areas of information in terms of their economic conditions, industries, labor supply, occupations, and wages.

The **Unemployment Insurance Division** provides services to both businesses and Iowans through the collection of UI tax payments, processing of benefit payments, quality control and fraud detection. The Unemployment Insurance Division is updating the tax collection system in order to create a streamlined, electronic system for the benefit of all users. The new system is nearly complete and will be available for employers to file their first quarter 2010 reports.

The **Workers' Compensation Division** performs three core functions: adjudicating disputed workers' compensation claims, enforcing compliance standards and educating Iowans about workers' compensation law and procedures. Iowa's Workers' Compensation Commissioner, oversees this division of Iowa Workforce Development. The Workers' Compensation Division is working on the development of a new system that will create a truly electronic and paperless system for Iowa. Division staff continued an emphasis on providing statewide educational presentations on the topic of workers' compensation and the division website continues to provide information to thousands of visitors.

The **Workforce Center Administration Division** provides a wealth of information, services and resources to Iowans, businesses, and partners across the state. The Division administers the programs and services through an intricate system of field offices across the state through sixteen different regions, in conjunctions with our workforce partners. The Divisions' primary functions include employment services, business services, training resources and targeted population activities. A number of new programs and initiatives have guided the actions for the Division of Workforce Center Administration over the past year.

## Workforce Center Administration Division

The Division of Workforce Center Administration provides primary customer contact for a variety of services, including job placement, unemployment insurance, job training, labor market information, re-employment and business services. These services are delivered by staff based in the Des Moines administrative offices, and through a network of offices in fifteen Iowa regions, including fifty-five IWD staffed locations and additional access points provided by partners, communities, and subcontracted agencies. One-stop Service Centers are established in each region to provide the customer with a single source for employment and training services and information, with many basic services such as job search and unemployment claims also available through the agency's websites.

### Integration Update

The close of fiscal year 2009 marked the one year anniversary of Iowa's One-Stop integration project. Iowa's Integration model is driven by the following objectives:

- ▶ Provide Iowa businesses with the skilled workers they need while workers gain and expand skills that are in demand.
- ▶ Improve efficiency and effectiveness of workforce services and processes.
- ▶ Make a relevant, valuable contribution to each region's economic vitality.

While the vision of system integration includes an effective inclusion of all workforce programs in a given region, the concentration currently in the learning labs is with the following programs:

- ▶ Employment Services (Wagner-Peyser)
- ▶ WIA Adult and Dislocated Worker Services
- ▶ Trade Adjustment Act Services
- ▶ Veteran Services
- ▶ New Iowan Center Services
- ▶ Unemployment Services.



*The first  
Integrated  
office  
launched in  
July 2009.*



The five learning labs to be integrated in late 2009 are Des Moines, Creston, Dubuque, Council Bluffs and Fort Dodge. An update on the project will be provided in early 2010.

*Creston is a great choice for one of the labs. We are fully supportive of the model and want to demonstrate how this can be accomplished in a smaller office with fewer financial and human resources. We look forward to the opportunity to enhance our efficiency to better serve our region's customers and employers. We are excited about helping Iowans find option to improve their work skills and helping Iowa employers hire workers who have the skills they need to grow or sustain their businesses. – Barb DeVore, Creston Regional Area Coordinator*

### **Employment Services**

Employment services focus on providing a variety of employment related services including job search assistance, placement assistance, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. Depending on the needs of the labor market, other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available. The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, assisting employers with special recruitment needs, arranging for Job Fairs, helping employers with hard-to-fill job orders and job restructuring, and dealing with layoffs.

For the period of July 1, 2008, through Sept. 30, 2009, IWD offices served 234,379 individuals, including 17,543 Veterans, 3,488 youth and 20,465 people over age 55. Of that total, 232,328 received staff-assisted services and 208,217 were referred to employment opportunities. The entered employment rate for that period was 70 percent and the retention rate at six months was 82 percent.

Further demographics of this group include:

- ▶ 127,508 were male
- ▶ 105,690 were female
- ▶ 230,891 were adults over age 18
- ▶ 169,220 were aged 18 through 44
- ▶ 40,734 were aged 45 through 54



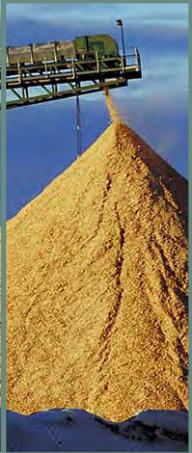
From December 2008 through November 2009, IWD's 55 field offices received 30,920 job orders from employers. This does not represent the total number of openings since a job order can reflect an employer's need for multiple workers. One of IWD's functions is to match available workers with job opportunities listed by employers. During this same period, IWD staff sent out 4,042,642 notices to Iowa workers letting them know about job opportunities that matched their skills, abilities and interests. That total includes 2,702,616 emails and 1,340,026 mailers sent through the U.S. Mail. Email is seen as a more efficient and cost effective way for IWD to reach job seekers, and to reduce postage costs. IWD staff offer all customers the opportunity to sign up for free email through Google, Hotmail or Yahoo in our centers.

In addition to offering no-cost email access, all IWD offices provide public access computers. For the period of July through November 2009, 51,029 people took advantage of this service. Some of the things they used the computer for included looking up job listings, using Microsoft software, taking typing tests, and on-line career assessments and interest inventories, or a total of 318,206 separate and distinct services.

IWD continues to look for ways to increase the number of available job opportunities posted on our job bank, [www.iowajobs.org](http://www.iowajobs.org). After the initial success of "screenscraping," we began using a more efficient process called "indexing," which allows us to automatically add jobs posted on employer websites – saving them time and expense. It also ensures job seekers have the most current job information. We have also added job opportunities within 50 miles of Iowa's borders with Missouri, Nebraska, Minnesota, South Dakota, Wisconsin and Illinois – believing that many Iowans would be interested in jobs within that commuting distance that could allow them to remain Iowans and stay in their homes. We are also working on an addition to the job bank that would include all Federal jobs available in Iowa.

In addition, each of IWD's 15 regions has its own job bank that is a subset of Iowa Jobs, allowing people interested in a specific

*Iowajobs.org  
received over  
82 million hits  
in the fiscal  
year.*



part of the state to focus on jobs in that area only.

Jobs posted with IWD automatically go to multiple websites:

- ▶ Iowa Jobs
- ▶ SmartCareerMove
- ▶ JobCentral
- ▶ VetCentral

Iowa was also the first state to create a customized job bank specifically for apprenticeship opportunities certified by the US Department of Labor. This site, [www.iowaworkforce.org/apprenticeship](http://www.iowaworkforce.org/apprenticeship) was unveiled at our April 24 apprenticeship conference. Nebraska has recently copied this product.

### **PROMISE JOBS (PJ)**

PROMISE JOBS, or “Promoting Independence and Self Sufficiency through Employment, Job Opportunities & Basic Skills,” is Iowa’s welfare reform program. Designed to assist Family Investment Program (FIP) recipients to become self-sufficient, PROMISE JOBS is a participation requirement for most FIP recipients. Participants develop an individualized Family Investment Agreement (FIA) that outlines the steps they will take to leave public assistance. Persons who fail to participate or comply with their FIA are considered to have chosen a Limited Benefit Plan (LBP) and lose their FIP benefits. IWD has a contract with the Iowa Department of Human Services to administer the PROMISE JOBS program, and staff is located in each of our 15 service delivery areas. A person must be receiving FIP benefits in order to receive PROMISE JOBS assistance. A number of activities are available to PROMISE JOBS participants, including: Workplace Essentials, job seeking skills training, work experience, on-the-job training, monitored employment, GED/ABE/ESL, post secondary education, parenting skills and family development services.

