



Iowa Workforce Development

# **PERFORMANCE REPORT**

Performance Results Achieved  
Fiscal Year 2005

# Introduction

I am pleased to present Iowa Workforce Development's performance report for fiscal year 2005 (July 1, 2004- June 30, 2005). This report contains valuable information about the services Iowa Workforce Development and its partners provided for Iowans during the past fiscal year in the area of workforce development. It provides details about our performance for the wide range of services offered by the Department.

I am proud of the accomplishments Iowa Workforce Development and our partner agencies have achieved during this year. We have secured additional federal funding to expand New Iowans Centers in Iowa and have created a new "Helmets to Hardhats" program to help returning veterans rejoin the civilian workforce. We have implemented a new computer system for our labor exchange services and have begun new projects to update our technology in other areas. We also held our first Kaizen process improvement event and staff took the initiative to make incremental service and process improvements throughout the department.

Despite declining funds and staff in some program areas, the Department's dedicated staff have met or exceeded the great majority of our performance standards. We will continue to seek ways to improve our performance and to address a number of key strategic challenges, including:

- Skills gap between the skills of the existing workforce and available jobs
- Availability of qualified workers
- Soft skills of workers (communication, problem solving, interpersonal skills, good work habits, etc.)
- Employers' ability or inability to train workers

We invite all citizens, businesses, and non-profit organizations in Iowa to join with Iowa Workforce Development and its partners to achieve Governor Vilsack's goal of transforming the Iowa economy through the creation of high-wage jobs and increased numbers of working Iowans with post-secondary experience.

Sincerely,

Richard V. Running  
Director, Iowa Workforce Development

# Agency Overview

**Vision:** Iowa Workforce Development (IWD) 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 contribute to Iowa's economic growth by providing quality, customer-driven services that support prosperity, productivity, health 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

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. State and federal laws and regulations mandate the majority of IWD services.

## IWD's major services and products:

- Workforce Center Services - Services to assist businesses to identify and hire productive employees, and workers to obtain jobs and achieve career growth.
- Compliance Assistance and Enforcement - Various activities to enhance the economic security, safety and health of Iowans.
- Unemployment Insurance - Benefits for persons who have lost their job through no fault of their own.
- Workforce Information and Analysis - Data for business, schools, individuals, economic developers, and government agencies to allow them to make informed choices about such things as careers, expansions, and wage levels
- Adjudication, Compliance, and Education - Adjudication of income support issues for workers who have been injured on the job and unemployment insurance appeals.
- Resource Management - Internal services, such as human resources, financial and budget support, and public relations that support the department as a whole.

We provide services through a statewide delivery system developed in conjunction with our workforce development partners. Administrative staff are centralized in two offices in Des Moines located at 1000 East Grand Avenue and 150 Des Moines Street. In 1999, the Unemployment Insurance Service Center was established at 150 Des Moines Street. The Unemployment Insurance Service Center is responsible for determining eligibility for benefits and ensuring they are paid correctly and timely.

IWD maintains a network of local centers within 16 regions of Iowa. Each region has a full-service workforce development center with a network of itinerant and satellite offices. Many centers are shared by multiple workforce partners, including non-profit organizations, the Department of Human Services, Vocational Rehabilitation, and community colleges.

Through a comprehensive Web site, we also provide customer access to major services, such as posting résumés, filing unemployment insurance claims, and providing basic services and labor market information, 24 hours a day, seven days a week. These services are found on the IWD Web site ([www.iowaworkforce.org](http://www.iowaworkforce.org), which provides information about the department in general), the IWD IowaJobs Web site ([www.iowajobs.org](http://www.iowajobs.org), which lists more than 15,000 job openings daily) and the IWD Iowa Works Web site ([www.iowaworks.org](http://www.iowaworks.org), which is designed for Iowa businesses and employers).

IWD 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 insurance, job placement and training, employment safety, labor standards, workers' compensation and others. The statute that created the Department also established the Iowa Workforce Development Board to oversee its functions.

Under Director Richard Running's direction, the department has 6 divisions: Administrative Services, Labor Services, Policy and Information, Unemployment Insurance, Workers' Compensation, and Workforce Development Center Administration. IWD is a proactive, customer-driven organization. IWD colleagues are committed to providing quality services to all Iowans.

During fiscal year 2005, IWD had 753 employees, 18 fewer than the previous year, working in the Administrative office, UI Service Center and 71 Workforce Development Centers and satellite offices serving all ninety-nine counties. Some IWD staff work from their homes. Currently authorized positions are classified as Service/Maintenance (less than 1%); Office/Administrative (6%); Technician (9%); Paraprofessional (2%); Administrative Support (12%); and Professional (70%). IWD employees are represented by two unions; the American Federation of State, County and Municipal Employees and Iowa United Professionals.

The Workers' Compensation Division adjudicates disputed workers' compensation claims, enforces compliance standards, and helps to educate Iowans about workers' compensation laws and procedures. In Fiscal Year 2005, the time it takes to resolve

disputed cases was reduced for the third year in a row, and steps were initiated to more actively enforce existing requirements.

The Unemployment Insurance Division continued the multi-year process of modernizing the current tax collection system into a paperless, electronic system. The Workforce Development Center Administration Division implemented a new Internet-based, skills-oriented labor exchange system to replace two separate older computer systems.

The department is responsible for the administration of state and federal statutes related to public health and safety and workforce and workplace issues. Iowa's Occupational Safety and Health Act administration is located within the department. IWD's emphasis is on voluntary compliance through education and preventive services.

