



Achieving Results for Iowans

Fiscal Year 2000 Annual Report
Iowa Workforce Development

Vision: Iowa Workforce Development envisions a future where Iowa has safe workplaces, a productive and economically secure workforce, and where Iowans are prepared for an ever-changing future.

Mission: Iowa Workforce Development will provide quality, customer driven services that support prosperity, productivity and safety for Iowans.

Guiding Principles:

- Integrity
- Results/Outcome Orientation
- Collaboration and Partnership
- Data-Based Decisions
- Long-Term Thinking
- Manage Diverse Resources
- Honor and Respect Diversity
- Leadership in the New Economy
- Customer Focus
- Model the Characteristics of a High-Performance Workplace

From the Director



I am pleased to present the fiscal year 2000 (July 1, 1999-June 30, 2000) accomplishments of Iowa Workforce Development (IWD). This report contains valuable information about the results Iowa Workforce Development and its partners achieved during fiscal year 2000 for Iowans in the area of workforce development. It is designed in cooperation with Gov. Vilsack's initiatives to reconnect Iowans with their government and to make state government more accountable to Iowans.

IWD implemented a number of initiatives during the year designed to improve our accountability to the citizens of Iowa. A few of these initiatives include:

- Reorganization of the department to reduce the number of divisions from seven to six thereby streamlining administrative operations.
- Conversion of an antiquated dual accounting system to the state of Iowa's financial accounting system to enhance the integrity of our financial accounting and reporting.
- Creation of an internal Labor-Management Committee to foster good labor-management relations and a culture of employee empowerment.
- Completion of the state of Iowa's Excellence Assessment and Improvement Plan, based on the national Malcolm Baldrige Quality Awards standards, to evaluate and improve the department's management procedures.

We invite all citizens and businesses in Iowa to join with Iowa Workforce Development and its partners to assist in the achievement of Gov. Vilsack's goals of more Iowans, younger Iowans and better paid Iowans.

Sincerely,

A handwritten signature in black ink that reads "Richard V. Running". The signature is written in a cursive, flowing style.

Richard V. Running
Director, Iowa Workforce Development

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Iowa's Labor Force

Iowa's already tight labor market grew even tighter in 1999 with the unemployment rate at a record low average of 2.5 per cent, the lowest yearly average ever reported in Iowa and lowest in the country. The yearly average for unemployed Iowans was a mere 40,100, another record low, while the number of employed Iowans was 1,534,100.

There may be some indication of a softening in the economy as the unemployment rate edged up by October 2000. More layoffs were reported for this period compared to the previous year.

Persistent labor shortages have resulted in a call to increase immigrant populations coming to the state, along with efforts to keep new college graduates within the state's borders and lure former Iowans back home.

Iowa's economy is expected to generate more than 56,700 jobs annually for at least the next five years. At the same time, Iowa's citizens are getting older and the population growth rate is slowing. These factors, combined with a high workforce participation rate for women and youth, exacerbate the continued worker shortage.

Iowa Workforce Development is collaborating at the local, state and national levels to address this shortage. With the establishment of 16 one-stop regional workforce centers across the state, IWD, along with its partner organizations, delivers training, skills assessment, career counseling, résumé writing and a variety of other products and services to employers, job seekers, students, economic developers and other community stakeholders. Fifty-five other permanent and intermittent satellite offices ensure programs are available in all 99 Iowa counties.



Iowa Workforce Development (IWD) strives to improve the income, productivity and safety of all Iowans. In conjunction with state and local economic development efforts, IWD also assists businesses to fulfill their workforce needs. Primary IWD services are:

- Placement of people in jobs and assistance to employers with recruiting qualified workers.
- Training services for low-income and disadvantaged Iowans.
- Worker protection and safety through workplace inspections, consultation and education services to businesses and workers.
- Temporary income support and replacement for persons who have lost their job through no fault of their own.
- Tax collection to support the unemployment insurance system.
- Information services for business, schools, individuals, economic developers, and government to allow them to make informed choices about careers, expansions, wage levels, etc.
- Workers' compensation benefits and entitlements and adjudication of support issues for workers who have been injured on the job.

Iowa Workforce Development is a department within the executive branch of Iowa state government. It was established in 1996 by Iowa Code Chapter 84A. At that time the Department of Employment Services and portions of the departments of Economic Development and Human Rights were merged into a new department with the purpose of administering the laws of Iowa relating to unemployment compensation insurance, job placement and training, employment safety, labor standards, and workers' compensation.

Under Richard Running's direction, the department has been reorganized into six divisions: Administrative Services, Labor Services, Policy and Information, Unemployment Insurance, Workers' Compensation, and Workforce Development Center Administration. The purpose of the reorganization was to streamline operations, focus more attention on services to our customers and continuously improve our products and services.

A board of directors appointed by the governor oversees the department, except for the divisions of Labor Services, Workers' Compensa-

tion and Unemployment Insurance. The board consists of major customer groups, including employers and labor organizations. In addition, the Iowa Workers' Compensation Advisory Council, Inc. advises the Workers' Compensation Division.

IWD is a proactive, customer-driven organization. IWD employees are committed to providing quality services to all Iowans. Our culture is changing; more decisions are being made at the local level rather than the state level. Department management is stressing open and honest communications to make this transition as smooth as possible for our employees and partners.

IWD provides services through a statewide delivery system developed in conjunction with our workforce development partners. IWD maintains a network of local centers within 16 regions of Iowa. Each region has a regional one-stop center with a network of permanent and intermittent satellite offices. Multiple workforce partners, including nonprofit organizations, the Department of Human Services, the Division of Vocational Rehabilitation, and community colleges, share many centers. In September 1999 unemployment claims services were consolidated into one call center, located at 150 Des Moines Street, Des Moines.

Through a comprehensive Web site, the

department provides major services, such as job placement services, basic service information and labor market information, 24 hours a day, seven days a week.

In fiscal year 2000, IWD had 850 employees working in two administrative offices in Des Moines and 71 regional one-stop centers and satellite offices serving all 99 Iowa counties. Two unions, the American Federation of State, County and Municipal Employees and Iowa United Professionals, represent the department's employees.

The Workers' Compensation Division is converting to electronic data interchange (EDI) protocols to simplify the process of data exchange for major customers and create a "paperless" system to meet customer needs and improve system efficiency. Beginning July 1, 2001, the EDI system will be fully operational.

The department is responsible for the administration of state and federal statutes related to workforce and workplace issues. State and federal Occupational, Safety and Health Act administration and administration of workers' compensation laws are located within the department. IWD's emphasis is on voluntary compliance through education and preventive services rather than increased enforcement, fines and penalties.



Achieving Results for Iowans

Customer Satisfaction Results

The state of Iowa has a state ombudsman (SO) who handles complaints from citizens concerning all state departments. In 1999, less than 1 percent of all complaints received by the SO dealt with Iowa Workforce Development and its services. Both the number of complaints related to the department and its percentage of total complaints have declined from 1996 to 1999.

Customer comment cards also are available in each IWD office. During fiscal year 2000, customers indicated the following:

- 20 percent were first-time visitors to an IWD office.
- Most visitors' purpose was to file a job insurance claim (34 percent) or receive job placement assistance (40 percent).
- 88 percent indicated they received the information or service they requested.
- 88 percent rated office procedures as very good or good.
- 80 percent rated staff knowledge as very good or good.
- 72 percent rated their overall experience as very good or good.

