

**AGENCY PERFORMANCE PLAN  
FY 2022**

<b>Name of Agency: Iowa Workforce Development</b>				
<b>Agency Mission: We power Iowa's possibilities by connecting workers to opportunities and employers to workforce solutions</b>				
<b>Core Function</b>	<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Prior Year Actual</b>	<b>Agency Strategic Plan goals (SP) or Governor's Priorities (GP) linked to measure</b>
<b>CF: Regulation and Compliance (Labor Services) Rod Roberts</b>				
<b>Desired Outcome(s):</b>				
<b>To enhance the safety, health, and economic well-being of Iowa's workforce and public through consultation and enforcement of state regulations.</b>				
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target</b>	<b>Prior Year Actual</b>	<b>Strategies/Recommended Actions</b>
<b>1. Amusement Ride Inspections</b>	<b>Annual Ride Inspections</b>	<b>100%</b>	<b>100%</b>	<b>Inspect each ride for safety compliance prior to the first setup each year.</b>
	Concessions - 69 Rides – 248 Inflatables, generators and blowers - 798		<b>Total Inspected – 1,115</b>	
<b>2. Boiler and Pressure Vessel Inspections</b>	<b>Annual Boiler Inspections</b>	<b>100%</b>	<b>83%</b>	<b>Perform annual internal and external inspections of covered objects for safety compliance.</b>
	Objects inspected by 3 <sup>rd</sup> party – 15,561 Objects inspected by State – 2,086 Total active objects- 17,647 Objects with current permits – 14,650	<b>100%</b>	<b>Percentage with current permit – 83%</b>	
<b>3. Contractor Registrations 309_61106_001</b>	<b>Time elapsed from date completed registration application is received to date certificate is issued</b>	<b>7 Business Days</b>	<b>7 Business Days</b>	<b>Improve process efficiency and provide backup support</b>
<b>4. Elevator (Conveyance) Inspections</b>	<b>Annual Inspections</b>	<b>100%</b>		<b>Perform annual inspections of all covered equipment annually</b>
	Conveyance inspected by 3 <sup>rd</sup> party – 3,010 Conveyance inspected by state – 8,238		<b>Percentage with</b>	

	Total conveyances inspected – 11,248 Total active conveyances – 14,362		<b>current permit – 75.7%</b>	
<b>5. OSHA Consultation</b>	<b>Identified serious hazards corrected</b>	<b>2,500</b>	<b>1,094</b>	<b>Increase hazard awareness</b>
<b>6. OSHA Education</b>	<b>Number of individuals trained</b>	<b>10,000</b>	<b>6,338</b>	<b>Continue the training outreach to assist employers in the state of Iowa</b>
<b>7. OSHA Enforcement</b>	<ul style="list-style-type: none"> <li>Reduce workplace fatality rates by 2% per year (10% over a 5-year period)</li> <li>Increase the number of inspections by 10% by the end of OSHA 5-year strategic plan – 2% annually</li> </ul>	21 Fatalities  720 Inspections	22 Fatalities  538 Inspections	
<b>8. Child Labor</b>	<b>Time elapsed from labor permit to request closing</b>	<b>7 days</b>	<b>5 days</b>	<b>Improve process efficiency and provide back up support</b>
<b>9. Wage Claims 309_61104_001</b>	<b>Time elapsed from claim opening to closing – non adjudicated cases</b>	<b>365 days</b>	<b>174 days</b>	<b>Improve process efficiency and provide back up support</b>

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<b>Research, Analysis and Information Management</b>				
<b>Desired Outcome(s):</b>				
<b>Develop and provide workforce information and analysis to help customers make sound labor decisions</b>				
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target</b>	<b>Prior Year Actual</b>	<b>Strategies/Recommended Actions</b>
<b>1. Data Production and Analysis 309_64100_001</b>	<b>Percentage of contract deliverables produced on time and within federal quality parameters</b>	<b>100%</b>	<b>98%</b>	<b>Continue to work with BLS and other stakeholders in meeting their needs</b>
<b>2. Labor Availability Studies 309_64101_004</b>	<b>Percent of state with current data</b>	<b>90%</b>	<b>74%</b>	<b>Respond to requests in a timely manner and undertake methodology improvements to reflect current economic trends</b>