For calendar year 2008, the average monthly caseload statewide was 12,715 families. Iowa performed better than average for the last reporting period for both the all-family and two parent rates. Iowa’s all-family rate was 40.2 percent, compared to 29.7 percent nationwide. The national average for the two-family rate was 35.7 percent; Iowa’s participation rate was 39.7 percent.

In 2009, IWD finalized its new PROMISE JOBS Quality Assurance unit. Staff located in Des Moines, Davenport and Council Bluffs review all case files to ensure

all activities are being counted towards federal participation rate requirements, DHS policy is being followed, and best practices are identified and shared.

### **Disabled Veterans Outreach Program (DVOP)**

Under Federal Priority of Service regulations, Veterans and Eligible Spouses are entitled to preferential services for qualified training programs funded by the US Department of Labor. Specially trained Workforce Advisors, themselves all disabled Veterans, work with Veterans recently separated from military service or with barriers to employment. Barriers may include disabilities incurred while on active duty, substance abuse, convictions, work history and others that could hinder their ability to obtain suitable employment. Services include counseling, assessment testing, referrals to other supportive service agencies, and identifying training opportunities. Active outreach is conducted with employers, community and Veteran service organizations, unions, and local counseling and social service agencies to ensure Veterans know about and receive services for which they are eligible.

For the fiscal year, IWD offices served 17,543 Veterans. Success is measured by the fact that 66 percent of the veterans served found employment after receiving staff-assisted services, and 82 percent retained that employment six months later.

One very successful tool in promoting the benefits available to Iowa veterans is a new publication developed in 2009. "Iowa Veterans Benefits & Services; A Guide to Federal, State and Local Veterans Programs" was recently updated for its third printing. This booklet is provided to Veterans and their families by IWD, DOL VETS and Iowa county veterans affairs officers. It includes information on training opportunities, health care and hospital benefits, dependent and survivor benefits, life insurance, home loans, employment and other veterans' service organizations. Printing costs are currently being provided by the Department of Labor-Veterans Employment and Training Services.



*IWD served  
17,543  
veterans  
during the  
fiscal year.*



IWD is also in the process of expanding access to Veterans services in our one-stop centers. New DVOP staff were added in Spencer and Creston in 2009; plans call for additional staff to be hired in Marshalltown and Carroll in 2010. Once hiring is complete, we will have DVOPs available in all 15 regions.

### **Food Stamp Employment and Training Program (FSET)**

Food Assistance recipients in the Des Moines and Cedar Rapids areas are eligible for employment and training services through a contract between the Iowa Department of Human Services and Iowa Workforce Development. Any Food Assistance recipient who does not get Family Investment Program (FIP) payments can participate in job seeking skills training, adult basic education, and advanced education or vocational training. A new component will be available through a partnership with DHS, IWD, Des Moines Area Community College and Kirkwood Community College starting in July 2010. The Employment Training and Career Program will provide tuition funding for approved certificate training programs in high growth, high demand occupations including information technology, health care, advanced manufacturing, transportation and service/retail.

### **National Career Readiness Certificate (NCRC)**

Iowa Workforce Development has begun to pilot ACT's National Career Readiness Certificate, a WorkKeys program, in seven regions. The NCRC program tests the comprehension level of an individual in "reading for information," "locating information," and applied mathematics." Individuals receive a gold, silver or bronze certificate based on their level of understanding in a given area. The certificates can be presented to employers as another tool to demonstrate the skills a particular worker possesses. The certificate is being used widely with IWD's new ex-offender initiative at correctional facilities in Rockwell City, Newton and Mitchellville, as part of the new FSET component, and other employment and training activities.

### **Ex-Offender Initiative**

The Ex-Offender Initiative was implemented in three Iowa correctional facilities in 2009. Working in partnership with the Department of Corrections, three IWD workforce advisors were placed on site at the Mitchellville, Newton and Rockwell City prisons. This staff works with soon to be released ex-felons, with the goal of having them placed in a job before they leave prison. Initial results have been very successful.



### **New Iowan Centers**

Iowa Workforce Development has established New Iowan Centers to offer workforce development services to persons who have recently moved to Iowa and are seeking employment. New Iowans can be from New York City or Nicaragua – they don't have to be from another country. The centers are designed to support workers, businesses, and communities with information, community service referrals, job placement, translations, language training, and resettlement assistance, as well as technical and legal assistance concerning forms and documentation. Through public-private partnerships, the New Iowan Centers provide one-stop workforce development services for new Iowans.

Centers are currently located in Muscatine, Ottumwa, Marshalltown, Mt. Pleasant, Mason City, Iowa City, Sioux City, Council Bluffs, Denison, Des Moines, and Storm Lake, with plans to add a new center in Postville in the very near future. For the most recent reporting period, the centers provided 14,369 persons with 41,733 different services.

### **Workforce Investment Act**

The Workforce Investment Act (WIA) is a federally funded employment and training program designed to prepare adults, economically disadvantaged youth and dislocated workers for participation in the work force. The goal of WIA activities is to increase the employment, retention and earnings of participants, and increase occupational skill attainment by participants to improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation.

The Adult training program is designed to prepare adults (19 and older) for participation in the labor force by increasing their occupational and educational skills, resulting in improved long-term employability, increased employment and earnings, and reduced welfare dependency. Three levels of service are available to adults: core services, intensive services, and training services. Adults must first receive core services before they can

*New Iowan  
Centers  
provided  
services to over  
14,000  
individuals.*



move on to intensive services, and must receive intensive services before they can move on to training services. Because Adult program funds are limited, priority in the provision of intensive and training services must be given to adults who are low-income or welfare recipients. In the last reporting period, 78.8 percent of those served found employment. Of those, 94.3 percent retained the employment, and 61.1 percent obtained a credential.

The Dislocated Workers program provides retraining and re-employment services to individuals who have been dislocated from their jobs, and to displaced homemakers. Employment services reach beyond basic job placement. Job seekers have access to computerized resource centers for career exploration, resume preparation, skills assessment and testing, job search, on-line work registration, and on-line unemployment insurance claims filing. Job seekers also have access to a variety of skill building workshops, job search assistance curriculum and individual case management. This program served 2,289 persons in the last reporting period. Of this group, 89.8 percent have obtained employment, 96.9 percent have retained that employment, and 65.8 percent obtained a credential.

The Youth training program is designed to improve the long-term employability of youth (14 through 21), enhance the educational, occupational and citizenship skills of youth, encourage school completion or enrollment in alternative school programs, increase the employment and earnings, reduce welfare dependency, and assist youth to make a successful transition from school to work, apprenticeship, the military, or post-secondary education and training. Many regions throughout the state are striving to engage more out-of-school youth in providing support and services that will lead the youth to gainful employment. It is important that youth are employed in a field that not only interests them, but one in which they have the potential to obtain the skills and abilities to be successful.

For the first time in almost 10 years, a summer youth component was available in 2009. The program served 965 young people. Data for that group shows 70.6 percent of the younger youth found jobs, 72.6 percent retained the job, and 85.5 percent obtained a credential. Older youth were equally successful, with 87.1 percent finding employment, 96.9 percent maintaining the job, and 59.4 percent obtaining a credential. The agency hopes funding will be available to continue this opportunity in 2010.



## Trade Adjustment Assistance (TAA)

The TAA program helps workers who have lost their jobs as a result of foreign trade. The TAA program offers a variety of benefits and services to eligible workers, including job training, income support, job search and relocation allowances, a tax credit to help pay the costs of health insurance, and a wage supplement to certain reemployed trade-affected workers 50 years of age and older.

