



ANNUAL REPORT 2023



**Iowa Office
of Ombudsman**



This annual report about the exercise of the Office of Ombudsman functions during the 2023 fiscal year is submitted to the Iowa General Assembly and the Governor pursuant to Iowa Code section 2C.18.

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MESSAGE FROM THE OMBUDSMAN

It is my pleasure to write my second Annual Report column as Iowa's Ombudsman. I would like to take this opportunity to talk about my office's fiscal year 2023 accomplishments, and to share my goals for the next year.

For those who are not familiar with the Ombudsman's office, we are a good-government Legislative branch agency tasked with investigating state and local government with the goal of improving government services.



Fiscal Year 2023 Accomplishments

During fiscal year 2023, the period covered in this report, my office opened 5,997 cases - a 7.5% decrease from fiscal year 2022, due largely to a sharp drop in pandemic-related issues. While the decrease is welcome, we still fielded the third-highest number of cases in the history of the office (with the top two years being 2021 and 2022) and 50% more cases than we opened in 2014. We handled this higher caseload with the same number of staff we had in 2014. Of the total cases, 4,654 were complaints about state or local government agencies within our jurisdiction and 669 were requests for information.

With such a big workload, we continue to be selective about the cases we choose to investigate. I continue to work with staff to improve our process of identifying the best cases to investigate that will have the biggest impact for the greatest number of Iowans.

In addition, I have made efforts to improve our communications with the legislative branch of which we are a part, the agencies and local governments we work with and investigate, and the public whom we serve.

Since I took office in February 2022, I have met with a number of directors of agencies with which we have regular interactions - notably the Department of Corrections, the Department of Health and Human Services, the Department of Education, and the Iowa Public Information Board. My staff have also built relationships with key employees in those and other agencies. In addition, I have traveled to several jails and prisons to better understand the conditions there. It is my hope that good relationships will lead to more efficient investigations and more receptiveness to our recommendations when we make them.

Because my office is a part of the legislative branch, my goal was to improve communications with the Legislature, as well. To that end, I began sending a quarterly newsletter to the Legislature to keep members informed of current topics impacting my office. In addition, I provided a group of Legislative Services Agency staff with an overview of our office and what it does.



I also thought that our website, as a primary means of communication with the public, was not meeting public expectations. I led an effort to replace our old site with a new version that provides many more resources to lowans looking for information about government services, and guidance on how to interact with the government.

Looking to the Future

As proud as I am about our accomplishments of the past year, I am equally excited about the future.

For example, we are close to publishing our first public report in over three years. In the past, public reports have typically been issued only when we reach an impasse with a government agency. Going forward, I plan to issue more topical reports focused on local government. The goal of these reports is to allow cities and counties to learn from the experiences of their neighbors and, hopefully, not make the same mistakes.

Also, this office has not historically fielded many cases relating to education, which is a hugely important public service that consumes massive taxpayer resources. House File 604, which authorizes my office to investigate complaints about school violence, provides us with a great opportunity to do more in that area.

Finally, like all government agencies, we must continue to maximize our limited resources, and I am excited for the opportunity to continue to identify opportunities to be more efficient in carrying out our duties.

What We Do

We investigate complaints against agencies or officials of state and local governments in Iowa.

We work with agencies to attempt to rectify problems when our investigation finds that a mistake, arbitrary, or illegal action has taken place.

We have a unique statutory responsibility to investigate and determine if an action was fair or reasonable, even if in accordance with law.

We have access to state and local governments' facilities and confidential records to ensure complete review of facts regarding a complaint.

CASE SUMMARIES AND TOPICAL STATISTICS

Local Government



Use of Snapchat Gets Fourth Grader in Trouble

A mother in northeast Iowa reached out to our office about her fourth-grade son who received a 10-day detention for making an inappropriate comment to other students on Snapchat. The mom argued that her son had made the comment in response to a group of girls antagonizing him on the social-media platform. She thought the punishment was harsh and that the issue should have been a “parent matter” that did not need the school’s intervention.

We reviewed the school’s policy, which defined malicious use of the telephone as “threatening or harassing a person over the telephone, any other conduct that interferes with the orderly and efficient operation of the school.” We found that the school’s opinion was well-reasoned and followed the school’s policy.

We also shared with the mother that Snapchat’s minimum age of usage is 13, which is consistent with the U.S. Children’s Online Privacy Protection Act (COPPA). This situation involved the use of Snapchat

by several fourth graders under the age of 13. In addition to suggesting the mom raise the issue to the school board if she wanted to bring the issue to the board’s attention, we suggested that her fourth-grade son avoid Snapchat.

Water Disconnection Notice Violates State Law

A city resident complained that she had received a water disconnection notice that did not include language required by state law to notify her of a right to a hearing. The resident was also upset that city staff had not responded to an email she sent to request a payment arrangement.

We reviewed the city’s disconnection notice, state law, and city ordinances before determining that the notice appeared legally insufficient because it did not advise customers of their right to a hearing. City officials agreed to change their notifications to ensure they include the necessary verbiage.

City officials further explained that they did not receive the resident’s email request for a payment arrangement because their firewall had stopped it, possibly because it included attachments. City officials requested that we ask the resident to call them to make a payment arrangement, which we did. The resident avoided a service disconnection and the city pledged to update/improve its disconnection notification practices going forward.