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<b>Resource Management</b>				
<b>Desired Outcome(s):</b>				
To provide customer support services for the department				
Services, Products, Activities	Performance Measures	Performance Target	Prior year Actual	Strategies/Recommended Actions
1. Financial Management Victor Kennedy 309_67100_001	Annual Audit Findings	All findings will be resolved per agreed upon resolutions	100%	Financial management will log all audit finding to track new and repeat findings. FM will communicate and work with all areas where audit findings exist to reduce the number of repeat finding year to year.

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<b>Economic Supports (Christina Steen)</b>				
<b>Desired Outcome(s):</b>				
To provide temporary funds for eligible, unemployed workers in order to maintain Iowa's skilled workforce and stabilize Iowa's economy.				
Services, Products, Activities	Performance Measures	Performance Target	Prior year Actual	Strategies/Recommended Actions
1. Unemployment Tax 309_22100_001	New employer determinations	70% within 90 days of the end of the quarter	67.93%	Streamline unemployment insurance tax processes and system, including multi-year automation project
2. Unemployment Claims 309_22101_001	Timeliness of first payments	87% within 21 days	67.08%	
3. Unemployment Claims – First Level Benefits 309_22_001	Random sample of cases reviewed using DOL quality review criteria	75%	10.12%	Consistent review and training
4. Unemployment Claims – Benefit Standards 309_22_002	Random Sample of cases reviewed using DOL performance standards	95%	73.19%	Consistent review and training

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<b>Adjudication and Dispute Resolution (Worker's Compensation) Joseph Cortese</b>				
<b>Desired Outcome(s):</b>				
<b>To adjudicate the rights and duties of workers and employers under workers' compensation and unemployment insurance laws to stabilize lowan's incomes during periods of disability and provide employers with fair and predictable employment standards.</b>				
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target</b>	<b>Prior year Actual</b>	<b>Strategies/Recommended Actions</b>
<b>1. Adjudication &amp; Compliance 309_01100_001</b>	<b>Time elapsed from petition to decision</b>	<b>634 days</b>	<b>633.75</b>	<b>Continue efforts to eliminate redundant and unproductive activities to improve staff productivity.</b>
<b>309_0110-002</b>	<b>Time elapsed from hearing to decision</b>	<b>90 days</b>	<b>139.58</b>	<b>Manage case assignments using on-time inventory management system</b>
<b>2. Cases Pending</b>	<b>Number of cases pending appeal</b>	<b>250</b>	<b>40</b>	<b>Increase assistance from deputies</b>
<b>3. UI Appeals (Christina Steen) 309_01101_001</b>	<b>Measure time lapse from date of filing to date of decision</b>	<b>60% within 3 days</b>	<b>9.875%</b>	
<b>309_01101_002</b>	<b>Random sample of cases reviewed using DOL quality review criteria</b>	<b>90% score better than 85%</b>	<b>34.255%</b>	

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<b>Workforce Development Services (Michelle McNertney)</b>				
<b>Desired Outcome(s):</b>				
<b>To provide a successful labor exchange for business and job seekers</b>				
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target</b>	<b>Prior year Actual</b>	<b>Strategies/Recommended Actions</b>
<b>1. Field Office Operations 309_85102_001</b>	<b>Entered employment rate</b>	<b>65%</b>	<b>61.9%</b>	<b>Expand and enhance outreach efforts to our business customers in order to focus more clearly on business needs and how IWD can address them</b>
<b>2. Skill Training 309_85102_004</b>	<b>Entered employment rate</b>	<b>63%</b>	<b>72.2%</b>	<b>Provide specialized services and projects for segments of the population that are under-represented in the workforce</b>
<b>3. Iowa's Workforce 309_85_001</b>	<b>Size of Iowa's workforce</b>	<b>1,654,100</b>	<b>1,654,100</b>	<b>Improve products and services based on customer input. Iowa has more people working now than at any other time in the state's history.</b>