The department's budget for Fiscal Year 2005 totaled over \$99 million from a variety of federal and states funding sources. Federal support for programs to provide labor exchange services, unemployment insurance, health and safety programs, job training, and other services comprised the largest share of revenue.

# KEY RESULT

## CORE FUNCTION

**Name:** Regulation and Compliance – Labor Services

**Description:**

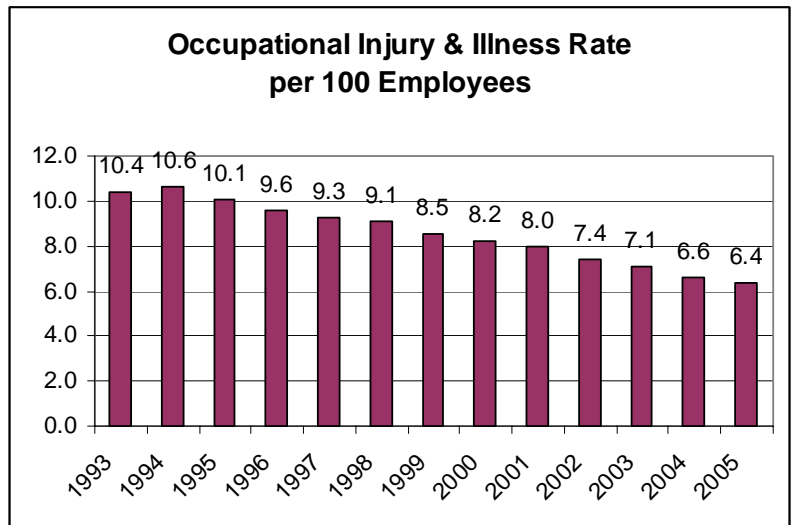
**Why we are doing this:** To protect the health and safety of workers and the public in Iowa.

**What we're doing to achieve results:** The Labor Division provides a wide range of services to help assure health and safety in Iowa workplaces as well as other public places involving such things as elevators, boilers, amusement rides, and boxing events.

### Results

**Performance Measure:** Injury and illness incidents per 100 employees

**Performance Goal/Target:** 9 or fewer incidents of occupational injuries, illnesses or fatalities per 100 employees.



**What was achieved:** The actual rate continues to be better than the targeted rate for the seventh year in a row.

**Data Sources:** Administrative records to document an existing federal measure.

**Resources:** A blend of State funds and federal matching funds.

# KEY RESULT

## CORE FUNCTION

**Name:** Workers Compensation – Adjudication and Compliance

**Description:** Provide a forum to resolve disputes involving Workers' Compensation

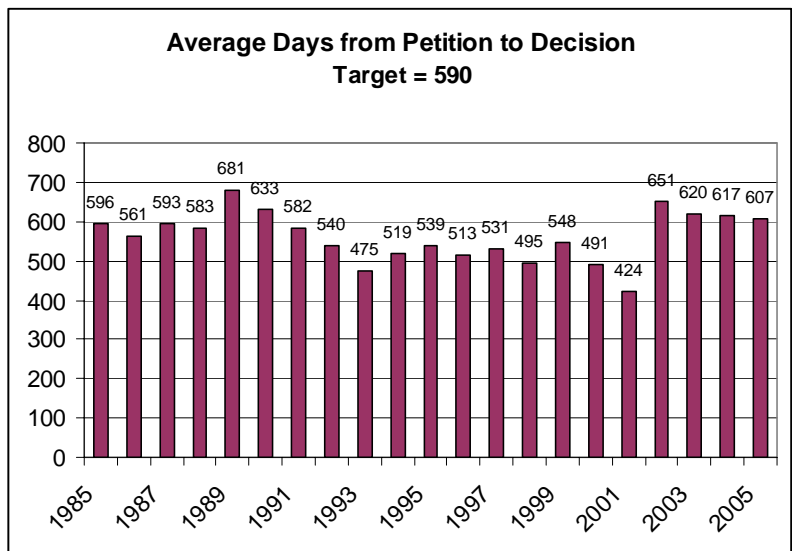
**Why we are doing this:** These claims are extremely important to the parties, involving sustenance and medical coverage for injured workers and for survivors, so there needs to be a prompt and impartial process to resolve disputes.

**What we're doing to achieve results:** The Workers' Compensation Division is continually refining its processes to reduce delays in resolving disputes with the resources available.

### Results

**Performance Measure:** Average days from petition to decision.

**Performance Goal/Target:** 590 days



**What was achieved:** Additional progress was made during Fiscal Year 2005 in meeting the ambitious goal that was set.

**Data Sources:** Administrative records

**Resources:** State General Funds

# KEY RESULT

## SERVICE/ PRODUCT/ ACTIVITY

**Name:** Skill Training

**Description:** Through the federally funded Workforce Investment Act, skill training can be provided to eligible individuals to improve their workplace skills. The goal of skill training is to enable the participants to secure employment and increase their earnings.