Comment cards are tracked and suggestions for improvements are reviewed on a regular basis to improve the department's products and services.

Product and Service Results

Iowa Workforce Development provides a wide range of products and services to a large number of Iowans each year. On average:

- 16,877 employers submitted 52,379 requests to fill 123,870 job openings.
- Of those 123,870 job openings, more than 80 percent (101,465) were for full-time employment.
- 1,268 employers representing 3,164 locations were eligible for the Work Opportunity Tax Credit for hiring disadvantaged workers.
- 205 employers submitted 539 requests to fill job openings using IWD's new skill-based job matching Web site.

IWD-Related Complaints and Requests Processed by State Ombudsman's Office

Calendar Year	Complaints to State Ombudsman (Had Jurisdiction)	Complaints to State Ombudsman (No Jurisdiction)	Information/Referrals	Other	Total	Percentage of All Complaints Received
1999	28	0	10	10	48	0.9%
1998	42	0	27	0	69	1.4%
1997	32	0	22	1	55	1.2%
1996	42	1	17	0	60	2.0%

- 532 employers submitted 4,802 requests to fill job openings directly on America's Job Bank.
- 749 Welfare-to-Work participants were placed in full- and part-time employment.
- 280 employers were eligible to receive subsidies for hiring.
- 145 employers received reimbursement through the Workforce Investment Act or Welfare-to-Work to train 270 workers on the job.
- 58 percent of Iowa businesses rely on IWD for advice or assistance regarding employment of immigrants (RSM McGladrey survey).
- 204 employers received reimbursement through the Work Experience Program to hire 303 formerly unemployed workers.
- 5,855 Iowans received department approved training (college or trade school) after being laid off.
- 250,000 Iowans used job placement services and received unemployment insurance benefits annually when they lose their job through no fault of their own.
- 30,000 Iowans received medical and income assistance through workers' compensation.
- 1,354 visitors viewed more than 44,000 pages on the IowaJobs Web site EVERY DAY.
- More than 1.1 million Iowans are provided healthy, safe workplaces through the enforcement of Iowa's occupational health and safety laws.

The results IWD achieved in fiscal year 2000 are shown below in six categories: job place-

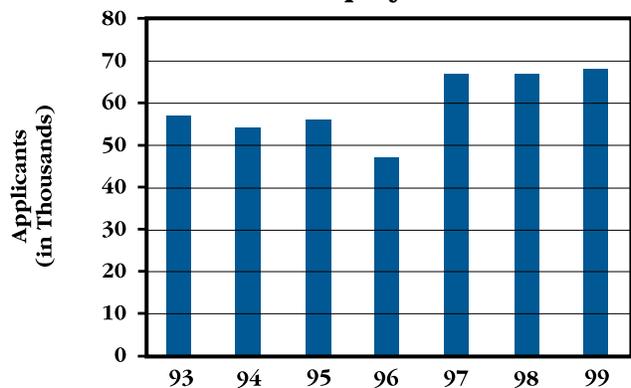
ment; unemployment insurance; labor services; job training; and workers' compensation.

Job Placement

One of IWD's primary functions is to assist with job placement for both applicants and businesses. While the number of job applicants has declined as the unemployment rate has decreased and the economy has improved, the number and percentages of Iowans placed in employment have increased since fiscal year 1993.

By working with Iowa businesses, IWD has steadily increased the average wage paid for job openings filled for Iowa businesses, providing Iowans with higher paying employment options.

Job Applicants Placed in Employment



Job Openings by Iowa Businesses and Average Wage of Job Openings Filled

Program Year	Total Job Openings	Average Hourly Wage of Job Openings Filled
1993	118,432	NA
1994	136,470	NA
1995	138,284	NA
1996	120,876	\$7.30
1997	129,573	\$7.75
1998	131,502	\$7.95
1999	123,870	\$8.09

The department is developing many self-service options for customers. These services are found on either the IWD Web site (www.iowaworkforce.org), which provides information about the department in general or the IWD Iowa Jobs Web site (www.state.ia.us/jobs), which lists more than 7,000 job openings daily.

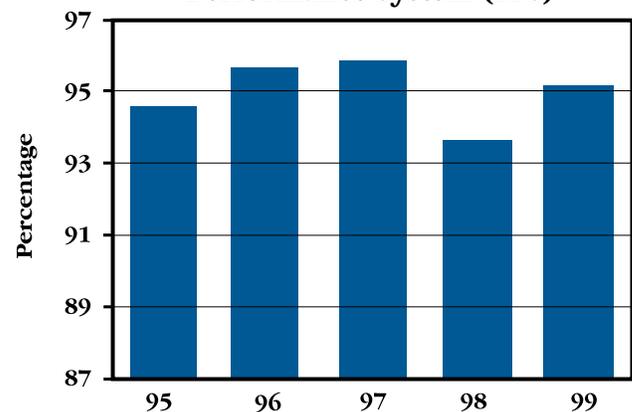
Number of Hits on IWD Web Sites in 2000

Calendar Year 2000	Iowa Jobs Site Hits	IWD Web Site Hits
January	1,804,927	41,716
February	1,577,470	41,200
March	1,569,594	52,706
April	1,434,018	71,364
May	1,302,348	79,061
June	1,388,195	74,681
July	1,731,644	84,566
August	2,724,837	99,583
September	2,955,760	92,874
October	2,057,661	117,978
November	1,938,481	INA
December	1,681,508	INA
Totals	22,166,443	755,729

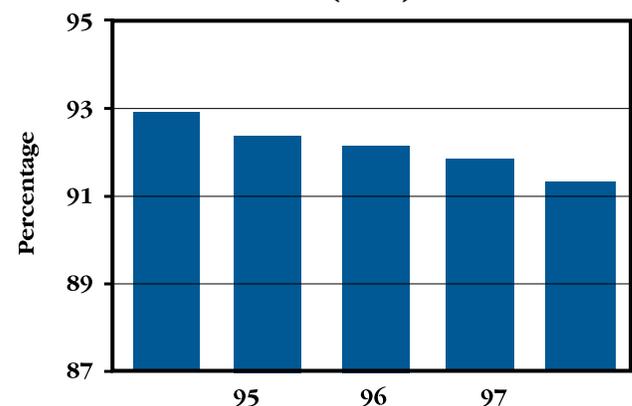
Unemployment Insurance

Efficient administration of the unemployment insurance (UI) system is critical to provide unemployed Iowans with temporary income support when they lose their job through no fault of their own. The Tax Performance System (TPS) and the Benefits Accuracy Measurement (BAM) determine the efficiency of the unemployment insurance system. TPS examines small random samples of basic tax functions to evaluate the UI tax operation's work products. BAM determines the accuracy of UI benefits' payments by thorough audits of random samples of payments. Data collected from both programs are used as a basis for program improvement. The goal is to maintain TPS at 94 percent or better and BAM at 92 percent or better.