City Worker Wrongly Paid for Two City Roles

A city resident contacted us about an issue with a newly appointed member of the city council who was also employed as the city's building inspector. Iowa Code § 372.13(8) prohibits an elected city officer from holding a second paid position for their city at the same time.

My office reached out to the mayor of the city to point out the violation. The mayor agreed to correct the violation by making the city council member's city building inspector position unpaid going forward.

Obstruction of Waterway Not Fixed by County

A homeowner complained to our office that a nearby waterway was obstructed by pieces of debris and the county was not properly maintaining the waterway. The homeowner wanted to know who he could contact and what he could do to take care of this issue.

We advised the resident to first address the board of supervisors directly with his concerns. When the supervisors failed to commit to taking any immediate action, our office reached out to the county engineer. Despite some initial resistance, the engineer agreed to move forward with the project of removing the debris from the bridge with the aid of another state agency.

Residence or Junkyard?

A homeowner complained that her city was not doing anything about a residential property in the neighborhood that was reportedly in "serious disrepair." The homeowner sent pictures, which we reviewed along with relevant city code sections. After reviewing the pictures, it appeared to us that the subject property was in violation of several city ordinances that cover building maintenance, junk, debris, and weeds.



We contacted a city code enforcement officer to summarize the problems and asked if enforcement action was underway. The enforcement officer acknowledged the violations and said they were trying to work with the landlord. The city wanted to avoid issuing a fine because that could prevent the landlord from investing in upkeep and repairs. We asked if 60 days would be sufficient time for the landlord to paint the house, which the enforcement officer affirmed would be reasonable.

We followed up with the enforcement officer two weeks later to see if there was any progress at the subject property. He reported that the grounds looked "pretty good," there was a dumpster in the driveway for junk to be thrown away, and the landlord hoped to make some repairs and paint the house in coming weeks.

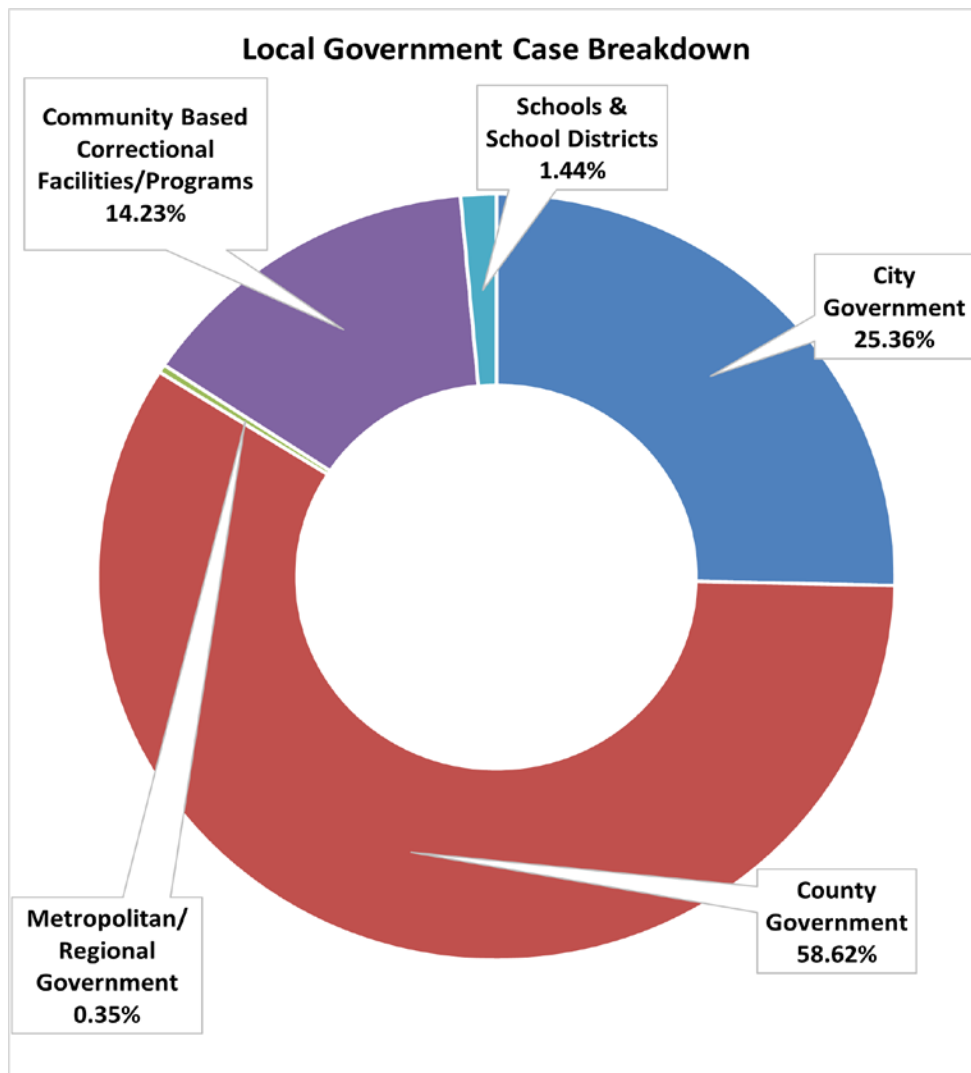
We relayed the information to the homeowner and said they could recontact us in the spring if problems remained.