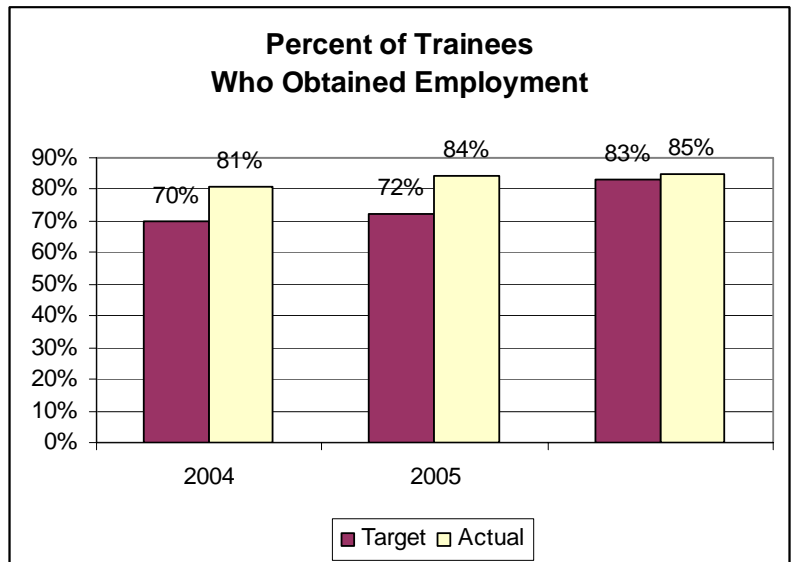
**Why we are doing this:** This service is directly related to Governor Vilsack’s goal of increasing the number of lowans with post-secondary education, which is important for improving Iowa’s economy as well as for the benefit of the individual participants.

**What we're doing to achieve results:** Iowa Workforce Development and its service partners are continually striving to improve performance in all programs by streamlining processes and applying new technologies.

### Results

**Performance Measure:** *Percent of Trainees who obtained employment.*

**Performance Goal/Target:** *For Fiscal Year 2005, the federal performance goal was increased markedly to 83%.*



**What was achieved:** The federal goals were met even at the higher levels set by the federal Department of Labor

**Data Sources:** Administrative records and federal reports.

**Resources:** Federal Workforce Investment Act funds.



# KEY RESULT

## CORE FUNCTION

**Name:** Research, Analysis and Information Management

**Description:** Produce and distribute information to help to students, workers, businesses, researchers, educators, policy makers, and economic developers.

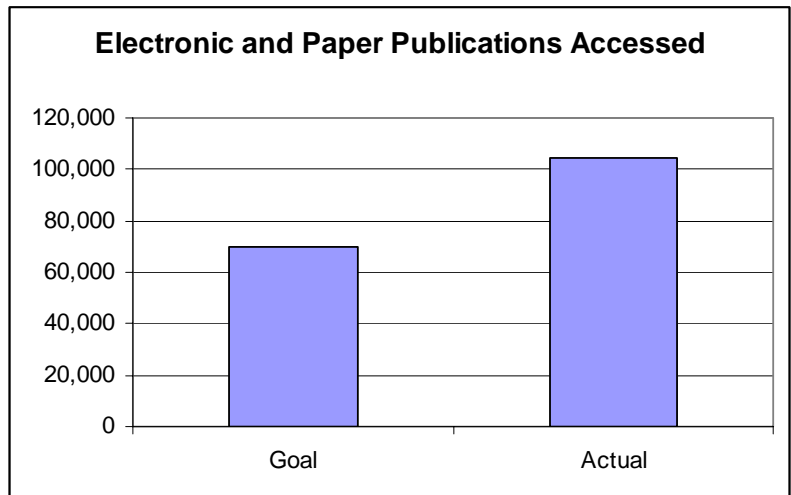
**Why we are doing this:** To help people and organizations make sound decisions in the complex and rapidly changing labor market.

**What we're doing to achieve results:** We have introduced a new interactive labor market information area of our Web site to make it easier for customers to obtain the information they need. We have also introduced new products and services to help sub-state areas reach a better understanding of their regional economies and how they can most effectively target their limited economic development resources.

### Results

**Performance Measure:** The number of electronic and paper labor market publications our customers received

**Performance Goal/Target:** 70,000 publications



**What was achieved:** Demand for labor market information increased during this period, in part due to new services and products that were introduced.

**Data Sources:** Administrative records and Web tracking software.

**Resources:** Primarily federal funds from the Bureau of Labor Statistics and the Employment and Training Administration.

# KEY RESULT

## SERVICE/ PRODUCT/ ACTIVITY

**Name:** Targeted Populations

**Description:** Iowa Workforce Development provides a variety of services to New Iowans, people with disabilities, and others who are at a disadvantage in the labor market.

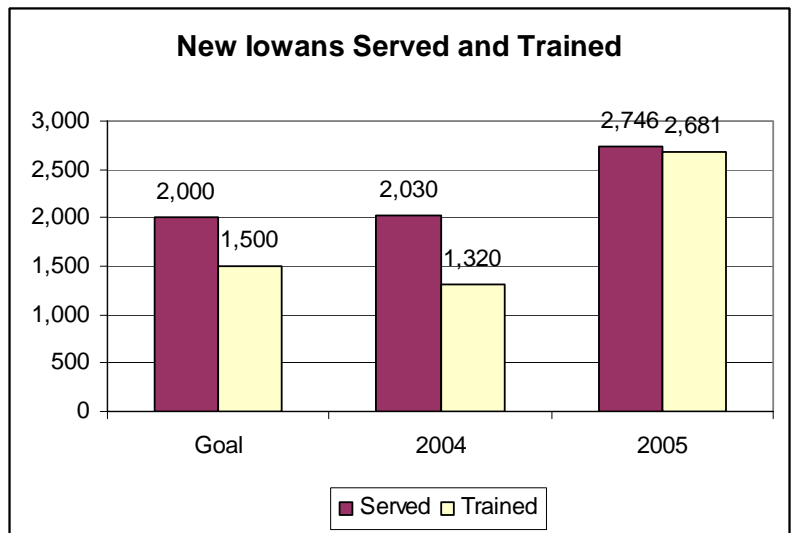
**Why we are doing this:** To increase opportunities for people who are disadvantaged and to help meet labor and skill shortages.