Measurement of the UI Tax Performance System (TPS)

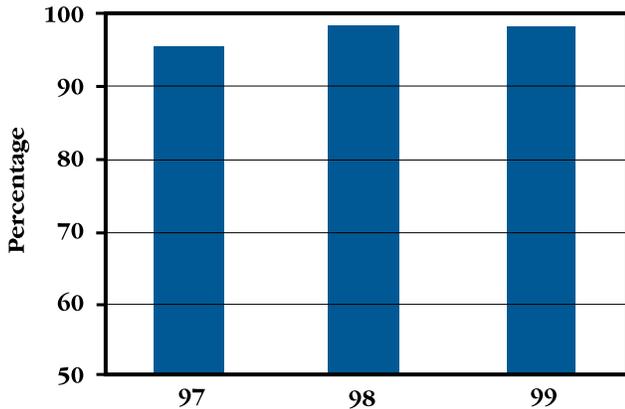


Benefit Accuracy Measurement (BAM)



The quality of unemployment insurance appeals processed is measured by the percentage of appeals that meet the U.S. Department of Labor's quality standards. IWD consistently has 95 to 96 percent of its cases meet the required quality standards.

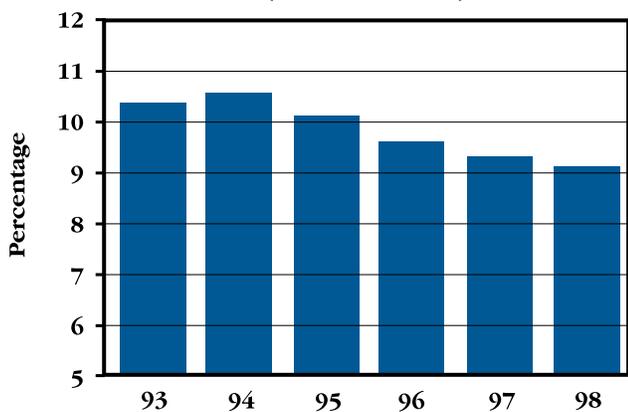
Percentage of UI Appeals Meeting DOL's Quality Standards



Labor Services

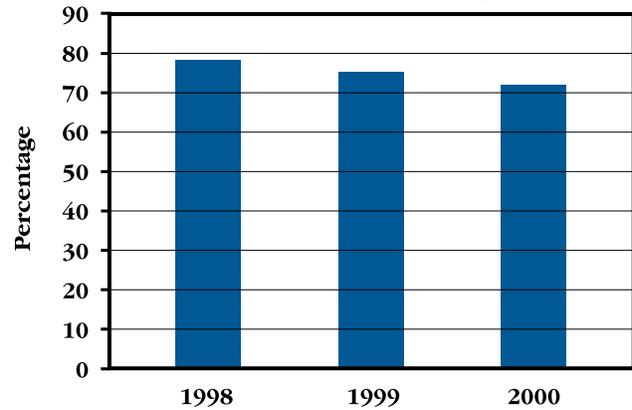
The Labor Services Division provides numerous services to the citizens and businesses of Iowa. A key measure of workforce health and safety is the occupational injury and illness incidence rate (the number of workplace injuries and illnesses per 100 employees). Due to increased compliance with health and safety regulations by Iowa businesses and better targeting of OSHA enforcement activities to high incidence rate industries, this rate has declined steadily each year since 1994. Iowa OSHA is redesigning procedures with the goal to lower the rate even further during the next five years.

Occupational Injury and Illness Incidence Rates (All Industries)



The department assists individuals who believe their wages have not been properly calculated and paid by their employers. IWD strives to resolve these claims, whenever possible, without litigation. The percentage of valid wage claims being resolved without litigation has remained steady between 70 to 80 percent from fiscal year 1994 to fiscal year 2000.

Percentage of Valid Wage Claims Resolved Without Litigation

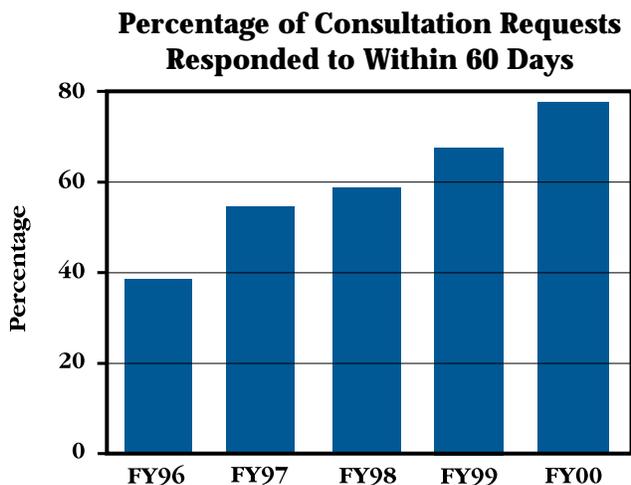


The Labor Services Division also is responsible for ensuring the safety of Iowans through amusement ride permits and inspections and elevator and boiler permits and inspections. While amusement ride injuries have remained steady at four to six per year, elevator investigations have fluctuated from a high of 33 in fiscal year 1998 to a low of 16 in the next fiscal year. There were no serious injuries reported from fiscal year 1995 through fiscal year 2000 as a result of boiler or pressure vessel accidents.

Fiscal Year	Elevator Investigations	Amusement Personal Injuries
1995	28	0
1996	30	4
1997	29	5
1998	33	6
1999	16	4
2000	21	5

The OSHA Consultation Bureau strives to constantly improve their response rate to businesses requesting consultation services. The percentage of requests responded to within 60

days has doubled from 37 percent in fiscal year 1996 to 76 percent in fiscal year 2000.

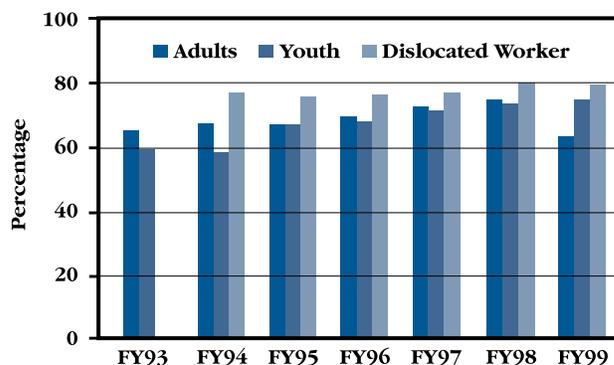


For additional information concerning the Labor Services Division's accomplishments, see page 11.

Job Training

Through the Job Training Partnership Act (JTPA), eligible Iowans received training services with the goal of obtaining full-time employment. The percentage of adult, youth and dislocated workers who received JTPA training services and entered employment within six months of completion of their training has steadily increased over time. In fiscal year 2001, the JTPA programs were eliminated by Congress and replaced with similar programs funded through the Workforce Investment Act (WIA).