Assistance Provided in Tracking Suicide Victim's Property

We received a call from the parents of a woman who had committed suicide. Many of their daughter's personal belongings were unaccounted for after police gave the vehicle she had died in to her late fiancé's parents. The vehicle was technically owned by the dead woman's late fiancé, but many of her items were left inside the vehicle. The woman's parents had tried unsuccessfully to find those items and get them back.

We reached out to the county sheriff to inquire about the missing property. The sheriff told us that deputies had made decisions regarding the disposition of property, even though that task is usually considered a civil matter handled by the court system. Also, citing policy, the sheriff declined to release police reports to the parents, including an inventory list that would allow them to determine the whereabouts of their daughter's property. We pointed out that state law gives the sheriff the discretion to release such information, but the sheriff still declined to release it.

Undeterred, we worked with the medical examiner, the executor of the daughter's estate, and sheriff to find several pieces of their daughter's property and to facilitate their return.



Human Services

Grandparent's Pursuit of Foster Care Licensure Reveals Issue

A grandmother assumed guardianship of her five grandkids after the State's child welfare agency had removed them from their parents' care for over a year. She completed foster care licensure and was under the impression she would qualify for a guardianship subsidy to help cover the cost of caring for the children. However, because the grandmother was not licensed for six months before the



guardianship order was entered, the agency informed her she wasn't eligible. As a result, she received no financial assistance to take care of her five grandchildren. The grandmother said she was led to believe that she would be eligible for financial assistance once she was licensed, so she was surprised that was not the case.

While the agency believed that the judge in the case had fully informed the grandmother, it conceded that it spent a lot of time in the aftermath of this case ensuring its employees and contractors in this particular part of the state better understood subsidized guardianships. The agency even met multiple times with area juvenile court judges to provide additional training and clarity about subsidized guardianships.

But the greater issue may have been with federal law, which the agency must follow. It took the grandmother a long time to complete the foster-care licensing process, and because of that, she was unable to meet the six-month requirement for a subsidy. Federal regulations have long required relatives to go through the same process for foster care licensure as non-relatives. When child welfare agencies and courts determine that a relative is fit to care for a child, states cannot financially support these placements with monthly foster care maintenance payments unless the relative completes the lengthy, cumbersome foster care licensing process - a difficult task to fulfill while caring for abused or neglected children, usually with little warning or time to prepare.

While the federal aspect of this case is non-jurisdictional to our office, this case illustrates a special burden to relative-caregivers who are seeking financial assistance to assume care of their loved ones. There is a consensus that it is best for children to be placed with relatives whenever possible, but under our current system it is unfortunately easier to pay for strangers to care for children in state custody rather than their own relatives.

In September 2023, the federal Administration for Children & Families announced a change to federal rules to allow states to make it easier for relatives to get licensed. This means Iowa's child welfare agency will have considerable discretion to streamline this process. States can access unlimited federal funds to cover a large portion of the cost of these payments, which will help minimize the fiscal impact to the state. This move could make it more affordable and less administratively burdensome in the future for grandparents to take care of their grandkids.

Parent Wrongly Billed for Child Support After Court Order

In a court order, a mother was awarded temporary custody of her child and support payments from the child’s father, but she reached out to us because her child support obligation from a previous order continued to be billed to her. The agency responsible for administering child-support payments told her that the orders didn’t specifically end her obligation, so it would remain in effect.

We reached out to the agency to ask if it could seek clarification from the court. The agency reviewed that case and determined that the mother’s obligation should have ended when the temporary order was issued. The agency then made the appropriate correction.



Parent Mistakenly Billed for Iowa Medical Costs for Months After Leaving the State

A mother complained that the state continued to take cash medical payments from child-support funds that should have gone to her after she had left the state and her children were no longer receiving health coverage from the state.

We reached out to the state agency responsible for administering child support payments, which was already looking into the matter by the time the mother called us. At first, it seemed the agency might only refund her a relatively small amount of what the mother was owed. After completing its review of the case, however, the agency refunded payments to the mother dating back to the month she had informed the agency she was leaving the state.

Complainant Rights and Responsibilities

You Are Entitled To:

- make a complaint and to express your opinions in ways that are reasonable, lawful and appropriate;
- a reasonable explanation of the Ombudsman’s complaint procedure, including details of the confidentiality, secrecy and/or privacy rights or obligations that may apply;
- a fair and impartial assessment and, where appropriate, investigation of your complaint based on the merits of the case;
- a timely response;
- be informed in at least general terms about the actions taken and outcome of your complaint;
- be given reasons that explain decisions affecting you;
- be treated with courtesy and respect;
- communicate valid concerns and views without fear of reprisal or other unreasonable response;
- one review of the decision on your complaint.

You Are Responsible For:

- treating the Ombudsman staff with courtesy and respect;
- clearly identifying to the best of your ability the issues of the complaint, or asking for help from the Ombudsman staff to assist you in doing so;
- providing to the Ombudsman to best of your ability all the relevant information available to you at the time of making the complaint;
- being honest in all communications with the Ombudsman;
- informing the Ombudsman of any other action you have taken in relation to your complaint;
- cooperating with the staff who are assigned to assess/investigate/resolve/determine or otherwise deal with your complaint.

State Government



Data Entry Error Prevents Man from Receiving Unemployment Benefits

A man reached out to us to seek help with receiving unemployment benefits to which he believed he was entitled. The man said he was missing deposits of unemployment insurance payments, and when he reached out to the state, he had a difficult time getting its assistance. After trying to work with the state for several months, he was told the issue had been investigated twice and the benefits had been released to his bank. Therefore, the state said, it was now a private matter between him and his bank. For that reason, the state refused to investigate the matter further.