**What we're doing to achieve results:** Iowa Workforce Development administers the federal Work Opportunities Tax Credit (WOTC) program, maintains a network of New Iowans Centers, assists with the alien labor certification process and provides individual assistance to people with disabilities.

### Results

**Performance Measure:** Number of New Iowans served and trained.

**Performance Goal/Target:** 2,000 served and 1,500 trained



**What was achieved:** The number of people served has grown and the number trained increased markedly. Much of the increase in training was due to the introduction of "Rosetta Stone" software which provides self-paced language training in English or Spanish.

**Data Sources:** Administrative records.

**Resources:**

# KEY RESULT TEMPLATE

## CORE FUNCTION

**Name:** Economic Supports – Unemployment Insurance

**Description:** The Unemployment Insurance program collects taxes from covered employers and pays benefits to eligible claimants.

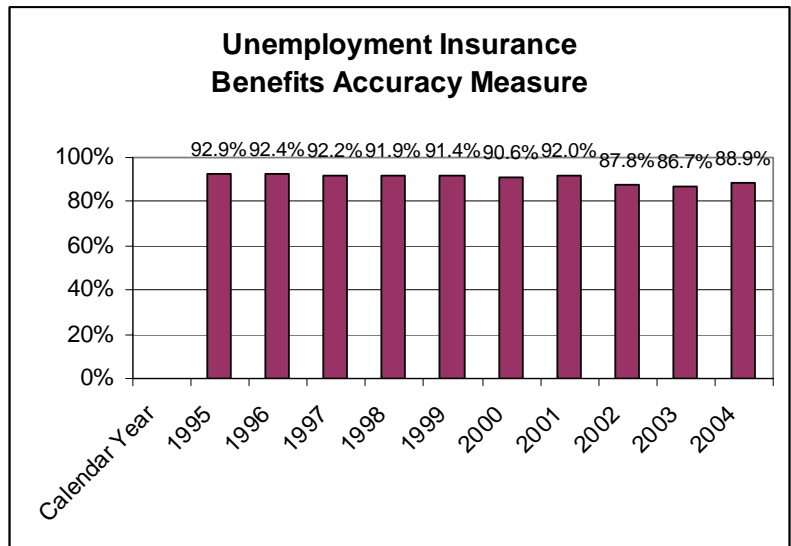
**Why we are doing this:** To provide a temporary source of income to workers who lose their jobs through no fault of their own, to help provide employers with a more stable workforce, and to help stabilize the economies of communities where workers are laid off.

**What we're doing to achieve results:** Iowa Workforce Development continues to pursue a multi-year effort to streamline and automate the tax and data collection process to make it more efficient for businesses, claimants and the State.

### Results

**Performance Measure:** *The Benefits Accuracy Measure, which tests a sample of cases to see if they meet federal standards.*

**Performance Goal/Target:** *92% for calendar year 2004*



**What was achieved:** The level of achievement for this measure improved this year, but remained slightly below the federal target.

**Data Sources:** Administrative records and federal reports

**Resources:**

# KEY RESULT

## STRATEGIC GOAL

**Name:** External Communication and Services

**Description:** Web Site Activity

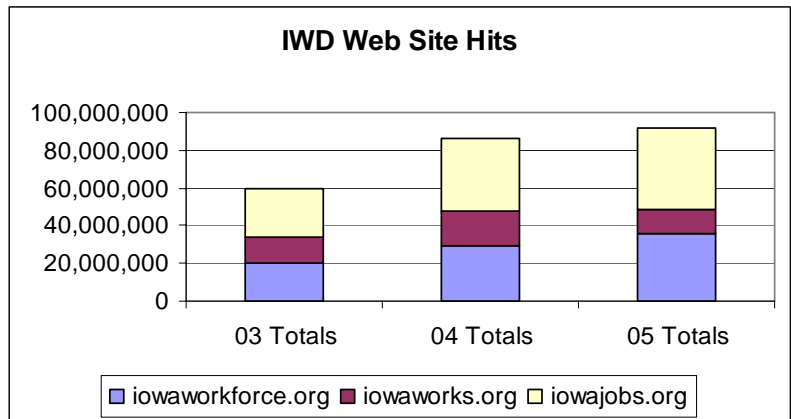
**Why we are doing this:** Iowa Workforce Development continues to make more information and service transactions available over the Internet. The department's family of Web helps people find jobs and apply for unemployment insurance, helps employers to find skilled workers, makes workers' compensation transactions for efficient, and provides information for workers and employers to make sound decisions about wages and careers. All of this is available at any time from any location where there is access to the Internet.

**What we're doing to achieve results:** Making more services available on the internet, and continually seeking ways to make our Web site more user friendly.

### Results

**Performance Measure:** Web site hit counts

**Performance Goal/Target:** 60,000 hits during Fiscal Year 2005



**What was achieved:** We totaled 91,648,910 during the year, despite the fact that some service upgrades temporarily disrupted links between the sites, which slowed our growth rate. The Web services continue to be extremely popular with customers.

**Data Sources:** Web tracking software

**Resources:** Both capital and human resources to support the Web presence come from all parts of the department of the department and are , for that reason, difficult to quantify accurately. The department has successfully adopted a policy of distributed Web authoring combined with central Web administration.