Entered Employment Rates for JTPA

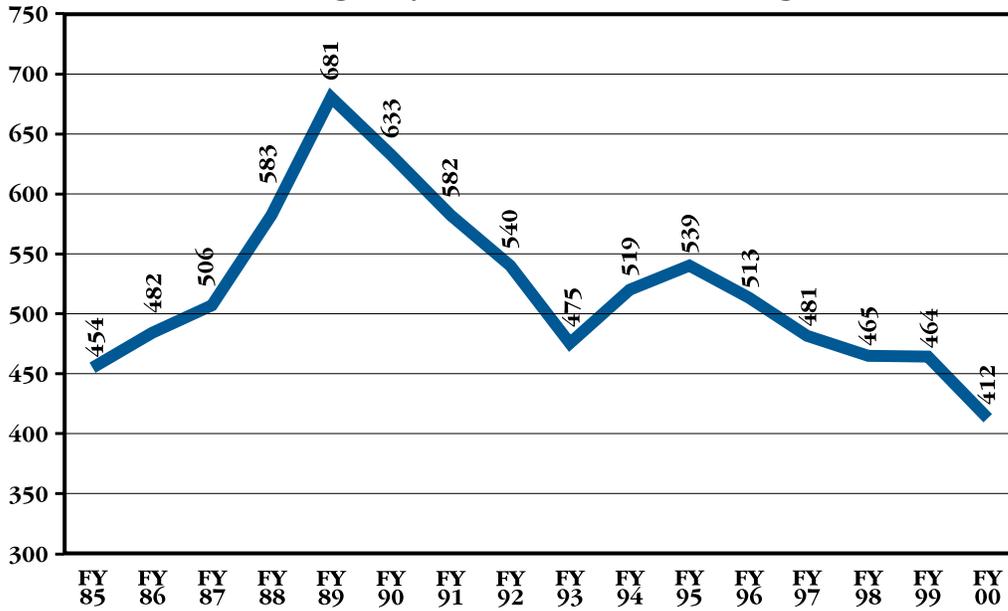


In cooperation with the Department of Human Services, IWD provides employment and training services to welfare participants through the PROMISE JOBS program. Due to PROMISE JOBS participation, welfare recipients have increased their earnings over time (\$6.50 an hour in January 1996 to \$7.75 an hour in January 2000) and more participants are leaving the welfare rolls and not returning within one year (59.6 percent in January 1996 compared to 63.2 percent in January 2000).

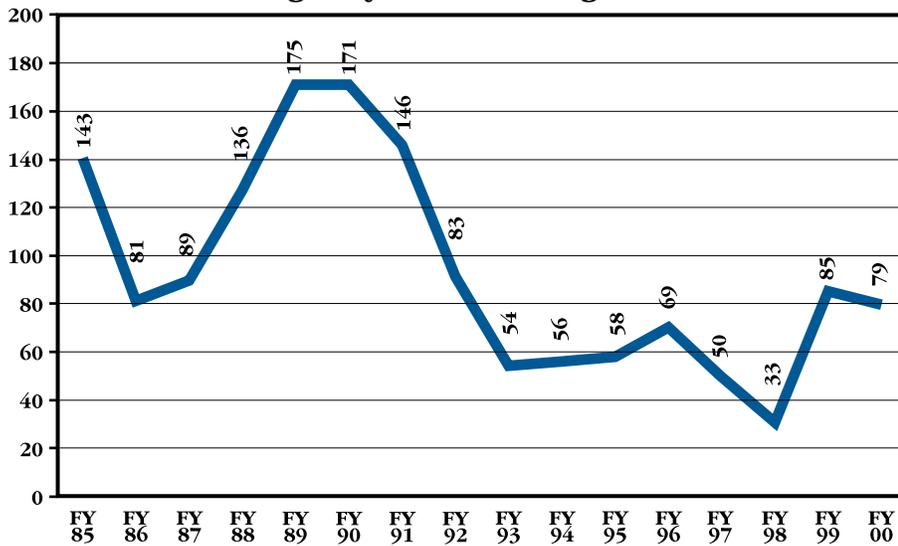
Workers' Compensation

The Workers' Compensation Division is continually working to improve their response time. The average number of days lapsed between the date of petition to the division to the date of hearing was 412 days in fiscal year 2000, a decrease of 269 days from the high of 681 days in FY89. The average days lapsed between a workers' compensation hearing to the day a decision was rendered for fiscal year 2000 was 79 days, a decrease of 96 days from the high of 175 days in fiscal year 1989.

Average Days From Petition to Hearing

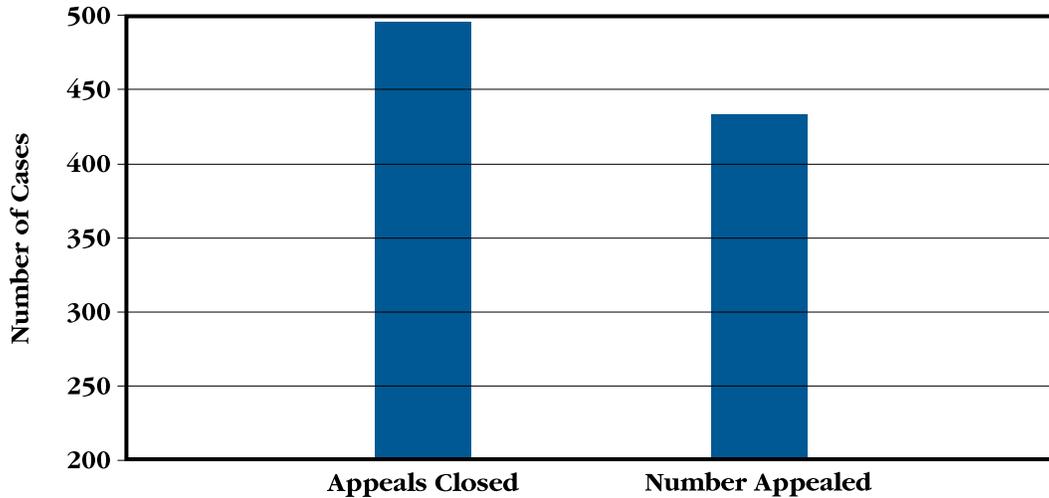


Average Days From Hearing to Decision



Progress was made in fiscal year 2000 to reduce the backlog of appeals pending before the Workers' Compensation Division. While 435 cases were appealed to the division, 497 cases were closed.

**Number of Cases Appealed and Closed
in Fiscal Year 2000**



Compliance Results

The fiscal year 1999 state audit indicated the department's dual accounting system was not providing the information necessary for timely and accurate financial reports. The accounting system was redesigned and the new system went into effect on June 23, 2000, the beginning of the new fiscal year. No other major audit findings have been noted in the last three years.

IWD is complying with the governor's Executive Orders concerning administrative rules review. The department's review plans have been approved by the governor's office and are being implemented.

All federal monitoring and compliance reports received in fiscal year 2000 indicated that Iowa Workforce Development is complying with all necessary laws and regulations governing the programs we administer.



*Accomplishments
by
Division*

Administrative Services

The Administrative Services Division completed a major redesign of the department's accounting system in fiscal year 2000, resulting in the implementation of a new accounting system on June 23, 2000. The goal of the redesign process was to provide better and timelier financial reports for both internal and external customers. Prior to June 23, 2000, the department had two accounting systems: the state of Iowa's financial accounting system (IFAS) and an in-house accounting system. The Financial Management Bureau worked with all of the IWD divisions and RSM McGladrey, Inc. to streamline and simplify, accounting procedures while maintaining the integrity of the accounting system.

As a result of the transition to one accounting system, financial reports for both internal and external customers are being generated in a more timely and accurate manner. The Financial Management Bureau continues to review its accounting processes to streamline procedures and eliminate redundancies in processing claims.

Labor Services

The following statistics reflect the accomplishments of the Labor Services Division for fiscal year 2000.

Workplace Safety

Amusement Park/Ride Permits Issued, Inspections and Fees Generated:

Permits Issued	119
Inspections	
Electrical	588
Mechanical-Electrical.....	630
TOTAL	1,218

Fees Generated	
Permit Fees	\$3,420
Inspection Fees	\$73,050
TOTAL	\$76,470

Personal Injury Reports..... 5

Discrimination Case Activity

	New Cases	Closed Cases
TOTAL.....	27	29

Note: Limited to discrimination allegations by an employee against an employer for exercising his or her right under the Iowa Occupational Safety and Health Act.