We followed up with the state and discovered that an employee had made a data-entry error while entering the man's banking information and he had not, in fact, received his benefits totaling over \$8,000. This error had not been discovered during the State's initial investigations of the man's claims that he had not received his funds.

As a result of our investigation, the State paid these funds to the man.

Vital Records System Issues

We received two complaints from a county death-investigation facility experiencing issues with the state computer system that several professions use to access vital records. Specifically, the complainants stated that the system was not sending out notifications to funeral homes when a permit is completed, and information was not being saved.

We contacted the agency responsible for maintaining the system, which replied that these were not bugs but rather known limitations of the system. The agency said it continues to take feedback and work on expanding the capabilities of the system, but it also noted that sending courtesy emails to funeral homes is not legally required. The agency stated it had explained to one of our complainants why the emails were not going out but also suggested a workaround. The agency also explained that the system times out, but files can be saved if a person logs out and back into the system.

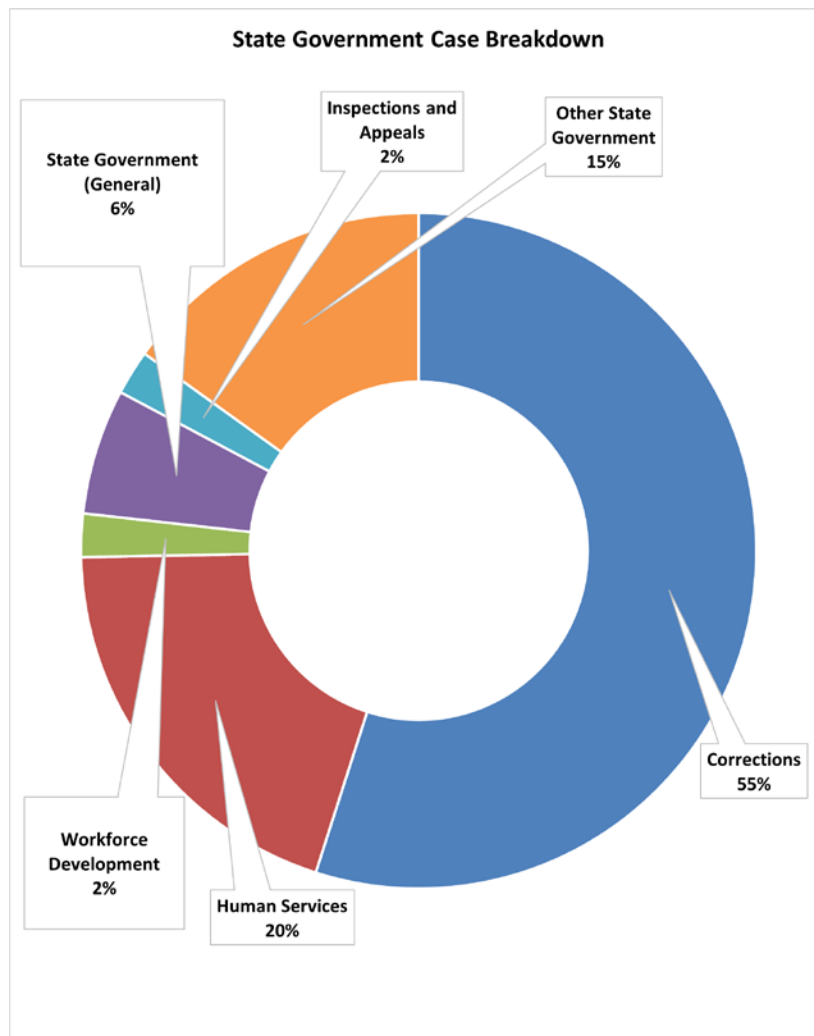
We relayed this information to both complainants. We also suggested they fill out the online feedback form to provide the agency with valuable suggestions for future enhancements to the agency's system. We found that the agency's existing functionality complied with the law, and that the agency assisted both individuals when they contacted them regarding their issues.

Contractor Needs Help Navigating Licensing Boards

A contractor contacted our office to find out if a subcontractor he had hired was licensed, and he wanted to know the status of his own license. He had reached out to the state’s contractor licensing board, but he was unable to get them on the phone and they would not return his calls. His efforts to search online for registered contractors proved unsuccessful, as well.

We were able to obtain the agency’s general email address and found the online contractor search, which was buried on the

agency’s website. We provided both to the contractor and verified that the contractor was licensed, though the subcontractor was not.