## AGENCY PERFORMANCE PLAN RESULTS FY 2005

| <b>Name of Agency: Iowa Workforce Development</b>   |                                    |                           |  |
|---|------------------------------------|---------------------------|--|
| Agency Mission: Iowa Workforce Development (IWD) contributes to Iowa's economic growth by providing quality customer-driven services that support prosperity, productivity, health and safety for Iowans. |                                    |                           |  |
| <b>Core Function: Regulation and Compliance (Labor Services)</b>  |                                    |                           |  |
| <b>Performance Measure (Outcome)</b>  | <b>Performance Target</b>          | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| 1. Injury and illness incidence rate per 100 employees for all industries.  | Below 9                            | 6.4                       | What Occurred: The injury and illness rate declined slightly from 6.6 per 100 employees in the previous year.<br><br>Data Source: Administrative records   |
| 2. Boiler, elevator or amusement ride accidents.  | 10 or less per year                | 1                         | What Occurred: There was one investigation for an amusement ride accident that involved a personal injury.<br><br>Data Source: Administrative Records  |
| <b>Service, Product or Activity: IOSH enforcement</b>   |                                    |                           |  |
| <b>Performance Measure</b>  | <b>Performance Target</b>          | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| 1. IOSH enforcement   | 85% of goals in 5-year state plan  | 67.5%                     | What Occurred: The 2 <sup>nd</sup> year of the 5 year State Plan showed significant progress towards the 20% reduction in occupational injury & illness rates targeted for 2008 (The same outcome is now expected for both enforcement & consultation.)<br><br>Data Source: Administrative Records   |
| <b>Service, Product or Activity: IOSH Consultation and Education</b>  |                                    |                           |  |
| <b>Performance Measure</b>  | <b>Performance Target</b>          | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| 1. IOSH Consultation and Education  | 85% of goals in 5-year state plan  | 67.5%                     | What Occurred: : The 2 <sup>nd</sup> year of the 5 year State Plan showed significant progress towards the 20% reduction in occupational injury & illness rates targeted for 2008 (The same outcome is now expected for both enforcement & consultation.)<br><br>Data Source: Administrative Records |
| <b>Service, Product or Activity: IOSH Research and Statistics</b>   |                                    |                           |  |
| <b>Performance Measure</b>  | <b>Performance Target</b>          | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| 1. Percentage of contract deliverables meeting standards for timeliness and quality   | 95% of deliverables meet standards | 95%                       | What Occurred: Performance % Met<br><br>Data Source: Administrative Reports  |

| <b>Service, Product or Activity: Elevator, boiler, amusement rides</b> |   |   |   |
|--|---|---|---|
| <b>Performance Measure</b>   | <b>Performance Target</b>   | <b>Performance Actual</b>   | <b>Performance Comments &amp; Analysis</b>  |
| 1. Number of inspections and permits                                   | Elev. 5,500 insp./2,686 permit<br>Boiler 3,415 state/16,082 priv.<br>Amus't 1,200 insp./120 permits | Elev. 2,357 insp./3,392 permit<br>Boiler 2,686 state/17,094 priv.<br>Amus't 1,552 insp./127 permits | What Occurred: Staff conducting both elevator & amusement ride inspections concentrated their efforts w/ the seasonal demand for their services. State boiler inspection results reflect the limited # of state inspectors & increased demand for private inspections.<br><br>Data Source: Administrative Records |
| <b>Service, Product or Activity: Wage Enforcement</b>                  |   |   |   |
| <b>Performance Measure</b>   | <b>Performance Target</b>   | <b>Performance Actual</b>   | <b>Performance Comments &amp; Analysis</b>  |
| 1. Wages collected for cases closed during FY05                        | \$135,000   | \$127,667   | What Occurred: There were 6% more wage claims processed over the previous year, but the wages associated with these claims were 15.2% lower.<br><br>Data Source: Administrative Records   |
| 2. Notice of claims refused sent to claimant within 14 days            | 95%   | 100%  | What Occurred: Notices of claims refused were sent out within 2-3 days of receipt of claim & therefore exceeded expectations<br><br>Data Source: Administrative Records   |
| <b>Service, Product or Activity: Hazardous Materials</b>               |   |   |   |
| <b>Performance Measure</b>   | <b>Performance Target</b>   | <b>Performance Actual</b>   | <b>Performance Comments &amp; Analysis</b>  |
| 1. Percent of data entered on hazmat stored in workplaces              | 95% timely entries  | 54.5%   | What Occurred: Electronic records were downloaded within a month of receipt, but manual data entry continued for several months longer due to staffing limitations.<br><br>Data Source: Administrative Records  |
| <b>Service, Product or Activity: Contractor Registration</b>           |   |   |   |
| <b>Performance Measure</b>   | <b>Performance Target</b>   | <b>Performance Actual</b>   | <b>Performance Comments &amp; Analysis</b>  |
| 1. Timely issuance of registrations                                    | 80%   | 89%   | What Occurred: The time required to issue registrations met expectations.<br><br>Data Source: Administrative Records  |
| <b>Service, Product or Activity: Asbestos Licensing/Permitting</b>     |   |   |   |
| <b>Performance Measure</b>   | <b>Performance Target</b>   | <b>Performance Actual</b>   | <b>Performance Comments &amp; Analysis</b>  |
| 1. Timely issuance of licenses and permits                             | 95%   | 100%  | What Occurred: Licenses & permits were issued in a timely fashion that exceeded expectations.<br><br>Data Source: Administrative Records  |
| 2. Inspections performed   | Each firm annually  | 86.8%   | What Occurred: The # of inspections performed increased 28.3% over the previous year<br><br>Data Source: Administrative Records   |