Education and Public Sector

Consultation Activities

Educational Seminars	115
Number in Attendance	5,100
Ten-Hour Classes Conducted	33
Number Trained	480
Consultations Conducted	11
Serious Hazards Identified	104
Serious Hazards Corrected	93
Other-Than-Serious Hazards Identified	17
Employees Covered	1,280

Private Sector Safety and Health

Consultation Activity

Consultations Conducted	192
Serious Hazards Identified	979
Serious Hazards Corrected	1,056
Other-Than-Serious Hazards Identified	210
Employees Covered	19,410

Asbestos Licensing and Permit Activity

Individual Licenses Issued	1,135
<small>(contractor/supervisor, project designer, inspector/management planner, inspector, management planner, worker)</small>	

New Company Permits Issued	15
Renewed Company Permits	57
TOTAL Company Permits	72

Fees Collected	
Individual Licenses	\$39,060
Company Permits	\$36,000
TOTAL	\$75,060

(State and Insured Boilers)

State Scheduled	3,197	\$151,451
Insured	16,032	\$256,020
TOTAL	19,229	\$407,471

Special Inspector Commissions

Number Granted	126
Fees Generated	\$3,780

Facility Submissions Under the Emergency Planning and Community Right-to-Know Act, Section 312 (Calendar Year 1999)

Hazardous Chemical Forms	3,377
Total Hazardous Chemicals Reported	17,422
Facilities Submitting Electronically	22,954

Elevator Operating Permits Issued, Inspections Conducted and Fees Generated

Permits Issued	7,234
Inspections Conducted	6,264
Fees Generated	\$549,667

Construction Contractor Registration – Registrations Issued, Fees Generated, and Fines Levied

Registrations Issued	6,877
Fees Generated	\$171,925
Fines Levied	\$22,050
Total Program Revenue	\$193,975

Boiler Inspections and Fees Generated

Professional Athletic Licenses Issued and Revenues Collected

	Westling	Boxing	Tournaments	TOTAL
Licenses Issued	14	20	9	43
Revenues Collected	\$38,971	\$24,800	\$20,782	\$84,553

**Distribution of Employment by Industry and Work-Related Deaths by Industry
Calendar Year 1999**

Industry	Employment		Deaths	
	Number	Percent	Number	Percent
Total Private Sector	1,265,300	100.0	62	100.0
Agriculture, Forestry and Fishing	45,100	3.6	7	11.3
Mining	2,100	0.2	2	3.2
Construction	65,200	5.2	10	16.1
Manufacturing	261,300	20.6	13	21.0
Transportation and Public Utilities	72,000	5.7	16	25.8
Wholesale Trade	85,200	6.7	4	6.5
Retail Trade	270,700	21.4	3	4.8
Finance, Insurance, and Real Estate	85,100	6.7	2	3.2
Services	378,600	29.9	5	8.1
Total Public Sector	239,400	100.0	11	100.0

Work Related Employee Fatalities by Cause of Death (Calendar Year 1999)

Conditions Subject to IOSH/OSHA Inspections and Standards

Cause of Death	Number	Percent
Crushing Injuries	11	15.1
Struck By or Against Object .	4	5.5
Explosion	3	4.1
Fire	3	4.1
Burns	2	2.7
Falls	2	2.7
Occupational Illness.....	2	2.7
Electrocution	1	1.4
Suffocation	1	1.4
Caught In or Under.....	1	1.4
TOTAL	30	41.1

Conditions Not Subject to IOSH/OSHA Inspections and Standards

Cause of Death	Number	Percent
Heart Attack.....	21	28.8
Vehicle Accident.....	14	19.2
Rail Accident.....	5	6.8
Medical or Health Condition ...	3	4.1
TOTAL	43	58.9
GRAND TOTAL.....	73	100.0

Occupational Safety and Health Bureau State Performance

	Number	Percent
Private Sector Inspections...	481	94.5
Public Sector Inspections.....	28	5.5
Total Inspections		
Conducted	509	100.0
Safety Inspections	301	59.1
Health Inspections	208	40.9
Accident Inspections	40	7.9
Complaint Inspections	204	40.1
General Schedule		
Inspections	250	49.1
Follow-Up Inspections	15	2.9
Construction Inspections ...	204	40.1
Manufacturing		
Inspections	156	30.6
Other Industry		
Inspections	149	29.3

Serious Violations.....	658	59.1
Willful Violations.....	6	5
Repeat Violations	9	8
Other Violations	411	36.9
Failure to Abate Violations ...	30	2.7

Total Number of Violations 1,114 100.0

(Average of 2.1 violations per 100 employees covered by the inspections.)

Serious Penalties Proposed.....	\$709,649
Average Penalty Per Violation.....	\$1,078
Willful Penalties Proposed.....	\$260,000
Average Penalty Per Violation.....	\$43,333
Repeat Penalties Proposed	\$29,400
Average Penalty Per Violation.....	\$3,267
Other Penalties Proposed	\$69,500
Average Penalty Per Violation.....	\$169
Failure to Abate Penalties Proposed	\$241,250
Average Penalty Per Violation.....	\$8,042
Total Penalties Proposed.....	\$1,309,799

Wage Collection Cases

	Number of Claims	Amount Claimed or Collected
Active Claims at Start of the Fiscal Year	467	
Wage Claims Docketed ...	1,107	\$1,069,255.26
Claims Denied	605	
Uncollectible.....	15	
Claims Settled Before		
Petition.....	360	\$157,489.24
Claims Settled After		
Petition.....	0	0
Court Actions		
Dismissals	2	
Satisfied Judgments	3	\$1,689.60
Unsatisfied Judgments.....	0	
Total Money Collected on		
Closed Cases.....		\$379,943.47
Active Cases at End of Fiscal Year	479	

Policy and Information

The Policy and Information Division's primary purpose is to provide timely and accurate labor market information to students, job seekers, businesses, educators, and community groups. During fiscal year 2000, the division:

- Made 45 presentations/consultations to various groups, such as school-to-work, Iowa Council of Nurses, Area Education Associations and economic developers.
- Published 95 publications, including the new *Iowa Gender Wage Study*.
- Developed and delivered the following refresher courses:
 - Resources for Employers, Economic Developers, Grant Writers (128 trained)
 - Resources for Job Seekers (128 trained)
 - Resources for Career Information for Students and Educators (107 trained)
 - Refresher course for utilization of America's Job Bank (110 trained)

The Iowa Workforce Information Network (IWIN) was also launched in fiscal year 2000. IWIN is available at <http://iwin.iwd.state.ia.us/websaras>. The system provides timely, accurate information to job seekers, employers, economic developers and other people interested in labor market trends. IWIN allows the customer to select the geographic region for which information is needed. People interested in moving to Iowa also can obtain current information on employment conditions from this system.

The division conducts labor market surveys for local economic development officials and provides other statistical analysis services to help policymakers design and evaluate programs. The

Policy and Information Division also is responsible for monitoring the solvency of Iowa's unemployment insurance trust fund and advising policy makers of the impact of proposed changes to the state's unemployment insurance laws.

During fiscal year 2000, 23 county labor surveys were conducted and published. Additionally, follow-up services, in the form of presentations (five) and data extraction and preparation (14), were provided to economic developers and the Iowa Department of Economic Development (IDED) to assist existing businesses and aid in the recruitment of prospective businesses to the state. The most requested data extraction information dealt with beef processing (six).