Managed Medicaid

Estate Recovery Update

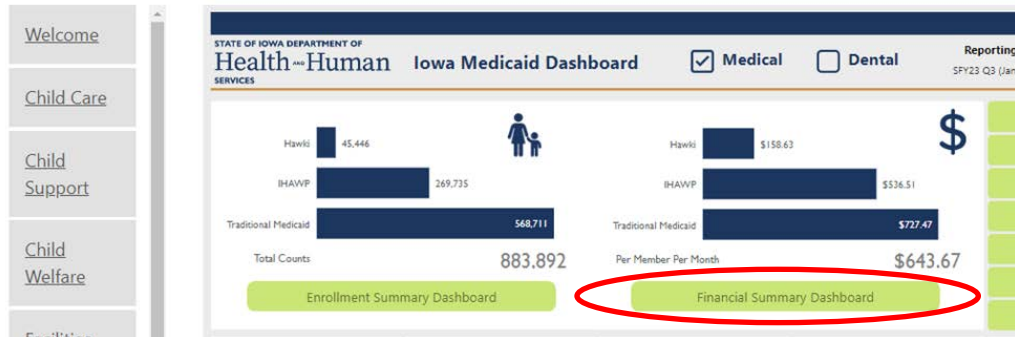
In last year’s annual report, we wrote about complaints our office was fielding concerning Estate Recovery. As a refresher, the Iowa Department of Health and Human Services (HHS), the agency responsible for administering the federal Medicaid program in Iowa, contracts with Managed Care Organizations (MCO) to provide healthcare services to Medicaid members in Iowa. As we reported, Medicaid members were not notified when they signed up that, once deceased, their estate would have to repay fees that were paid to MCOs on the Medicaid member’s behalf.

Since that time, HHS has placed Estate Recovery information in every member’s MCO enrollment notices and letters that notify members of an open-choice period where they can choose a different MCO. This allows members the opportunity to ask questions about estate recovery and to make informed decisions about the benefits they request.

HHS has also provided a way for members to see the monthly amount that is sent to the MCO on the member’s behalf. The technical term for this is the Medicaid Capitation Rate.

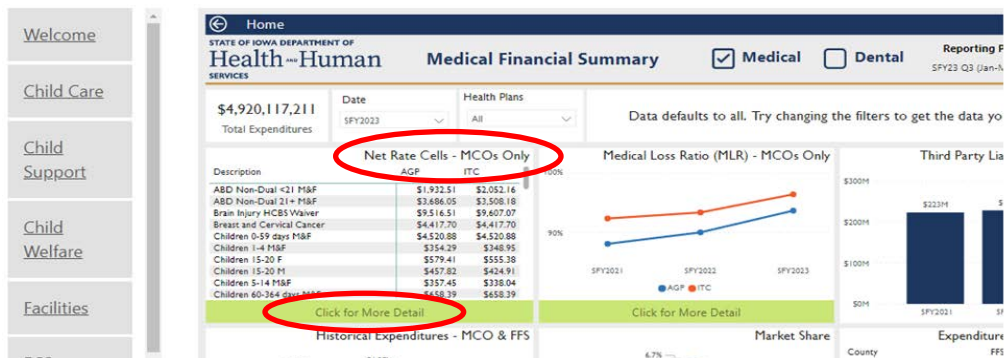
The Medicaid Dashboard is a way for Medicaid members to look up their Medicaid Capitation Rate. To get there, click on the homepage of the [HHS Dashboard Initiative](#) and select the Iowa Medicaid dashboard. Then click the Financial Summary box on the dashboard:

Iowa Medicaid Dashboard




The next page has a box called "Net Rate Cells - MCOs Only". Click the box that says “Click for More Detail.”:

Iowa Medicaid Dashboard



Once there, if you know what program you are in and which MCO you are with, you can determine the monthly rate being paid to the MCO each month. The page looks like this:

Iowa Medicaid Dashboard



Rate Cell	AGP	ITC
Children 60-364 days MSF	\$329.20	\$329.20
Children's Mental Health HCBS Waiver	\$3,360.01	\$2,681.25
CHIP - Children 0-59 days MSF	\$2,255.99	\$2,255.99
CHIP - Children 1-4 MSF	\$172.70	\$170.03
CHIP - Children 15-20 F	\$385.49	\$273.47
CHIP - Children 15-20 M	\$224.61	\$208.14
CHIP - Children 5-14 MSF	\$174.27	\$164.57
CHIP - Children 60-364 days MSF	\$324.75	\$324.75
CHIP - Haski	\$156.55	\$159.87
Custodial Care Nursing Facility <65	\$4,764.72	\$4,810.05
Custodial Care Nursing Facility 65+	\$3,464.44	\$3,632.26
Dual Eligible 0-64 MSF	\$613.90	\$617.42
Dual Eligible 65+ MSF	\$245.22	\$224.41
Dual HCBS Waivers PD:H&D	\$4,752.67	\$4,798.00
Elderly HCBS Waiver	\$3,466.53	\$3,634.34
ICFID	\$6,794.14	\$7,210.88
Intellectual Disability HCBS Waiver	\$6,792.02	\$7,208.75
Non-Dual HCBS Waivers PD:H&D:AIDS	\$4,770.49	\$4,815.82
Non-Dual Skilled Nursing Facility	\$4,772.82	\$4,818.14

The Medicaid program types are on the left side and the corresponding capitation rates are on the right. For example, if a person is on the elderly waiver, they would see the monthly amounts depending on which MCO they are with.

Elderly HCBS Waiver	\$3,466.53	\$3,634.34
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Our office greatly appreciates the efforts of HHS to provide Medicaid members with Estate Recovery information so they can make informed decisions about their benefits prior to applying for Medicaid.



Medicaid Member Needs Help to Get Life-Saving Surgery

A Medicaid member reached out to us when he needed urgent surgery for a possible cancerous tumor. The member's Managed Care Organization (MCO) told her it would not waive a 30-day consent period before providing the service. Inexplicably, the MCO transferred her call to our office rather than resolving the issue itself.

We reached out to the MCO to find out why the member's issue was not handled by the MCO directly, and to find out more about the 30-day consent period. The MCO admitted that the member should not have been transferred to our office and agreed to refer the situation to an MCO service representative who would coordinate with the appropriate team to ensure appropriate care was given.