| <b>Service, Product or Activity: Professional Boxing and Wrestling</b> |                           |                           |  |
|--|---------------------------|---------------------------|--|
| <b>Performance Measure</b>   | <b>Performance Target</b> | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| <b>1. Registrations issued</b>   | <b>95% of applicants</b>  | <b>100%</b>               | <b>What Occurred: All sanctioned participants were registered</b><br><br><b>Data Source: Administrative Records</b>                                  |
| <b>2. Promoters licensed</b>   | <b>95% of applicants</b>  | <b>100%</b>               | <b>What Occurred: All promoters for sanctioned events were licensed.</b><br><br><b>Data Source: Administrative Records</b>                           |
| <b>3. Events supervised</b>  | <b>100%</b>               | <b>100%</b>               | <b>What Occurred: All sanctioned events were supervised by Iowa's Deputy Athletic Commissioner</b><br><br><b>Data Source: Administrative Records</b> |
| <b>Service, Product or Activity: Employment Agency Licensing</b>       |                           |                           |  |
| <b>Performance Measure</b>   | <b>Performance Target</b> | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| <b>Percent of applicable firms licensed</b>                            | <b>100%</b>               | <b>0</b>                  | <b>What Occurred: No Applications</b><br><br><b>Data Source: Administrative Records</b>  |
| <b>Service, Product or Activity: Child Labor</b>                       |                           |                           |  |
| <b>Performance Measure</b>   | <b>Performance Target</b> | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| <b>1. Number of permits filed</b>                                      | <b>0</b>                  | <b>0</b>                  | <b>What Occurred: No funds are available for this activity</b><br><br><b>Data Source: Administrative Records</b>                                     |

| <b>Core Function: Research, Analysis and Information Management</b>  |                                 |                           |  |
|--|---------------------------------|---------------------------|--|
| <b>Performance Measure (Outcome)</b>   | <b>Performance Target</b>       | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| 1. Timely and accurate contract deliverables produced  | 99%                             | 100%                      | What Occurred: All deliverables met standards<br><br>Data Source: Administrative records and federal monitoring review             |
| 2. Customer demand (Web site usage 500,000, customer inquiries 250, people attending training and presentations 2,000) | 100% of goal for each indicator | 100%                      | What Occurred: Met goals for all indicators.<br><br>Data Source: Administrative records and Web tracking data                      |
| <b>Service, Product or Activity: Data Analysis</b>   |                                 |                           |  |
| <b>Performance Measure</b>   | <b>Performance Target</b>       | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| 1. Timely and accurate federal deliverables produced   | 99%                             | 100%                      | What Occurred: All deliverables met standards<br><br>Data Source: Administrative records and federal monitoring review             |
| <b>Service, Product or Activity: Data Dissemination</b>  |                                 |                           |  |
| <b>Performance Measure</b>   | <b>Performance Target</b>       | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| 1. One-Stop LMI – meet contract deadlines  | 99%                             | 100%                      | What Occurred: All deliverables met standards<br>Data Source: Administrative records and federal monitoring review                 |
| 2. Customer satisfaction   | Establishing baseline           | Not applicable            | What Occurred: Staff are testing an array of customer feedback approach for different services in different media.<br>Data Source: |
| 3. Prevailing wage determinations within 14 days   | 90%                             | 100%                      | What Occurred: All determinations made within 14 days.<br><br>Data Source: Administrative records.                                 |
| 4. Labor availability surveys – percent of statewide sample  | 75%                             | 93.9%                     | What Occurred: Data available for 90% of the state as of the end of FY05.<br><br>Data Source: Data files for Iowa commuting areas. |
| 5. Labor availability surveys – Meet contract deadlines  | 99%                             | 100%                      | What Occurred: All deadlines met<br><br>Data Source: Administrative records.   |
| 6. Labor availability surveys – Customer satisfaction  | 90% good to excellent ratings   | 90.9% good to excellent   | What Occurred: Exceed goal<br><br>Data Source: Professional Developer's of Iowa Survey results on Laborshed quality and usage.     |
| <b>Service, Product or Activity: Technical Support</b>   |                                 |                           |  |
| <b>Performance Measure</b>   | <b>Performance Target</b>       | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| 1. Timely and accurate reports   | 99%                             | 100%                      | What Occurred: All federal UI reports submitted to meet standards.<br>Data Source: Administrative records.                         |