Among the surveys conducted by the division during fiscal year 2000 were a customer satisfaction survey of economic developers across Iowa and a survey of Central Iowa Latinos, highlighting the barriers they face when employed or seeking employment.

The division continued its collaborative relationship with the Institute for Decision Making at the University of Northern Iowa and the Iowa Department of Economic Development in the development of the laborshed project and conducted a pilot mail laborshed survey in Cherokee, Storm Lake and Laurens. Also, with UNI and IDED, the division forecasts the unemployment compensation fund balance, benefits paid and contributions received.

And, as part of its research function, the division evaluated the solvency of the unemployment compensation fund, determined the financial impact of proposed law changes on the fund, reviewed the UI employer tax rate assignment, prepared *The Status Report on the Iowa Unemployment Compensation Trust Fund*, and collected and distributed UI statistics and published *A Guide to Unemployment Insurance Statistics*.

“Your entire department was wonderful to work with. They did what they said; whenever we had questions they were prompt in their efforts in answer. We’re looking forward to having our next one done the first part of 2002. Thanks again.”

**— Herman Meyer
Economic Development Director
City of New Hampton**

Unemployment Insurance

Claims Filing Made Easier

Iowans can use a nationwide, toll-free telephone number to file for initial unemployment benefits. The department's Unemployment Insurance Service Center (UISC) in Des Moines processes calls. Continued claims processing, fact-finding interviews and employer applications are also centralized in the UISC.

Claimants are able to file for benefits and transact other claims-related matters from the convenience and privacy of their own homes, which also saves travel time.

The Service Center and the 71 offices located throughout the state work together to provide customer service to individuals who need unemployment benefits. Workforce Development offices provide general information about filing UI benefits and staff at the Service Center handle specific questions and concerns. The Service Center refers claimants to their local office for assistance in finding employment.

Future plans call for making the filing of unemployment claims even more convenient and flexible for claimants by offering them the option of filing via the Internet. Customers will be allowed to enter their own claims and register for work with a Workforce Development Center online. As a precursor to the Internet application, claimants are able to file unemployment claims by Intranet via the resource room located in each regional one-stop center.

Employers Can Protect Their Rights by Phone

Iowa employers can file a Notice of Separation over the phone. They are prompted through a script notifying IWD that a worker has separated

from their employment or has refused an offer of work. When calling, employers are asked to have certain information available such as their nine-digit employer account number, Social Security number of the worker involved, date worker separated or refused to work and the separation issue.

Employers also have the option to talk with a representative from the IWD Tax Bureau.

The Notice of Separation acts like a security blanket for the employer. It ensures that an employer will be notified if an employee files for UI benefits and their right to file an appeal if there is a dispute associated with the claim.

New Option for Mass Claim Filing

Under a new mass claim filing process, employers can transmit information for laid-off workers on a disk or cartridge to Iowa Workforce Development. The information is entered into IWD's computer system and the new or additional unemployment claim for each individual is then on record as being filed.

This enables employers to better assist non-English speaking employees with claim filing procedures; designate immediate release of benefit payments; and indicate those employees receiving holiday pay or wages during the first week of the claim.

Download Tax Forms From the Web

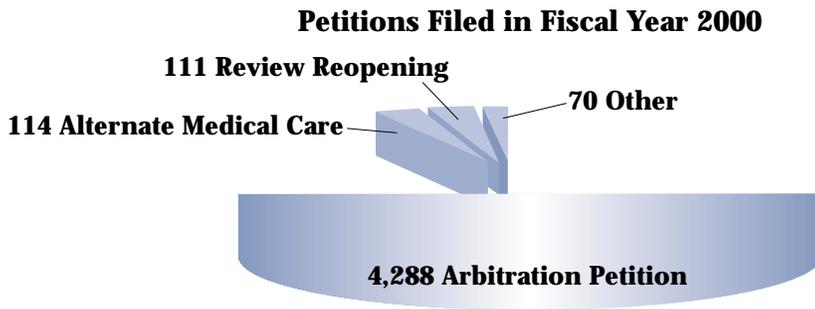
Employers can download the most commonly used UI tax forms from IWD's Web site. The forms can be completed and mailed or faxed to Iowa Workforce Development. Brochures that answer many questions about Iowa unemployment taxes can also be viewed on IWD's Web site.

“. . . I appreciate your humane and professional treatment. . . . You are a credit to the state for your hard work, resolve, and willingness to assist those with the system which can, at times, be complicated and overwhelming.”

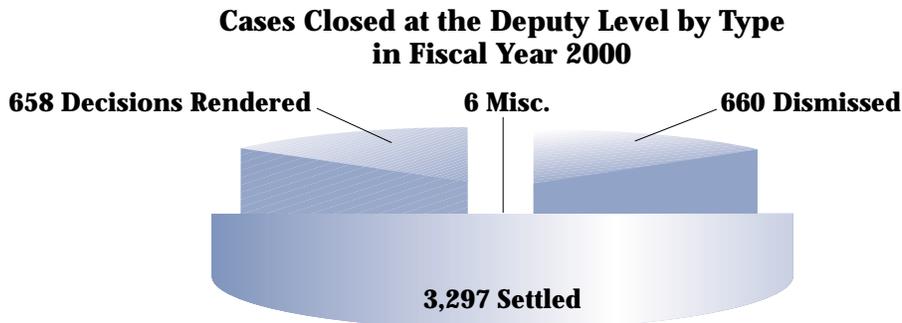
—Excerpt from thank-you note to
UI Investigation and Recovery Bureau

Workers' Compensation

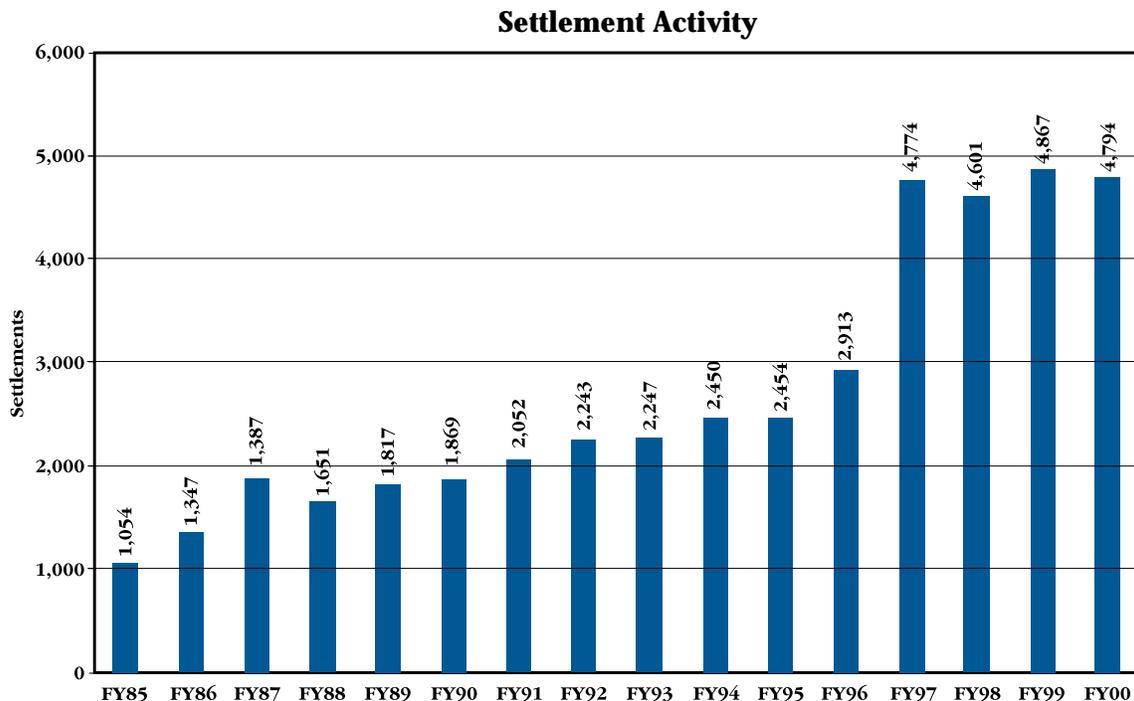
During fiscal year 2000, 4,586 petitions were filed with the division. Of those petitions, 94 percent were arbitration petitions.