As of Dec. 12, Iowa has 36 active Trade Act petitions: Group Dekko in Murray, Ceko Building Systems in Mt. Pleasant, Electrolux in Webster City and Jefferson, ZMI Portec in Sibley, Dodger Industries in Eldora, Rockwell Automation in Sumner, Collis Inc. in Clinton, Donaldson Co. in Cresco, Intermec Technologies Service Center in Cedar Rapids, Montezuma Manufacturing in Montezuma, Skyjack Manufacturing in Emmetsburg, Stream Global Services in Sergeant Bluff, DeLong Sportswear in Grinnell, Albia, and Atlantic, Cummins Filtration in Lake Mills, Benco Manufacturing in Belle Plaine, and Williamsburg Manufacturing in Williamsburg. These petitions affect approximately 1,831 total workers. Petitions are pending with the Department of Labor that could affect another 451 workers at Spencer, Webster City, Dubuque, Decorah, Cedar Rapids, Ossian, Sioux City and Marshalltown.

*Iowa's currently active Trade Act petitions effect over 1,830 workers.*



*When Terry Pickett was laid-off from Maytag after 17 1/2 years of work, he saw the TAA program as an opportunity to change. Terry attended DMACC in Boone, Iowa and graduated with an Associate of Applied Science in land surveying. Less than a month later he started a job in Newton with Johnstone and Associates, a land surveying firm. "It is a good fit for me as my time is split 50/50 in the office and in the field surveying. It is complex and challenging work that presents new problems daily and provides me with self satisfaction."*

## Unemployment Insurance Services Division

Fiscal year 2009 saw an unprecedented number of people (claimants) receive unemployment insurance benefits. Unemployment went from 4.1 percent in June of 2008 to 6.2 percent in June 2009.

In response to the unprecedented number of persons seeking unemployment benefits, the federal government passed the American Recovery and Reinvestment Act of 2009 early in the year. This act provided millions of dollars to infuse economic recovery efforts at the state level. The additional federal money provided funding to extend the time claimants receive benefits, provide additional \$25 payments to weekly benefit amounts, and expand the eligibility requirements for persons receiving benefits.

The unemployment insurance (UI) program is the government's most important source of help to the jobless. The UI program has two major goals:

- ▶ Cushion temporary, unplanned spells of unemployment, and
- ▶ Maintain economic stability within a community.

As the economy worsened and people lost jobs through no fault of their own, more people turned to unemployment benefits as a temporary measure to get through the recession. Below is a summary of the changes from year to year:

- ▶ National average for time on benefits was 16.2 weeks.
- ▶ Iowans received benefits an average of 13.2 weeks.

|                               | <b>FY07</b>     | <b>FY08</b>     | <b>FY09</b>   | <b>Change<br/>From FY08<br/>to FY09</b> |
|-------------------------------|-----------------|-----------------|---------------|---|
| <b>Benefits Paid</b>          | \$338.8 million | \$349.7 million | \$634 million | + 55 %                                  |
| <b>Number of<br/>Claims</b>   | 193,210         | 213,144         | 385,790       | + 55 %                                  |
| <b>Average # of<br/>Weeks</b> | 12.7            | 12.4            | 13.2          | .8 weeks                                |

Employers used several existing programs to help workers. In addition, the federal government offered significantly more money to states. These programs are

discussed more below.

### **Work Share and Employer Filed Claims Programs**

More employers took advantage of two existing programs.

**Work Share Program:** This program provides an alternative to laying off employees. Employees get reduced hours and reduced pay plus a portion of regular unemployment insurance benefits. Most importantly, employees continue to work and continue to get employer-offered benefits.

- ▶ 72 employers enrolled.
- ▶ 8024 employees participated.

**Employer Filed Claims:** This program allows employers to file claims on behalf of their employees. Employers feel they are assisting their employees to ease the pain of a layoff.

- ▶ In 2009, 45 employers have used the program. The previous year, 5 employers used the program.
- ▶ The heaviest usage is between Christmas and New Year's.
- ▶ Approximately 3500 to 5000 claims have been filed during this frame.

### **Extension of Benefits**

The Emergency Unemployment Compensation (EUC) program continues benefits after all eligibility for regular Unemployment Insurance (UI) is exhausted. EUC payments began in July 2008. Benefits were extended three different times by additional federal legislation. Each extension has its own set on eligibility guidelines. Eligible persons may receive up to 47 additional weeks of unemployment insurance benefits.

- ▶ For the first extension, \$136.3 million was paid for 57,262 claims.
- ▶ For the second extension, \$25.1 million was paid.

### **Additional \$25 Payments**

The federal government required all states to add \$25 every week to most claimant's unemployment benefit amount. Between February and June 2009, \$31.7 million was paid. The federal



*72 employers participated in the Voluntary Work Share Program during the past year.*



government pays these benefits, not the state UI Trust Fund.

### **Additional Federal Funding**

The federal government gave states the opportunity to receive additional federal funding to pay benefits if they expanded eligibility criteria. The federal government specified the enhancements they wanted to see. States chose the provisions they wanted to adopt. Iowa passed the following enhancements and received \$70.8 million in additional funding.

- ▶ *Training Extension Benefits.* Someone who becomes permanently unemployed may continue to receive training extension benefits under certain conditions. They must work in a declining occupation. They must be in training for a high demand or technology occupation as defined by IWD. They must be enrolled and making satisfactory progress in training to receive unemployment benefits. Participants get an additional 26 weeks in benefits after all regular benefits and federal extensions are exhausted.
- ▶ *Part-time Workers:* Part time workers may receive unemployment benefits. The law change clarified that part-time workers are not required to seek or accept full-time employment.
- ▶ *Alternate Base Period:* This provision gives an alternate way to calculate the base period for unemployment benefits. This applies where the current method of calculation makes an individual ineligible for unemployment benefits. The law moves the base period closer, by one quarter, to the date someone files for unemployment benefits.

### **Unemployment Insurance (UI) Trust Fund**

The UI program is funded through state and federal payroll taxes. These taxes are paid by employers based on a portion of workers' wages. Funds are placed in a special fund, called the UI Trust Fund. The Trust Fund can only be used to pay unemployment insurance benefits.

By the end of FY09, over 20 states depleted their Trust Funds and borrowed from the federal government. Another dozen states were at risk of insolvency. Iowa is one of a hand full of states not expected to deplete their Trust Fund and borrow from the federal government. However, Iowa is carefully watching the balance of the Trust Fund as more money goes out for benefits without a like amount being deposited in the fund.

Iowa had been on the same UI tax rate table for six years. Iowa's tax rates ranged

from 0 percent to 8 percent. Rates are recalculated every year. Employers with higher layoffs generally have a higher tax rate.

| <b>Tax Rate Comparison</b>   |             |             |             |
|--|-------------|-------------|-------------|
|  | <b>2007</b> | <b>2008</b> | <b>2009</b> |
| <b>Percent employers with UI tax rate of 0% (do not pay taxes)</b> | 46%         | 45%         | 46%         |
| <b>Percent employers with tax rate of 1% or less</b>               | 48%         | 57%         | 57%         |
| <b>Percent employers with tax rate of 8% (highest rate)</b>        | 6%          | 6%          | 6%          |
| <b>Average tax rate</b>  | 1.2%        | 1.36%       | 1.36%       |

### **Comparison of Taxes Collected and Benefits paid**

In FY09, regular benefits paid, excluding federal supplemental benefits, greatly exceeded the amount of taxes collected. This reversed the previous year's experience in FY08 when tax collections were \$10.5 million greater than benefits paid.

|                         | <b>Taxes Collected</b> | <b>Benefits Paid (State \$ Only)</b> |
|-------------------------|------------------------|--------------------------------------|
| <b>Fiscal Year 2007</b> | \$322.4 million        | \$338.8 million                      |
| <b>Fiscal Year 2008</b> | \$360.2 million        | \$349.7 million                      |
| <b>Fiscal Year 2009</b> | \$360.9 million        | \$634 million                        |

### **Accomplishments for Fiscal Year 2009**

*Debit Cards to Pay Benefits:* In August 2008, Iowa implemented the Debit Card program as another way claimants receive unemployment benefits. Debit cards eliminate lost or missing checks and assure money gets to the person when it's expected. People can access funds from ATM machines, from most merchants, and from all Visa-branded banks.