Due to our involvement, the MCO notified the healthcare provider that a 30-day consent period was not required, clearing the way for the surgery to be performed without delay.

Care Provider is Unpaid for Over Four Weeks Due to Address Snafu

One of the services available to most Home and Community-Based Services (HCBS) Waiver members is Consumer Directed Attendant Care (CDAC). A CDAC provider does things for a member that the Medicaid member would normally do for themselves if they could, such as getting in and out of bed, getting dressed, cooking, cleaning, and shopping. Payment is made by the Managed Care Organization (MCO) for services provided.



One of our complaints this year came from a provider who went unpaid for over four weeks and did not receive a W-2. The provider tried to reach out to the MCO to resolve the issues, but she was unable to reach an MCO provider representative.

We reached out to the MCO directly, and a representative initially responded that checks had been sent to the provider to the address on file. The provider told us that she updated her address in October 2022 and had received checks there from November, December, and part of January. Part of January's and all of February's checks went to an address she hadn't lived at for two years.

We asked the MCO what address the checks went to each month and why they had gone to the new address for two months before reverting to the old address. The MCO replied there were system challenges in changing the provider's address, and a manual workaround resulted in checks being sent to the old address.

As a result of our involvement, the MCO corrected the provider's address to show the correct address. A number of other similarly situated providers were impacted by the same system glitch, and their information was also updated.

Extra Miler—Iowa Medicaid Director Leads Increase in Transparency

Elizabeth Matney has been the Iowa Medicaid director since June 1, 2021. Since that time, our office has seen an increase in transparency and an improvement in accountability.

As one example, Ms. Matney began having virtual Medicaid Town Halls in August 2021 - one for members and another for providers. These town halls continue today and give members and providers needed information and updates, while allowing them to be heard about issues.

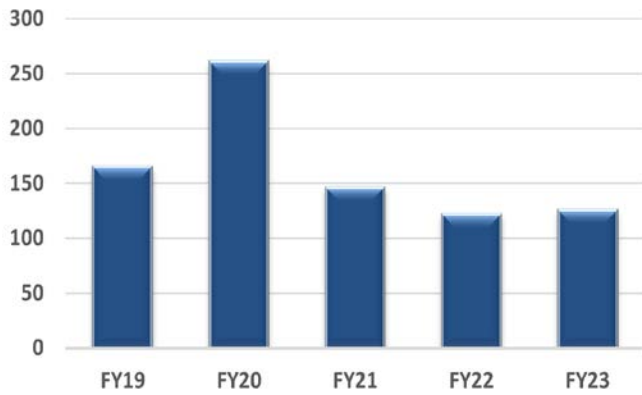
Ms. Matney has also been instrumental in creating a Medicaid Dashboard that shares detailed information about the program, including interactive reports.