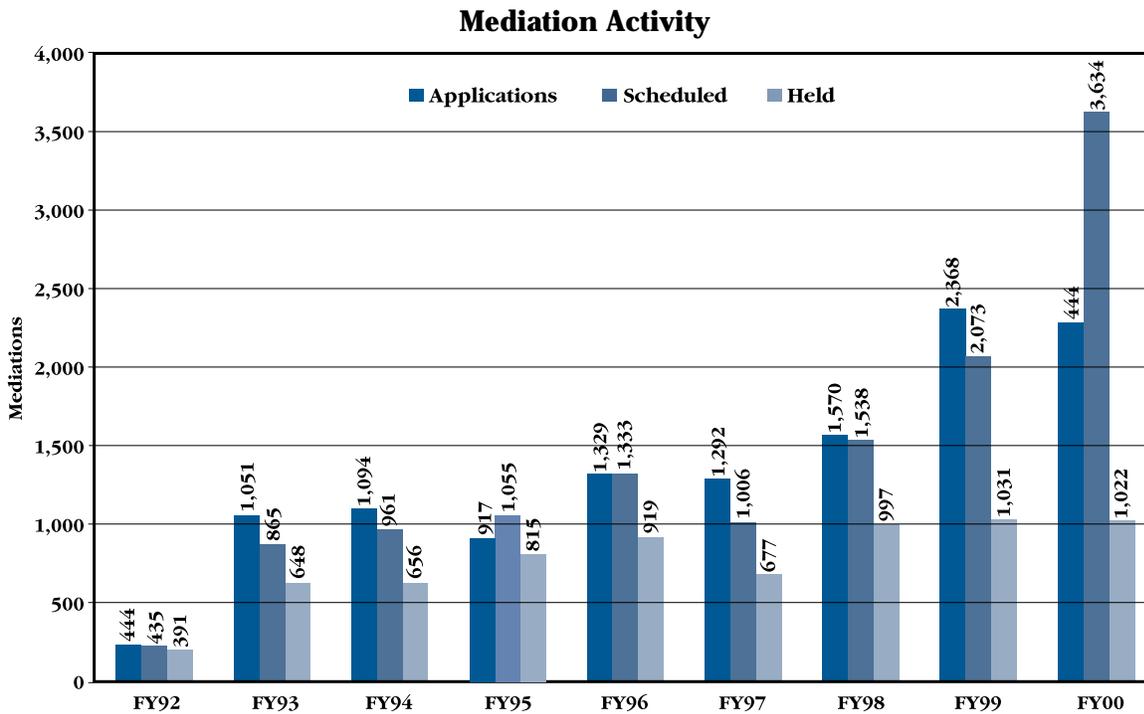
Of the 4,631 cases closed at the deputy commissioner level in fiscal year 2000, 72 percent were settled.



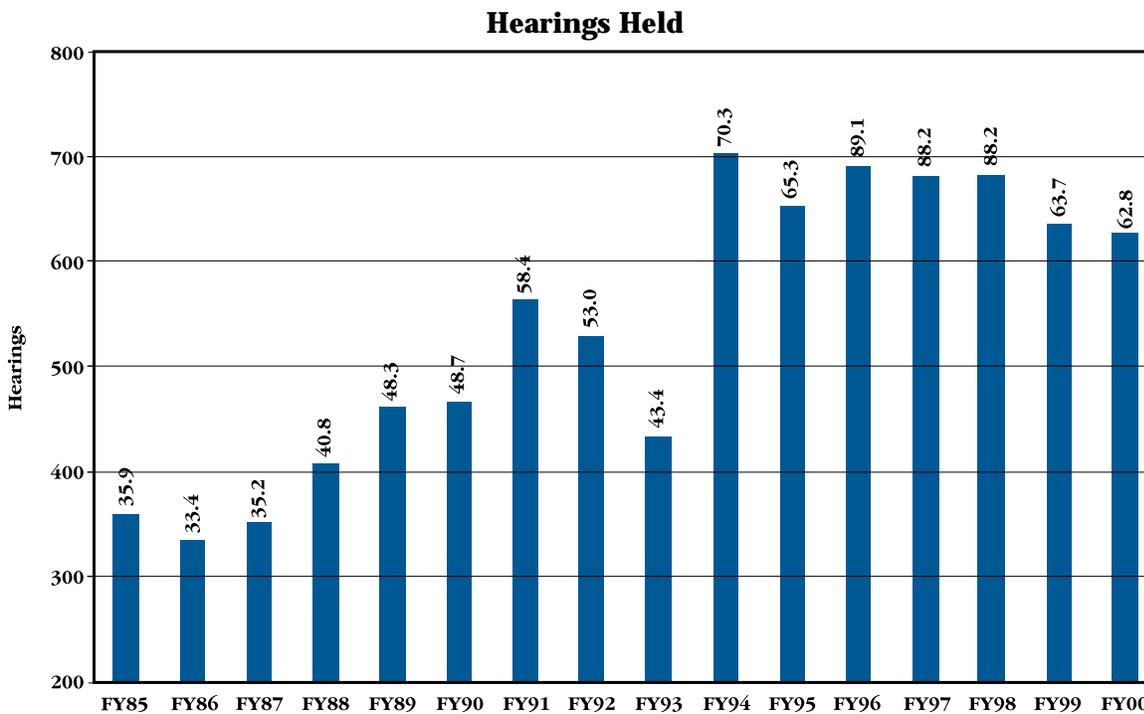
The number of settlements approved by the division on both litigated and non-litigated files during fiscal years 1985 to 2000 has steadily risen each year.



The total number of mediations applied for, scheduled for a mediation conference and the number of mediations actually held before the Workers' Compensation Division have dramatically increased since fiscal year 1992. This allows parties to contest cases to resolve and settle their differences in an informal manner.



The number of hearings held by deputy commissioners during each year has remained steady for seven fiscal years. These numbers do not include hearings on alternate medical care.



Workforce Development Center Administration

The following information concerning the Job Training Partnership Act is provided in accordance with Iowa Code Chapter 7B.3.10.