| <b>Core Function: Resource Management</b>                     |                           |                           |   |
|---|---------------------------|---------------------------|---|
| <b>Performance Measure (Outcome)</b>                          | <b>Performance Target</b> | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>  |
| 1. Customer satisfaction rates                                | 95%                       |                           | What Occurred:<br>Data Source:  |
| <b>Service, Product or Activity: Financial Management</b>     |                           |                           |   |
| <b>Performance Measure (Outcome)</b>                          | <b>Performance Target</b> | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>  |
| 1. Annual audits will note no major exceptions                | 0%                        | 0%                        | What Occurred: There were no major audit exceptions.<br>Data Source: Department audits  |
| <b>Service, Product or Activity: Employee Services</b>        |                           |                           |   |
| <b>Performance Measure</b>                                    | <b>Performance Target</b> | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>  |
| 1. Turnover rate lower than state government average          | State 5.08%               | IWD 8.85%                 | What Occurred: Higher rate of turnover may reflect relatively high average age of IWD staff.<br>Data Source: Personnel records                      |
| 2. Absenteeism rate lower than state government average       | 8.95                      | 4.6                       | What Occurred: Lower IWD rate than the state rate.<br>Data Source: Personnel records  |
| 3. Number of employee grievances filed.                       | Fewer than 12             | 8                         | What Occurred:<br>Data Source: Administrative records   |
| <b>Service, Product or Activity: Information technology</b>   |                           |                           |   |
| <b>Performance Measure</b>                                    | <b>Performance Target</b> | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>  |
| 1. Customer satisfaction                                      |                           |                           | What Occurred:<br>Data Source:  |
| <b>Service, Product or Activity: Web Administration</b>       |                           |                           |   |
| <b>Performance Measure</b>                                    | <b>Performance Target</b> | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>  |
| 1. Average Web hits per month                                 | 2.0 million               | 7,414,478                 | What Occurred: IWD's Web services continue to grow dramatically in popularity<br>Data Source: Web activity tracking software                        |
| <b>Service, Product or Activity: Public Relations</b>         |                           |                           |   |
| <b>Performance Measure</b>                                    | <b>Performance Target</b> | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>  |
| 1. Ratio of press releases to publications by Iowa newspapers | 7:1                       | 18:1                      | What Occurred: More complete press release distribution list resulted in more news articles being published.<br>Data Source: Press clipping service |

| <b>Core Function: Economic Supports (Unemployment Insurance)</b>   |   |                           |  |
|--|---|---------------------------|--|
| <b>Performance Measure (Outcome)</b>                               | <b>Performance Target</b>                           | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| <b>1. Benefits Accuracy Measure</b>                                | <b>92%</b>  | <b>88.9%</b>              | <b>What Occurred: IWD narrowly missed meeting this measure this year.</b><br><br><b>Data Source: Federally required administrative records</b> |
| <b>2Tax Performance System (Sample cases that pass acceptance)</b> | <b>94%</b>  | <b>95.3%</b>              | <b>What Occurred: IWD met the federal target.</b><br><br><b>Data Source: Federally required administrative records</b>                         |
| <b>Service, Product or Activity: Unemployment Insurance Tax</b>    |   |                           |  |
| <b>Performance Measure (Outcome)</b>                               | <b>Performance Target</b>                           | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| <b>1. Timeliness of new employer determinations</b>                | <b>60% within 90 days of the end of the quarter</b> | <b>71.9%</b>              | <b>What Occurred: The target was exceeded by a significant margin.</b><br><br><b>Data Source: Administrative records</b>                       |
| <b>Service, Product or Activity: Unemployment insurance Claims</b> |   |                           |  |
| <b>Performance Measure</b>   | <b>Performance Target</b>                           | <b>Performance Actual</b> | <b>Performance Comments &amp; Analysis</b>   |
| <b>1. Timeliness of first payments</b>                             | <b>90% within 21 days</b>                           | <b>89.8%</b>              | <b>What Occurred: The target was missed by only .2%</b><br><br><b>Data Source: Administrative records</b>                                      |
| <b>2. Quality of claims determinations (% meeting standards)</b>   | <b>75%</b>  | <b>78%</b>                | <b>What Occurred: The target was met.</b><br><br><b>Data Source: Administrative records</b>  |

| <b>Core Function: Adjudication and Dispute Resolution (Workers' Compensation and Unemployment Insurance Appeals)</b> |   |   |   |
|--|---|---|---|
| <b>Performance Measure (Outcome)</b>   | <b>Performance Target</b>                                 | <b>Performance Actual</b>                             | <b>Performance Comments &amp; Analysis</b>  |
| <b>1. Workers' Compensation - contested cases resolved</b>   | <b>720 decisions and 240 appeal decisions = 960 total</b> | <b>746 decisions &amp; 247 appeal decisions = 993</b> | <b>What Occurred: The target was met.<br/>Data Source: Administrative records</b>                                 |
| <b>Service, Product or Activity: Workers' Compensation</b>   |   |   |   |
| <b>Performance Measure (Outcome)</b>   | <b>Performance Target</b>                                 | <b>Performance Actual</b>                             | <b>Performance Comments &amp; Analysis</b>  |
| <b>1. Workers Compensation – average days from petition to decision</b>  | <b>590</b>  | <b>607</b>  | <b>What Occurred: Continued progress was made toward meeting the goal<br/>Data Source: Administrative records</b> |
| <b>2. Workers Compensation – Average days from hearing to decision</b>   | <b>60</b>   | <b>50</b>   | <b>What Occurred: The goal was met.<br/>Data Source: Administrative records</b>                                   |
| <b>3. Access to agency decisions – posted on Web site</b>  | <b>100%</b>   | <b>100%</b>   | <b>What Occurred: All decisions are posted on the Web<br/>Data Source: Administrative records</b>                 |
| <b>4. Timeliness of payments documented in annual report</b>   | <b>Annual report</b>                                      | <b>Annual report</b>                                  | <b>What Occurred: Timeliness documented in report.<br/>Data Source: Administrative records</b>                    |
| <b>Service, Product or Activity: Unemployment Insurance Appeals</b>  |   |   |   |
| <b>Performance Measure</b>   | <b>Performance Target</b>                                 | <b>Performance Actual</b>                             | <b>Performance Comments &amp; Analysis</b>  |
| <b>1. Percent meeting standards for time from filing to decision</b>   | <b>60%</b>  | <b>82.1%</b>  | <b>What Occurred: The goal was met.<br/>Data Source: Administrative records</b>                                   |
| <b>2. Random sample of cases meeting federal quality standards</b>   | <b>90%</b>  | <b>85.8%</b>  | <b>What Occurred: The goal was met.<br/>Data Source: Administrative records</b>                                   |
| <b>3. Percent of decisions upheld by appeals board</b>   | <b>80%</b>  | <b>80%</b>  | <b>What Occurred: Percent of decisions met<br/>Data Source: Administrative records</b>                            |