Debit cards continue to grow in popularity. Fewer people choose



*In August 2008, Iowa implemented the Debit Card program as another way claimants receive unemployment benefits*



to receive unemployment benefits via a paper check. At the end of 2009, the breakdown was as follows:

- ▶ Direct Deposit 77 percent;
- ▶ Debit Card 18 percent, and
- ▶ Paper checks 5percent.

*Disaster Unemployment Assistance (DUA):* At the beginning of July 2008, 42 counties were declared a disaster due to severe storms, tornadoes and flooding earlier in the year. People unable to work due to the disasters who were not eligible for regular unemployment benefits could file for DUA. The amount of DUA benefits paid through FY09 was \$6.7 million.

*Change in Penalty Amount for Late UI Tax Reports:* Effective January 1, 2009 the minimum penalty for filing a late quarterly tax and wage report changed. The new structure is easier and less confusing to employers.

- ▶ The minimum penalty is a flat \$35 every time a report is late.
- ▶ Previously, employers were charged \$10 for the first time they were late, \$25 for the second time and \$50 for all subsequent times.

## Labor Market & Workforce Information Division

The Labor Market and Workforce Information Division continues to develop a wide array of information that is used to describe the labor market in terms of its jobs and workers. The information is used by businesses, economic developers, educators, government planners and policy makers, grant writers, legislators, job seekers and students. Most of the information is available on the Iowa Workforce Development website, primarily through the Iowa Workforce Information Network (IWIN). Staff also provide special analyses of the information that is collected, and develop customized products that meet specific customer needs. The following descriptions highlight the products and programs that were undertaken during the past fiscal year.

**Federal/State Cooperative Programs** The Quarterly Census of Employment and Wages (QCEW) is in the midst of a national program redesign. The Current Employment Statistics (CES) Program completed its redesign early in 2009. The move away from mainframe systems to a server-based system provides for better cost efficiency, more portability and flexibility for better analysis and reporting accuracy.

*Current Employment Statistics (CES)* The program redesign created by Iowa's own Automated Current Employment Statistics (ACES) staff debuted nationally in February 2009. The new system provides analysts with a more comprehensive visual graphing capability, and facilitates the flow of data between the state, regional and national levels. The CES staff also has several tools to assist them in reviewing their monthly estimates throughout the preliminary, final and benchmark calculation processes.

*Quarterly Census of Employment and Wages (QCEW)* Iowa staff have been participating in several of the national program redesign subcommittees to provide input that will be instrumental in shaping the future of the program. The changes under consideration for the QCEW program will allow for much greater



*The CES program redesign created by Iowa's Automated Employment Statistics team debuted nationally in February 2009.*



flexibility in data analysis, and will provide many more built-in tools for editing, creating queries and publication-ready tables and graphs. This process is currently in the testing stage and is scheduled to be online by July 2011.

### **Laborsheds**

Laborshed Studies assist economic development efforts throughout the state. The studies are conducted by Iowa Workforce Development (IWD) in partnership with local development groups, utilities, community colleges, and local officials. A laborshed is defined as the area or region from which an employment center draws its commuting workers regardless of natural or political boundaries.

These studies give communities the ability to document and illustrate the characteristics of their labor force, which is an effective tool for retaining and expanding existing businesses while also attracting prospective new employers into the area. The studies include potential labor force, availability and willingness to change/enter employment, occupations, wages, benefits, commuting distances, education, advertising sources for employers, out commute/in commute, and underemployment.

In fiscal year 2009, 31 individual laborshed studies and eight regional analyses were completed. Industry-specific labor availability data was requested for business expansion and prospective recruitment for 121 different projects throughout Iowa.

*Allen Williams, Iowa Department of Economic Development, wrote acknowledging the importance of IWD's Laborshed Survey in convincing IBM there was in fact adequate IT labor supply to meet their needs. "Without IWD's help and information, I think it would have been more difficult to win the project."*

### **Workforce Needs Assessment Survey**

The Workforce Needs Assessment Survey was conducted from September 2008 through January 2009 by Iowa Workforce Development with support from the Iowa Association of Business and Industry (ABI). Employers were asked to provide information regarding both their current level of employment and their current and expected job vacancies. The goal of the survey was to collect and analyze data regarding the demand for workers and the skills required of workers in the area.



This information can be used by economic developers, government agencies, employers, and the Department of Education (DE) to guide their decision making on issues related to workforce development, vocational training, and employee recruitment. Responses to the survey were detailed in a statewide report, and 18 individual regional marketing area reports were also produced.

### **Educational Outcomes Measures**

Fifteen (15) Iowa community colleges offer postsecondary educational and training opportunities for students to assist them in becoming skilled professionals and/or to continue their higher education. Effective educational programming is always in demand as it helps support the state's economy and prosperity of Iowans.

To assist these colleges in their efforts to determine the effectiveness of their educational programs, Iowa Workforce Development provides wage data that can be used to measure the success of students in the workforce. IWD uses wage records from the state's unemployment insurance (UI) database to answer questions regarding the state's employment rate, earning levels, types of industry by gender and race, academic degrees, and types of programs. All of the wage data, as well as student records, are used for research purposes only, and are published as aggregated data to protect individuals' identities. This project was developed in cooperation with the Iowa Department of Education (DE) and Iowa community colleges.

### **Employer Database**

Iowa Workforce Development, the U.S. Department of Labor's Employment and Training Administration, and the Analyst Resource Center signed a contract with infoUSA for production of the ARC Employer Database. The contract between Iowa Workforce Development and infoUSA is for a period of three years with two possible one-year extensions.

The Employer Database is a privately collected, acquired

*Iowa was selected as one of the few states to participate in the STEM Equity Pipeline Project in November 2008.*



database containing employer information such as name, address, telephone number, contact person, and industry designation for over 12 million businesses throughout the country.

Iowa Workforce Development is responsible for the procurement and dissemination of the database to all 50 states, the District of Columbia, Puerto Rico and the Virgin Islands for use in workforce and economic development activities.

### **Career Products/Outreach**

Staff assisted with planning and preparing labor market information for several local job fairs. This service was particularly in need during the past fiscal year due to the dramatic increase in the number of unemployed Iowans. Some of the job fairs served specific groups, such as youth, veterans, or ex-offenders attempting to re-enter the labor force. Most of the job fairs were held at large venues; however, a few were held at the local Iowa Workforce Development center.

Labor market information was presented to educators and students via the ICN at Iowa Public Television. Two presentations were provided and recorded for those who were not able to participate in person. During the presentation, the audience had the opportunity to ask questions and discuss career-related topics.

A conference entitled, *21<sup>st</sup> Century Workplace Skills Experience*, was held through a collaborative effort that involved various state agencies and partners. The conference provided a professional development opportunity for educators to learn about tomorrow's careers for students, while earning Continuing Education Units (CEUs). As part of the experience, educators spent time touring central Iowa businesses, and learning firsthand about the world of work. Educators were also provided with presentations on apprenticeships, non-traditional workers, and labor market information.