Fiscal Year 2000 Job Training Partnership Act Budget Summary

Title IIA (Adult Program)	Total	State Administrative Entity (SAE)	Grantees/ Others
5% Incentive			
Technical Assistance	\$58,550	\$58,550	
Incentives.....	117,065		\$117,065
5% SAE.....	175,615	175,615	
5% Older Worker	175,615	8,781	166,834
8% Education.....	280,983	14,049	266,934
77% Service Delivery Areas	2,662,771		2,662,771
77% "Off the Top"	41,691		41,691
2% Workforce Investment Act	71,679	35,839	35,840
Title IIA Total	\$3,583,969	\$292,834	\$3,291,135
Title IIC (Youth Program)			
5% Incentive			
Technical Assistance	\$7,804	\$7,804	
Incentives.....	15,604		\$15,604
5% SAE.....	23,409	23,409	
8% Education.....	37,454	1,873	35,581
82% Service Delivery Areas	378,342		378,342
82% "Off the Top"	5,557		5,557
2% Workforce Investment Act	9,554	4,777	4,777
Title IIC Total	\$477,724	\$37,863	\$439,861
Title IIB (Summer Youth Program)			
Funds Available	\$3,046,918		\$3,046,918
Operations	36,435		36,435
2% Workforce Investment Act	62,926	\$31,463	31,463
Title IIB Total.....	\$3,146,279	\$31,463	\$3,114,816
Title III (Dislocated Worker Program)			
Federal Award	\$4,511,580	\$111,662 (Adm.)	\$3,722,453
"Off the Top"			44,716
		379,649 (RR)	253,100
2% Workforce Investment Act	92,073	46,036	46,037
Title III Total.....	\$4,603,653	\$537,347	\$4,066,306
GRAND TOTAL.....	\$11,811,625	\$899,507	\$10,912,118

JTPA Participants Served by Grantee and Title

Grantee	Adult Program	Youth Program	Dislocated Worker Program
Upper Explorerland	137	52	122
North Iowa Area Community College	37	9	111
Northwest Iowa Planning	23	5	40
Iowa Central Community College	51	16	67
Iowa Valley Community College	21	7	44
Hawkeye Community College	161	44	86
Eastern Iowa Community College	91	27	291
Kirkwood Community College	105	20	104
Central Iowa Employment & Training Consortium	112	18	311
Western Iowa Tech	119	29	261
Iowa Western Community College	62	19	81
MATURA Action Corporation	87	31	125
Indian Hills Community College	87	27	134
Southeastern Community College	56	21	68

Financial Reports

SUMMARY OF FISCAL 2000 CASH TRANSACTIONS

Cash Balance July 1, 1999

Workforce Development Division Funds	\$31,384
Labor Services Division Funds	\$32,244
Industrial Services Division Funds	\$26,994
Labor Management Council Funds	\$27,486
Capitals	\$176,717
Iowa Corps Funds	\$200,061
New Employment Opportunities Funds	\$1,098,081
Workforce Development Initiative Funds	\$27,957
Welfare to Work Funds	\$541,988
Integrated Information Funds	\$1,522,382
Community Resources Funds	\$178,000
Penalty and Interest Funds	\$1,134,812
Department Approved Training Funds	\$370
Administrative Contribution Surcharge Funds	\$2,099,685
Employment Statistics Funds	\$18,130
Amateur Boxing Funds	\$57,912
Cash Balance July 1, 1999	\$7,174,203⁽¹⁾

Cash Added

Cash Received	\$91,412,350
Reversion	\$79,794
Net Cash Added	\$91,332,556
Total Funds Available	\$98,506,759
FY 2000 Obligations	\$87,813,213

Changes in Accrued Asset and Liability Accounts

Accounts Receivable	\$(732)
Travel Advances	\$7,738
Supply Inventory	\$(342,358)
Voucher in Process	\$803,696
Accounts Payable	\$3,612,235
Accrued Payroll	\$(694,651)
Accrued Benefits	\$134,505
Resources on Order	\$3,453,471
Total Change	\$6,973,904
Cash Disbursements	\$94,787,117
Cash Available Less Cash Disbursements	\$3,719,642

Cash Balance

Workforce Development Division Funds	\$100
Labor Services Division Funds	\$550
Employment Statistics Funds	\$198,768
Penalty and Interest Funds	\$1,021,010
Administrative Contribution Surcharge Funds	\$2,417,793
Amateur Boxing Funds	\$81,421
Cash Balance Ending	\$3,719,642

(1) Difference between last year's Ending Cash Balance of \$7,175,281 and this year's Beginning Cash Balance is due to migrating from the DOL-CAS Accounting System to the state's IFAS Accounting System.

FISCAL 2000 OBLIGATIONS BY PROGRAM

OPERATING OBLIGATIONS

Unemployment Insurance	\$18,298,223	21%
Employment Service	\$5,104,734	6%
Administrative Contribution Surcharge	\$9,047,044	10%
One Stop DOL Grant	\$1,250,976	1%
Job Training Partnership Act (JTPA)	\$14,643,683	17%
Veterans Employment and Training	\$1,972,582	2%
Workforce Statistics	\$1,633,328	2%
PROMISE JOBS	\$15,049,729	17%
Occupational Safety and Health Programs	\$3,962,859	5%
Other Labor Service Programs	\$2,461,420	3%
Workers' Compensation	\$2,972,564	3%
Labor Certification	\$376,967	0%
Disaster Unemployment	\$255,698	0%
Welfare to Work	\$4,161,380	5%
Reversion Integrated Services	\$1,103,968	1%
Reed Act	\$697,682	1%
Penalty and Interest	\$541,087	1%
Trade Adjustment Assistance	\$158,726	0%
Workforce Investment Program	\$164,166	0%
Service Delivery Reimbursables	\$216,946	0%
Family Investment Program Match	\$358,419	0%
Workforce Development	\$129,719	0%
WorkKeys	\$240,560	0%
Other Programs	\$210,977	0%
Total Operating Obligations	\$85,013,437	97%

Enrollee/Client Obligations

Disaster Unemployment	\$1,499,632	2%
JTPA and Welfare to Work	\$292,737	0%
Trade Adjustment Assistance	\$(552,854)	-1%
North American Free Trade Act (NAFTA)	\$1,415,671	2%
Other	\$144,590	0%
Total Enrollee/Client Obligations	\$2,799,776	3%
Total Obligations	\$87,813,213	100%

FISCAL 2000 OBLIGATIONS BY EXPENDITURE CLASSIFICATION

OPERATING OBLIGATIONS

Personnel Obligations

Salaries and Wages	\$32,926,622	38%
Personnel Benefits	\$7,745,481	9%
Total Personnel Obligations	\$40,672,103	46%

Non-Personnel Obligations

Supplies	\$1,939,837	2%
Communications	\$1,425,010	2%
Travel	\$909,008	1%
Equipment	\$2,922,587	3%
Premises	\$2,376,279	3%
Services	\$7,825,042	9%
JTPA Contracts	\$26,495,494	30%
Other	\$167,986	0%
Statewide Cost Allocation	\$280,091	0%
Total Non-Personnel Obligations	\$44,341,334	51%
Total Operating Obligations	\$85,013,437	97%

Enrollee/Client Obligations

Training	\$165,838	0%
Cash Assistance	\$2,633,938	3%
Total Enrollee/Client Obligations	\$2,799,776	3%

Total Obligations	\$87,813,213	100%
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Putting Iowa to Work



Iowa Workforce Development
1000 East Grand Avenue
Des Moines, Iowa 50319-0209
1-800-JOB-IOWA
www.iowaworkforce.org



IWD is an Equal Opportunity Employer. Auxiliary aids and services are available upon request to individuals with disabilities.

70-9006

Iowa Workforce Development is a Proud Member of America's Workforce Network SM