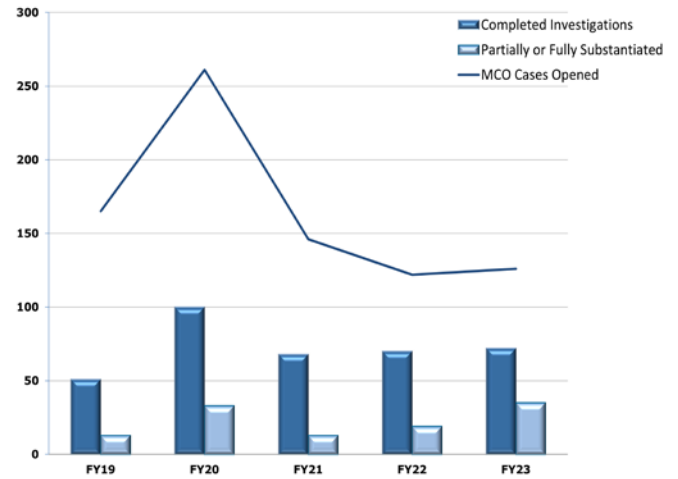


Managed Medicaid - Statistics

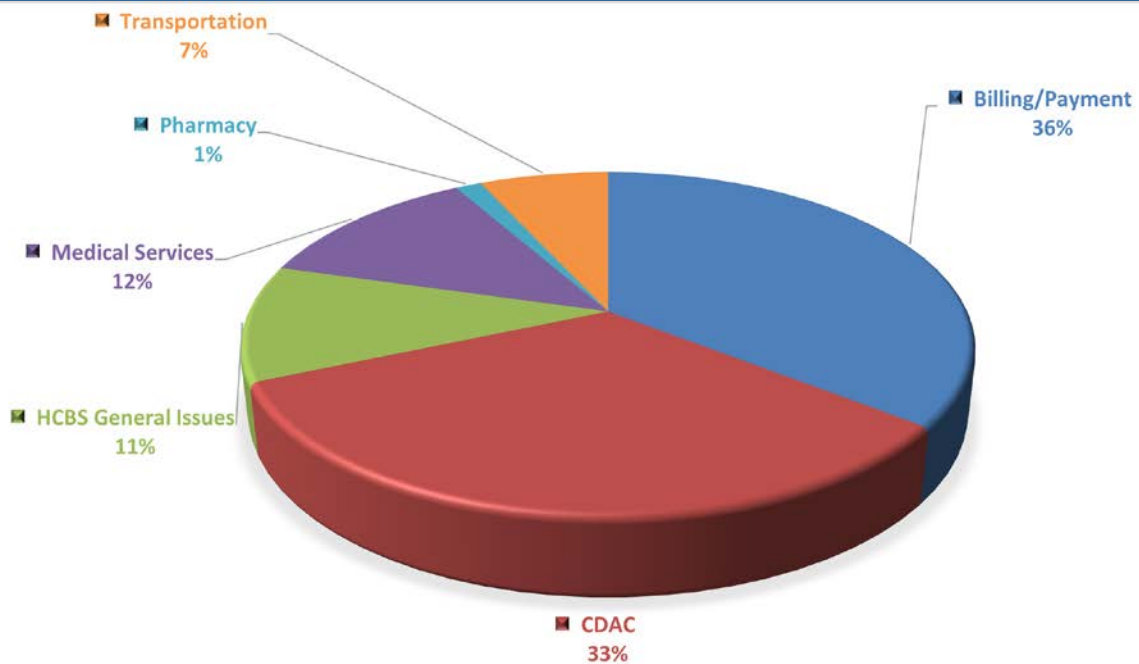
Number of MCO Cases Opened



Number of Partially or Fully Substantiated Investigated MCO Cases



MCO Cases by Category



Corrections and Jails



Inmate Segregated Well Beyond Limit in Agency Policy

An inmate contacted us when he had been kept in administrative segregation well beyond the time limits set out in agency policy - as long as 286 days. The inmate was mostly concerned about the lack of privileges he had received, such as contact with his family, because of his extended time in segregation.

We investigated the complaint and verified his claims. We found the inmate had never been referred for long-term restricted housing, despite agency policy mandating this after being in administrative segregation status for 60 days. We notified the prison of our findings.

The inmate was eventually transferred to another facility and placed in general population where he would receive all customary privileges.

Inmate Kept Indefinitely in Non-Voluntary Protective Custody

A prison inmate who contacted us alleged that he was being kept indefinitely in non-voluntary protective custody (NVPC).

That quickly raised questions for us because prison policy generally allows inmates to be kept in restrictive housing for only 60 days without special permission. In researching the issue further, we learned that other inmates had remained in that status for months longer than provided by policy. Prolonged restrictive housing can carry negative health and behavioral outcomes that can also potentially undermine institutional safety and security.

We contacted the agency to find out what was happening. We found out that the inmate was one of nearly 30 other inmates who were in NVPC status indefinitely due to a shortage in protective-custody housing. Prison staffers were working on a solution, but it was still several weeks away.

While we determined that this situation was inconsistent with agency policy, the prison was devising a solution. Unfortunately, there did not appear to be simple or quick answers due to space constraints throughout the state prison system.

Improper Treatment Requirement Rescinded

A prison inmate contacted us because he was told he would be required to participate in sex-offender treatment. The inmate was adamant that the circumstances of his offense should not require him to do so and that he should not be labeled as a sex offender.

While we knew the inmate would get an administrative hearing to affirm or overturn the agency requirement for sex-offender treatment participation, we also knew that process alone often takes several months and would adversely impact his chances for an early release.

For that reason, we reviewed the inmate's records, including minutes of testimony and his sentencing order, to determine if the need for sex-offender treatment was apparent. We were not satisfied that sex-offender treatment was necessary in the inmate's situation, so we asked prison officials to review the case.

The next working day, prison officials notified us that the sex-offender treatment program requirement was rescinded for the inmate.

Help Needed with Inmate Safety Issue

A prison inmate contacted us with concerns about his safety due to his proximity to another inmate who had been found guilty of sexual harassment and sexual abuse against him. After the abuser served his disciplinary detention, he remained at the same prison with his victim and was even assigned as his victim's cellmate for a brief time. Though the victim communicated to staff his concerns of being stalked and harassed by his abuser, and staff verified the incidents via facility cameras, the abuser continued his predatory behavior. This situation continued for five months before the victim contacted us.

We verified the victim's allegations and saw that although the abuser had been told to stay away from the victim, he had entered a unit he was not assigned to in order to stare up at the victim's cell door. We also discovered that the abuser had sexually harassed and stalked another inmate prior to these recent events.

We contacted the agency with that information and asked if the victim should be subjected to seeing his abuser daily. Within that hour, the agency agreed the abuser should be transferred and placed him in administrative segregation pending a transfer.



Prison Inmate Does Not Receive Credit for Time in Jail Custody

A prison inmate reached out to us with a claim that she did not receive proper credit toward her sentence for time she had served in jail custody.

We reviewed her records and verified that she was correct. We determined that the jail had certified her completion of a separate sentence for contempt, but they had failed to certify the time she was in their custody for her active sentence. As a result, the inmate did not receive proper credit toward her active sentence when she was transferred to prison.

We convinced the jail to certify the inmate's jail credit—168 days in total. Because of Iowa's "earned time" law, which reduces some prison sentences by an additional 1.2 days for each day served with good behavior, among other requirements, this brought her prison sentence more than a year closer to completion.



Jail Inmate Denied Care for Medical Emergency

A man told us he was denied medical care for a heart attack he suffered during a traffic stop and arrest, and then later at the jail.

We received reports and videos from both the police department and the jail. In the video footage, the man mentioned not feeling well to the officer who had pulled him over, but repeatedly told the officer that he was okay during his transport to the jail. His condition

quickly worsened once he arrived at the jail. He was unable to stand for long periods of time, was sweating profusely, and was having difficulty breathing, but jail staff disregarded these symptoms. The man finally told jail staff he was having chest and back pains. At that point, jail staff called for an ambulance. The man was taken to the hospital where it was confirmed he did have a heart attack.