Iowa was selected as one of the few states to participate in the STEM Equity Pipeline Project in November 2008. The focus of the project was to increase the gender equity knowledge of individuals who conduct professional development with the STEM-related career cluster and core curriculum teachers in the state. STEM refers to the Science, Technology, Engineering and Mathematics occupations.



A host of Iowa's educators and industry leaders will collaborate with the National Science Foundation and the National Alliance for Partnership in Equity to meet the increasing demand for the high skill/ high wage jobs in Iowa.

Staff worked with the agency's Deputy Director and Legal Counsel to establish listings of declining occupations, high tech occupations, and high demand occupations for the new Training Extension Benefits (TEB). The lists will be used to provide training opportunities and benefits to unemployed individuals who qualify for the program.

Several new publications were launched during the fiscal year:

- ▶ *Iowa's Career and Education Outlook 2006-2016* displays fast-growing occupations by educational levels.
- ▶ *Iowa's STEM Occupations* provides a listing of occupations that require significant education and training in the science, technology, engineering and mathematical occupational fields.
- ▶ *Job Search Plan and Resource Guide* is a valuable website directory for career planners and job seekers.
- ▶ *Status of the Iowa Workforce and Economy* is a monthly, one-page summary of the various economic facts and statistics prepared by the labor market information staff.

Iowa's Career and Education Outlook 2006-2016 displays fast-growing occupations by educational levels.



## **Workers' Compensation Division**

The Workers' Compensation Division has three core functions: adjudication of disputed workers' compensation claims, enforcement of compliance standards, and education of Iowans about workers' compensation law and procedures. The Commissioner oversees this division of Iowa Workforce Development. The division continued to reassess and revise its processes during FY09 in order to provide more prompt adjudication and effective compliance enforcement. The division has also invested significant time to map our processes to prepare for much needed technological advances. The Workers' Compensation Division staff continued an emphasis on providing statewide educational presentations to assist businesses and workers understand our state's workers' compensation laws. In addition, the division continually strives to update the website which provides information to thousands of visitors.

The deputy commissioners conducted 632 contested case hearings and issued 508 decisions. The average time for a case to remain pending from the date of the initiating petition until issuance of the decision was reduced from 475 to 437 days. The average time from hearing to decision was increased from 53 to 56 days

Annual reports showing claim adjusting actions were required to be filed via Electronic Data Interchange (EDI) protocols. The division once again continued to focus increased compliance enforcement by actively enforcing the requirements for filing first reports of injury.

### **Hearing-Level Adjudication**

Adjudication occurs when a dispute arises over an employee's entitlement to benefits. Most injury claims are resolved without adjudication. Annually, nearly 20,000 injuries are reported, however, in FY09 only 4,358 petitions for benefits were filed.

Workers' Compensation adjudication procedures resemble those used in the district court for non-injury cases. An injured worker files a petition seeking benefits. A period for preparing the case for hearing through motions, discovery and investigation follows. The twelve deputy commissioners conduct hearings to decide claims in Des Moines or one of eleven other cities around the state. The average time from the date of hearing to the date the decision was issued is 56 days.



*The average time from the date of hearing to the date the decision was issued is 56 days.*



Case inventories and waiting time had been increasing regularly prior to FY03. At the end of FY02 the inventory was 6,579 cases, the time for resolution averaged 651 days and the time from hearing to decision averaged 75 days. Rules that govern preparing cases for hearing and scheduling hearings were amended in FY05. The time consumed to resolve cases is directly related to the size of the inventory and number of staff. Further improvement is expected as the staff continues to reduce the existing inventory.

### **Appeal-Level Adjudication**

Any party dissatisfied with a deputy commissioner's decision can appeal to the commissioner for a de novo review of the case. The large number of decisions at the hearing level produced a large number of appeals. Staff that formerly assisted the commissioner with appeals was shifted in 2003 to hearing-level adjudication so fewer people would be impacted by delay. Nevertheless, with the assistance of members of the deputy commissioner staff, the average monthly inventory of pending appeal cases increased in FY09 from 161 to 163.

### **Compliance**

Compliance administrators monitor injury and claim payment reporting, acting as ombudsmen. They responded to 22,131 requests for information about workers' compensation law and reviewed 4,496 settlements for approval. As time allows, the division of workers' compensation coordinates with the Division of Labor to enforce proof of coverage compliance. Injury and claim payment data is reported to the agency using the Electronic Data Interchange (EDI) protocol. In the future, the EDI database will be used to monitor claim payment practices as part of the compliance plan.

### **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 appeal decisions and access to the hearing schedule. The

division issues publications that disseminate information about workers' compensation law and procedures at meetings, conferences or seminars for attorneys, insurance personnel, employee groups and employer groups.

| Average Days from Petition to Decision |        |
|--|--------|
| Fiscal Year                            | Number |
| 2003                                   | 620    |
| 2004                                   | 617    |
| 2005                                   | 607    |
| 2006                                   | 569    |
| 2007                                   | 502    |
| 2008                                   | 473    |
| 2009                                   | 437    |

| Average Days from Hearing to Decision |        |
|---------------------------------------|--------|
| Fiscal Year                           | Number |
| 2003                                  | 58     |
| 2004                                  | 52     |
| 2005                                  | 50     |
| 2006                                  | 73     |
| 2007                                  | 75     |
| 2008                                  | 53     |
| 2009                                  | 56     |

### **AMA Task Force**

The AMA Guide task force was formed to decide if Iowa will continue to use the Fifth Edition of the AMA Guides to the Evaluation of Permanent Impairment or start using the new Sixth Edition. The task force recommended staying with the fifth edition. The Iowa Task Force report has been utilized by several other states and will be presented to the US Congress.

### **Electronic System**

The Division of Workers' Compensation has received funding for the implementation of an electronic compliance and litigation system. The system is scheduled for completion in July 2010.

### **Enforcement**

The Division of Workers' Compensation has increased its focus on requirements to file First Reports of Injury and assessing \$1,000.00 fines for failure to do so. Beginning to enforce 86.13A assessments for late commencement of benefits through the compliance division.

## Labor Services Division

The Labor Services Division provides numerous services to the citizens and businesses of Iowa. Continued emphasis on education and compliance with health and safety regulations by Iowa businesses and better targeting of OSHA enforcement activities to high incidence rate industries allows Iowa to continually reduce the number of accidents and illnesses in the state. As Iowa OSHA continues to streamline and target education and enforcement efforts, we look forward to substantial decreases in the number of accidents and deaths during the next few years.

The Labor Services Division also is responsible for ensuring the safety of Iowans through amusement ride permits and inspections and elevator and boiler permits and inspections. There were no serious injuries reported from fiscal year 1995 through fiscal year 2007 as a result of boiler or pressure vessel accidents.

Voluntary Protection Programs promote effective worksite-based safety and health programs through partnerships with management, labor and OSHA. An organization receiving VPP status is recognized for the outstanding commitment to workplace safety and health.

Building a culture of safety provides an economic benefit to employers and employees across the state. Organizations who support workplace health and safety initiatives develop healthier, more productive employees. This in turn decreases accidents and illnesses on the job and decreases workers' compensation costs.

### **Elevator Safety Board and Boiler and Pressure Vessel Board**

During Fiscal Year 2009, the volunteer members of the Elevator Safety Board and the Boiler and Pressure Vessel Board enhanced safety for Iowans. The elevator board finalized new rules governing construction personnel hoists. Both boards must perform a thorough review of all relevant rules every three years, and during FY 2009 the board members worked to adopt the



*For the calendar year 2009 fatalities in OSHA covered work place fell from 29 in 2008 to 15 in 2009.*



changes identified during the reviews.