| <b>Core Function: Workforce Development Services</b>           |   |   |   |
|--|---|---|---|
| <b>Performance Measure (Outcome)</b>                           | <b>Performance Target</b>               | <b>Performance Actual</b>                                     | <b>Performance Comments &amp; Analysis</b>  |
| 1. Size of Iowa Workforce                                      | 1,500,000                               | 1,631,600   | What Occurred: The workforce grew throughout the year.<br>Data Source: BLS/LAUS program                                       |
| 2. Customer satisfaction rates for participants and businesses | 75% for business & participants         | 76% bus & 77% partic.   | What Occurred: Employers and participants generally satisfied.<br><br>Data Source: Administrative records and federal reports |
| <b>Service, Product or Activity: Field office operations</b>   |   |   |   |
| <b>Performance Measure (Outcome)</b>                           | <b>Performance Target</b>               | <b>Performance Actual</b>                                     | <b>Performance Comments &amp; Analysis</b>  |
| 1. Percent of federal performance standards met                | 100%                                    | 100%  | What Occurred: All federal standards were met<br><br>Data Source: Administrative records and federal reports                  |
| 2. Work Opportunity Tax Credit                                 | 100% processed within 45 days           | 100% processed  | What Occurred: Goal was met.<br><br>Data Source: Federal Reports  |
| 3. Alien labor certification                                   | 100% processed within 30 days           | 90% of temporary visas processed within the federal standards | What Occurred: Applications processed<br><br>Data Source: Federal Reports   |
| 4. New Employment Opportunity Fund                             |   |   | What Occurred:<br>Data Source:  |
| 3. New Iowans Center – number served                           | 2,000                                   | 2,746   | What Occurred: The goal was exceeded<br><br>Data Source: Administrative records   |
| 4. New Iowans Center – number                                  | 1,500                                   | 2,681   | What Occurred: The goal was exceeded<br><br>Data Source: Administrative records   |
| <b>Service, Product or Activity: Skill Training</b>            |   |   |   |
| <b>Performance Measure</b>                                     | <b>Performance Target</b>               | <b>Performance Actual</b>                                     | <b>Performance Comments &amp; Analysis</b>  |
| 1. WIA entered employment rate for trainees                    | Adult – 73%<br>Dislocated Workers – 81% | Adult – 84.2%<br>Dislocated Workers – 90.4%                   | What Occurred: Goals were exceeded<br><br>Data Source: Administrative Records & Federal Reports                               |
| 2. PROMISE JOBS  | Meet all fed.TANF pfc.stds.             | 100% of standards met   | What Occurred: All federal participation rates were exceeded<br><br>Data Source: DHS Data and Reports                         |
| 3. TAA/NAFTA entered employ't rate                             | 70%                                     | 76%   | What Occurred: Exceeded Goal<br><br>Data Source: Administrative Records   |
| 4. TAA/NAFTA earnings growth rate                              | 80%                                     | 66%   | What Occurred: Goal was not met<br><br>Data Source: Administrative Records  |

|                |                            |             |   |
|----------------|----------------------------|-------------|---|
| <b>5. FSET</b> | <b>Meet all fed. Stds.</b> | <b>100%</b> | <b>What Occurred: Very Small Amount of Activity</b><br><br><b>Data Source: Administrative Records</b> |
|----------------|----------------------------|-------------|---|

**\* Based on exits from 10/01/04 – 9/30/05 – this is the most current data.**

## Resource Reallocations

A number of staff and financial reallocations were made during FY 2004 in order to adjust to shifts in resources or to help meet critical needs:

- Because of reductions in federal appropriations and the lack of funding for salary increases, a number of positions remain unfilled throughout the agency due to inadequate resources.
- During FY 2004, federal funds for services to veterans were cut significantly, resulting in a marked reduction in the number of staff dedicated to providing these services. Revised veterans services positions were posted and filled to maintain services to the degree possible, and several staff were reassigned to perform labor exchange functions. Staff layoffs were avoided and their expertise was retained for the agency.
- Three Information Technology staff were assigned to work full time on the unemployment insurance tax redesign project, with their salaries and related costs shifted to other federal funds for this purpose.
- Several clerical staff people were assigned to a pool of workers that can support the Labor and Workers' Compensation Divisions as well as Unemployment Insurance Appeals. This allows them to focus their attention where they are most needed in response to fluctuations in work loads.
- Similarly, administrative law judges have received cross-training so that they can cover both Workers' Compensation and Unemployment Insurance Appeals as the level of work demands.

## AGENCY CONTACTS

Copies of Iowa Workforce Development's Performance Report are available on the IWD Web site at [www.iowaworkforce.org](http://www.iowaworkforce.org). Copies of the report can also be obtained by contacting Jeff Nall at 515-281-0255 or Diane Oak Goode at 242-0056.

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