During Fiscal Year 2008, the elevator board made a controversial decision to treat lifts in wind towers as elevators. During FY 2009, the board followed through with administrative rules concerning wind tower elevators; and, other organizations across the country followed the board's lead by treating the wind tower equipment as elevators.

The boards' proactive positions are an asset to the safety of Iowans and to the Division of Labor.

### **OSHA Statistics Improve**

A report from the Bureau of Labor Statistics show Iowa work place accident and illness fell from 5.5 per hundred workers to 5.0 for the year 2008. The most current year statistics are available. For the calendar year 2009 fatalities in OSHA covered work place fell from 29 in 2008 to 15 in 2009.

While no one thing can be pointed to that made these improvements there are several organizations that ought to take pride in helping make the improvement. Iowa OSHA Consultation, Iowa OSHA Enforcement, Master Builders Inc. Safety Program, A.B.C. Safety Program, VPP Partnerships, Iowa OSHA Advisory Board, and all the Iowa Company's and unions who have a active safety and health program.

### **New Child Labor Laws**

As of July 1, 2009 up to \$10,000 in civil penalties may be issued to employers who are in violation of the Iowa Child Labor Laws. Also, if criminal violations are found, charges can now be brought as serious misdemeanors instead of simple misdemeanors against both employers and parents. The law also added new proof of ages that are acceptable for issuing officers of work permits to accept, including some federal government documents like alien registration cards.

### **Iowa OSHA Consultation & Education Receives an OSCAR**

Iowa's OSHA Consultation and Education team recently the coveted OSCAR– On Site Consultation Achievement Recognition – Award for outstanding work performed during Iowa's 2008 floods. U.S. Department of Labor OSHA Regional Administrator Charles

Adkins submitted the award nomination for Iowa's team. In his nomination, Adkins noted that Iowa's OSHA team conducted a number of health and safety outreach



efforts concentrated in Cedar Rapids and in Iowa City where twenty building and utility tunnels were flooded on the University of Iowa campus.

The primary goal of Iowa's OSHA Consultation and Education team is to reduce the incidence of injury or illness to workers by enhancing the ability to identify and control safety and health hazards. Employers can learn about potential hazards at their worksites and improve their occupational safety and health management systems by using the free consultation services. This service is delivered by the State of Iowa using well trained professional staff. Most consultations take place on-site, though limited services away from the worksite are available.

This separate program is confidential and no citations or penalties are proposed or issued.

*Iowa OSHA  
Consultation  
wins an  
OSCAR.*

### **Task Force on Dependent Adults with Mental Retardation**

Governor Culver enacted Executive Order No. 11 on February 17, 2009 in light of the mentally retarded men found living in the bunkhouse in Atalissa Iowa and working for subminimum wages at West Liberty Foods d/b/a Henry's Turkey Service. The Task Force was charged with developing recommendations pertaining to the protection and caretaking of vulnerable Iowans.

Gail Sheridan-Lucht was appointed to the Task Force for the Labor Commissioner and attended a series of meetings beginning in February of 2009 which culminated in a Final Report issued in April. The Task Force continues to meet quarterly to implement the recommendations outlined in the Final Report and to update the public on SF 484, which was a new law that went into effect in July 2009.

In addition to the Task Force work, the Division of Labor issued civil penalties to Henry's Turkey Service as a result of the Atalissa situation in the amount of \$900,000.00 on May 29, 2009. The trial of that matter is set for April of 2010.



**Amusement Ride Safety Program**

|             |       |
|-------------|-------|
| Inspections | 4,432 |
|-------------|-------|

**Boiler Safety Program**

|                   |       |
|-------------------|-------|
| State Inspections | 4,181 |
|-------------------|-------|

|                     |        |
|---------------------|--------|
| Private Inspections | 21,186 |
|---------------------|--------|

|                   |        |
|-------------------|--------|
| TOTAL INSPECTIONS | 25,367 |
|-------------------|--------|

**Elevator Safety Program**

|                    |       |
|--------------------|-------|
| Annual Inspections | 5,436 |
|--------------------|-------|

|                   |     |
|-------------------|-----|
| Other Inspections | 483 |
|-------------------|-----|

|                   |       |
|-------------------|-------|
| TOTAL INSPECTIONS | 5,919 |
|-------------------|-------|

|                       |       |
|-----------------------|-------|
| 3rd Party Inspections | 2,409 |
|-----------------------|-------|

|                      |   |
|----------------------|---|
| Chapter 89A Remedial | 0 |
|----------------------|---|

**Construction Contractor Registration**

|                      |       |
|----------------------|-------|
| Registrations Issued | 9,658 |
|----------------------|-------|

|                  |    |
|------------------|----|
| Citations Issued | 41 |
|------------------|----|

**Professional Athletic Program**

|          |     |
|----------|-----|
| Licenses | 112 |
|----------|-----|

**Asbestos Program**

|                 |       |
|-----------------|-------|
| Licenses Issued | 1,349 |
|-----------------|-------|

|                |    |
|----------------|----|
| Permits Issued | 74 |
|----------------|----|

**Wage Payment Program**

|                      |       |
|----------------------|-------|
| Wage Claims Received | 1,053 |
|----------------------|-------|

|                     |       |
|---------------------|-------|
| Wage Claims Settled | 1,057 |
|---------------------|-------|

|                  |           |
|------------------|-----------|
| Amount Collected | \$167,644 |
|------------------|-----------|

**Child Labor Program**

|               |    |
|---------------|----|
| Claims Closed | 10 |
|---------------|----|

|                     |       |
|---------------------|-------|
| Work Permits Issued | 6,611 |
|---------------------|-------|

**Second Injury Fund**

|                  |           |
|------------------|-----------|
| Amount Collected | \$885,600 |
|------------------|-----------|

**IOSH Consultation Activities**

|                    |     |
|--------------------|-----|
| Education Seminars | 182 |
|--------------------|-----|

|                  |    |
|------------------|----|
| Ten-Hour Classes | 61 |
|------------------|----|

|            |       |
|------------|-------|
| Attendance | 1,196 |
|------------|-------|

|                         |     |
|-------------------------|-----|
| Consultations Conducted | 403 |
|-------------------------|-----|

|                   |        |
|-------------------|--------|
| Employees Covered | 18,789 |
|-------------------|--------|

|                            |       |
|----------------------------|-------|
| Serious Hazards Identified | 1,727 |
|----------------------------|-------|

**Voluntary Protection Program (VPP)**

|                   |    |
|-------------------|----|
| Active Facilities | 40 |
|-------------------|----|

|                     |   |
|---------------------|---|
| Inactive Facilities | 0 |
|---------------------|---|

|                |   |
|----------------|---|
| New Facilities | 3 |
|----------------|---|

**OSHA Enforcement Inspections**

|                      |    |
|----------------------|----|
| Accident Inspections | 22 |
|----------------------|----|

|                       |    |
|-----------------------|----|
| Complaint Inspections | 98 |
|-----------------------|----|

|                     |     |
|---------------------|-----|
| General Inspections | 407 |
|---------------------|-----|

|                      |     |
|----------------------|-----|
| Referral Inspections | 139 |
|----------------------|-----|

|                       |   |
|-----------------------|---|
| Follow-Up Inspections | 8 |
|-----------------------|---|

|                           |     |
|---------------------------|-----|
| Other Related Inspections | 361 |
|---------------------------|-----|

|                   |       |
|-------------------|-------|
| TOTAL INSPECTIONS | 1,035 |
|-------------------|-------|

**OSHA Violations Issued**

|                    |       |
|--------------------|-------|
| Serious Violations | 1,520 |
|--------------------|-------|

|                    |    |
|--------------------|----|
| Willful Violations | 26 |
|--------------------|----|

|                   |    |
|-------------------|----|
| Repeat Violations | 68 |
|-------------------|----|

|                  |     |
|------------------|-----|
| Other Violations | 519 |
|------------------|-----|

|                             |   |
|-----------------------------|---|
| Failure to Abate Violations | 8 |
|-----------------------------|---|

|                  |       |
|------------------|-------|
| TOTAL VIOLATIONS | 2,141 |
|------------------|-------|

**OSHA Penalties Proposed**

|                   |             |
|-------------------|-------------|
| Serious Penalties | \$1,408,755 |
|-------------------|-------------|

|                   |           |
|-------------------|-----------|
| Willful Penalties | \$199,500 |
|-------------------|-----------|

|                  |           |
|------------------|-----------|
| Repeat Penalties | \$160,070 |
|------------------|-----------|

|                 |           |
|-----------------|-----------|
| Other Penalties | \$195,480 |
|-----------------|-----------|

|                            |           |
|----------------------------|-----------|
| Failure to Abate Penalties | \$993,000 |
|----------------------------|-----------|

|                 |             |
|-----------------|-------------|
| TOTAL PENALTIES | \$2,956,805 |
|-----------------|-------------|



### Distribution of Employment and Work-Related Deaths by Industry

| <u>Industry</u>                    | <u>Employment</u> |                | <u>Work-Related Deaths</u> |                |
|------------------------------------|-------------------|----------------|----------------------------|----------------|
|                                    | <u>Number</u>     | <u>Percent</u> | <u>Number</u>              | <u>Percent</u> |
| <b>Total Private Sector</b>        | <b>1,254,897</b>  | <b>84.2%</b>   | <b>87</b>                  | <b>93.5%</b>   |
| Ag, Nat. Res. & Mining             | 17,605            | 1.2%           | 29                         | 31.2%          |
| Construction                       | 73,026            | 4.9%           | 19                         | 20.4%          |
| Manufacturing                      | 227,403           | 15.3%          | 6                          | 6.5%           |
| Transportation & Public Utilities  | 59,205            | 3.9%           | 9                          | 9.7%           |
| Information                        | 33,392            | 2.3%           | 0                          | 0.0%           |
| Wholesale Trade                    | 68,971            | 4.6%           | 5                          | 5.3%           |
| Retail Trade                       | 178,173           | 12.0%          | 3                          | 3.2%           |
| Fin, Ins, Real Est, Other Services | 597,122           | 40.1%          | 6                          | 6.5%           |
| <b>Total Public Sector</b>         | <b>235,720</b>    | <b>15.8%</b>   | <b>6</b>                   | <b>6.5%</b>    |
| <b>GRAND TOTAL</b>                 | <b>1,490,617</b>  | <b>100%</b>    | <b>93</b>                  | <b>100%</b>    |

*IOSH conducted 1,035 inspections for the year.*

### Work Related Employee Fatalities by Cause of Death

| <u>Cause of Death</u>    | <i>Conditions Subject to<br/>IOSH/OSHA Inspections<br/>&amp; Standards</i> |                | <i>Conditions Not Subject<br/>to IOSH/OSHA<br/>Inspections &amp; Standards</i> |                |
|--------------------------|--|----------------|--|----------------|
|                          | <u>Number</u>  | <u>Percent</u> | <u>Number</u>  | <u>Percent</u> |
| Assaults & Violent Acts  | 0  | 0.0%           | 6  | 9.4%           |
| Falls                    | 6  | 35.3%          | 3  | 4.2%           |
| Crushing Injuries        | 5  | 17.2%          | 6  | 9.4%           |
| Struck By/Against Object | 5  | 17.2%          | 7  | 10.9%          |
| Highway Transportation   | 0  | 0.0%           | 37   | 57.8%          |
| Caught in Equipment      | 0  | 0.0%           | 2  | 3.1%           |
| Electrocution            | 2  | 6.9%           | 0  | 0.0%           |
| Suffocation              | 3  | 10.3%          | 0  | 0.0%           |
| Non-Highway              | 7  | 24.2%          | 3  | 4.7%           |
| <b>TOTAL</b>             | <b>29</b>  | <b>100.0%</b>  | <b>64</b>  | <b>100.0%</b>  |

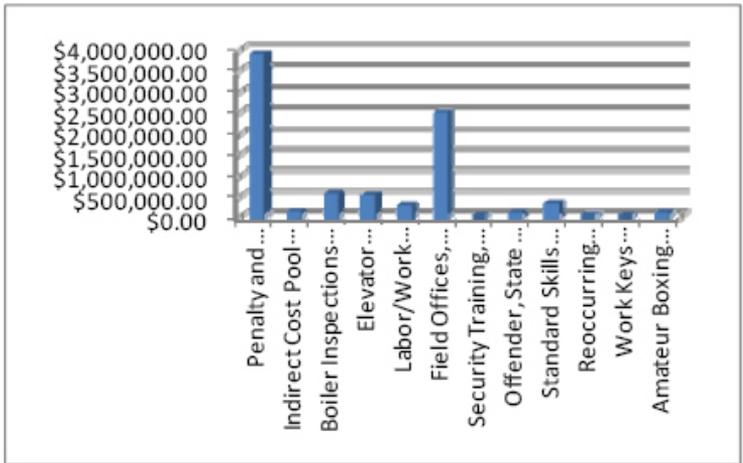


**AGENCY FINANCIALS STATE FISCAL YEAR 2009 (July 1, 2008 to June 30, 2009)**

| <b>Beginning Cash Balance</b>               | <b><u>FY 2009</u></b>        | <b><u>FY 2008</u></b>        |
|---|------------------------------|------------------------------|
| Penalty and Interest Funds                  | \$3,033,619.20               | \$2,913,086.42               |
| Indirect Cost Pool                          | \$109,901.22                 | \$108,069.62                 |
| Boiler Inspections                          | \$514,513.46                 | \$356,203.28                 |
| Elevator Inspections                        | \$381,090.64                 | \$415,813.12                 |
| Labor Programs, State Appropriations        | \$451,516.49                 | \$410,467.34                 |
| Field Offices, State Appropriations         | \$967,876.52                 | \$427,146.30                 |
| Laborshed and Labor Surveys                 | \$0.00                       | \$205,575.15                 |
| Reoccurring Maintenance                     | \$50,803.91                  | \$30,975.89                  |
| Work Keys                                   | \$9,684.42                   | \$0.00                       |
| Trade Expansion Act Benefit Funds           | \$0.00                       | -\$900.04                    |
| WDC Major Program Funds                     | \$0.00                       | \$132,611.23                 |
| WDC Other Funds                             | \$0.00                       | \$80,109.27                  |
| Amateur Boxing Funds                        | \$76,051.83                  | \$79,639.02                  |
| Food Stamp Allowance Funds                  | \$0.00                       | \$13.29                      |
| Wage Payment Collection Funds               | <u>\$0.00</u>                | <u>\$0.00</u>                |
|   | <b>\$5,595,057.69</b>        | <b>\$5,158,809.89</b>        |
| <b>PLUS REVENUES</b>                        |                              |                              |
| General Fund Appropriations                 | \$21,893,458.99              | \$14,638,076.00              |
| General Fund Appropriations Carried Forward | \$0.00                       | \$0.00                       |
| Federal Support                             | \$82,658,763.06              | \$71,234,472.41              |
| Intra State Transfers                       | \$14,214,696.98              | \$14,651,348.80              |
| Taxes Collected                             | \$1,684,913.79               | \$1,679,199.54               |
| Refunds and Reimbursements                  | \$728,341.52                 | -\$1,685.21                  |
| Local Governments                           | \$174,997.50                 | \$0.00                       |
| Interest                                    | \$4,019,209.48               | \$5,985,520.58               |
| Fees, Licenses and Permits                  | \$2,158,893.11               | \$2,005,798.38               |
| Reoccurring Maintenance                     | <u>\$0.00</u>                | <u>\$35,656.52</u>           |
|   | <b>\$127,533,274.43</b>      | <b>\$110,228,387.02</b>      |
| <b>MINUS EXPENDITURES</b>                   |                              |                              |
| Personal Services                           | \$51,617,794.63              | \$48,464,305.75              |
| Indirect, Cost Pools and other              | \$12,957,468.34              | \$10,552,861.55              |
| Building and other rental expenses          | \$2,209,088.24               | \$2,171,282.30               |
| Training Payments                           | \$3,862,540.37               | \$7,976,684.48               |
| Travel and Subsistence                      | \$871,499.74                 | \$919,149.04                 |
| Supplies and Materials                      | \$1,854,382.03               | \$1,300,285.27               |
| Contractual Services                        | \$40,280,846.51              | \$26,446,788.27              |
| Equipment and Repairs                       | \$1,159,374.73               | \$1,524,283.21               |
| IWD IT and other Intra-Transfers            | \$7,273,026.96               | \$6,843,715.67               |
| Communications                              | \$1,074,923.69               | \$799,992.42                 |
| ITD Reimbursements                          | \$159,615.98                 | \$415,772.96                 |
| Other Expenses                              | \$1,028,873.31               | \$663,477.64                 |
| Licenses, Permits and Refunds               | \$10,021.61                  | \$1,300,885.36               |
| State Aids and Credits                      | \$501,508.24                 | \$412,655.30                 |
|   | <b>\$124,860,964.38</b>      | <b>\$109,792,139.22</b>      |
| <b>EQUALS ENDING CASH BALANCE</b>           | <b><u>\$8,267,367.74</u></b> | <b><u>\$5,595,057.69</u></b> |

**STATE FISCAL YEAR 2009 (July 1, 2008 to June 30, 2009)**

| <b>ENDING CASH BALANCES BY FUND</b>              | <b>FY 2009</b>        | <b>FY 2008</b>        |
|--|-----------------------|-----------------------|
| Penalty and Interest Funds                       | \$3,879,252.12        | \$3,033,619.20        |
| Indirect Cost Pool                               | \$114,717.62          | \$109,901.22          |
| Boiler Inspections                               | \$546,863.21          | \$514,513.46          |
| Elevator Inspections                             | \$514,538.13          | \$381,090.64          |
| Labor/Work Comp Programs, State Appropriations   | \$256,150.14          | \$451,516.49          |
| Field Offices, State Appropriations              | \$2,473,450.99        | \$967,876.52          |
| Security Training, State Appropriations          | \$2,700.67            | \$0.00                |
| Offender, State Appropriations                   | \$75,972.28           | \$0.00                |
| Standard Skills Assessment, State Appropriations | \$303,290.58          | \$0.00                |
| Reoccurring Maintenance                          | \$15,953.30           | \$50,803.91           |
| Work Keys  | \$11,577.92           | \$9,684.42            |
| Amateur Boxing Funds                             | \$72,900.78           | \$76,051.83           |
|  | <b>\$8,267,367.74</b> | <b>\$5,595,057.69</b> |



STATE FISCAL YEAR 2009 (July 1, 2008 to June 30, 2009)

PROGRAM EXPENDITURES

|  |                         |                         |
|--|-------------------------|-------------------------|
| Unemployment Insurance                               | \$26,705,945.32         | \$23,021,677.43         |
| Workforce Investment Act (WIA)                       | \$29,393,298.38         | \$17,694,470.69         |
| Temporary Assistance for Needy Families              | \$14,113,755.85         | \$14,493,924.71         |
| Employment Services, Wagner Peyser                   | \$5,943,053.71          | \$7,091,684.62          |
| Employment Services, Reed Act                        | \$0.00                  | \$3,786,509.89          |
| Trade Adjustment Assistance - TAA, ATAA and TRA      | \$7,792,442.20          | \$10,875,382.64         |
| Field Office, General Fund, Revolving Interest, misc | \$17,323,272.82         | \$12,487,145.03         |
| Labor Survey Receipt,Expenses                        | \$322,196.90            | \$348,634.82            |
| Division of Labor Services, OSHA/BLS Federal Funds   | \$2,452,305.10          | \$2,404,631.88          |
| Division of Labor Services, General Fund & misc      | \$3,662,472.27          | \$3,384,036.47          |
| Boiler Inspections                                   | \$796,626.42            | \$621,255.82            |
| Elevator Inspections                                 | \$920,866.46            | \$888,080.66            |
| Reed Act, Tax Redesign                               | \$2,519,593.53          | \$1,571,886.48          |
| Worker's Compensation, General Fund, misc receipts   | \$3,443,377.37          | \$3,373,518.77          |
| BLS Labor Force Statistics                           | \$2,438,140.52          | \$2,681,531.20          |
| Disabled Veterans' Outreach Program (DVOP)           | \$1,328,388.63          | \$1,229,758.85          |
| Local Veterans' Employment Program (LVER)            | \$130,243.52            | \$150,935.08            |
| North Carolina ALMIS                                 | \$651,051.45            | \$553,414.64            |
| Disability Program - Navigator                       | \$596,880.13            | \$595,667.16            |
| WOTC   | \$245,449.76            | \$217,155.74            |
| Food Stamps  | \$146,336.47            | \$152,789.42            |
| New Iowan's Centers, Appropriations                  | \$152,167.97            | \$165,997.86            |
| New American's Center, Federal                       | \$0.00                  | \$310,316.41            |
| Child Support Enforcement                            | \$5,510.00              | \$4,350.00              |
| Labor Certification for Alien Workers                | \$60,540.63             | \$68,397.68             |
| Penalty and Interest (P & I) Funds                   | \$1,303,160.19          | \$1,177,012.58          |
| Admin. Indirect Cost Pool                            | \$7,441.33              | -\$1,685.21             |
| Work Keys  | \$85,227.35             | \$134,971.95            |
| Workforce Board General Fund Appropriations          | \$12,280.74             | \$6,361.26              |
| Athletic Commission                                  | \$58,961.15             | \$52,891.67             |
| Disaster Unemployment Assistance (DUA)               | \$115,781.67            | \$10,043.66             |
| Reoccurring Maintenance                              | \$41,274.05             | \$35,457.64             |
| Social Security Administration                       | \$195,063.53            | \$164,387.47            |
| Youth Services Program                               | \$76,455.75             | \$39,544.25             |
| Worker Profiling                                     | \$22,000.00             | \$0.00                  |
| Standard Skills Assessment, General Fund             | \$100,439.42            | \$0.00                  |
| Offender Program General Fund                        | \$88,658.72             | \$0.00                  |
| Security Training, General Fund                      | \$10,557.33             | \$0.00                  |
| Layoff Aversion Grant                                | \$30,869.18             | \$0.00                  |
| WIA, ARRA Funds                                      | \$1,551,777.93          | \$0.00                  |
| Employment Services, Wagner Peyser, ARRA             | \$17,100.63             | \$0.00                  |
| Other Programs                                       | \$0.00                  | \$0.00                  |
|  | <b>\$124,860,964.38</b> | <b>\$109,792,139.22</b> |

## NOTES



## NOTES

# Equal Opportunity Employer/Program

Auxiliary aids and services available upon request to individuals with disabilities.

IOWA WORKFORCE DEVELOPMENT

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