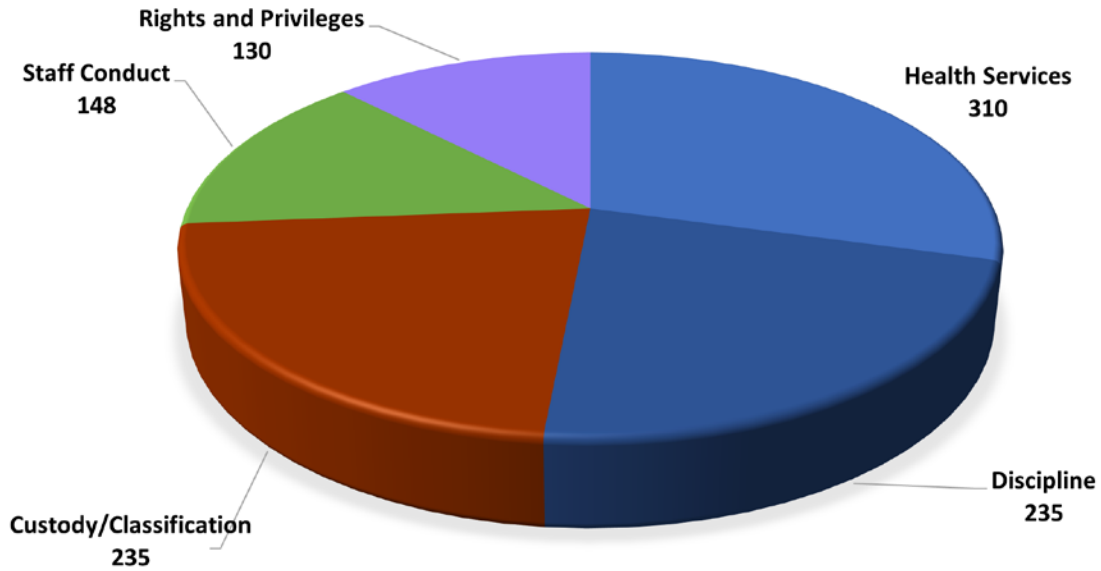
We did not substantiate the complaint that the officer had failed to respond appropriately to the man's emergency, in large part because the man assured the officer he was okay. We did substantiate the complaint that jail staff were slow to respond to a detainee who was clearly in crisis.

We suggested to the city police department and the county jail that they should provide additional training to staff on heart-attack symptoms. Both were receptive to this suggestion.

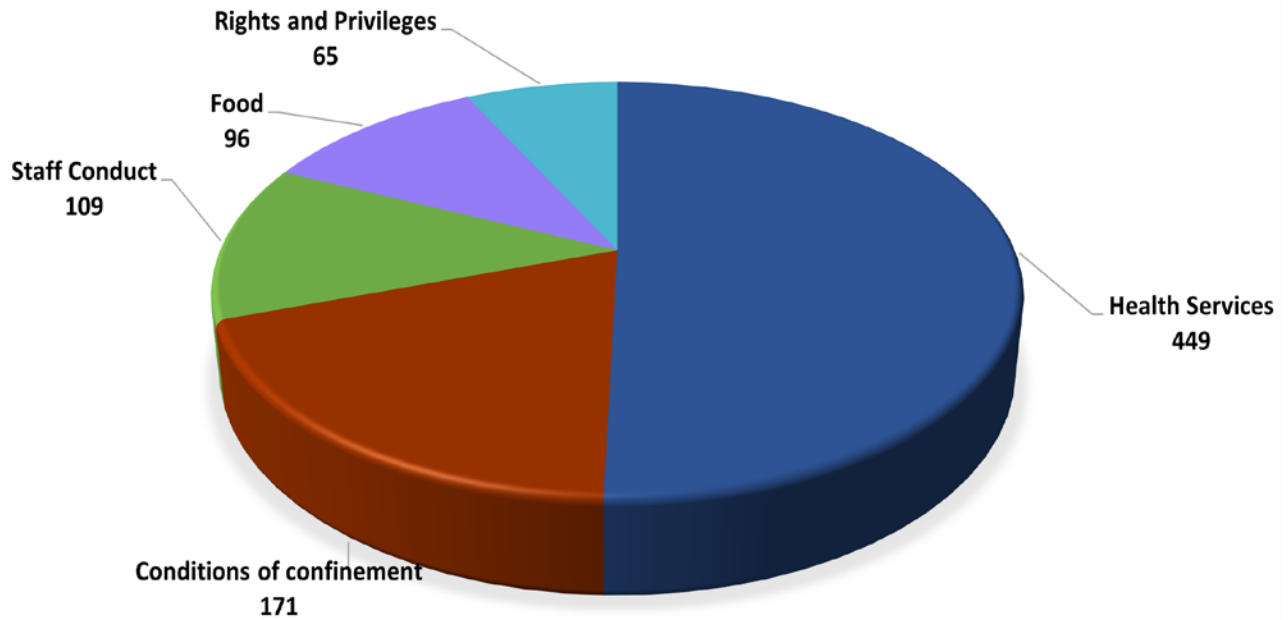


Corrections and Jails - Statistics

TOP 5 PRISON COMPLAINTS

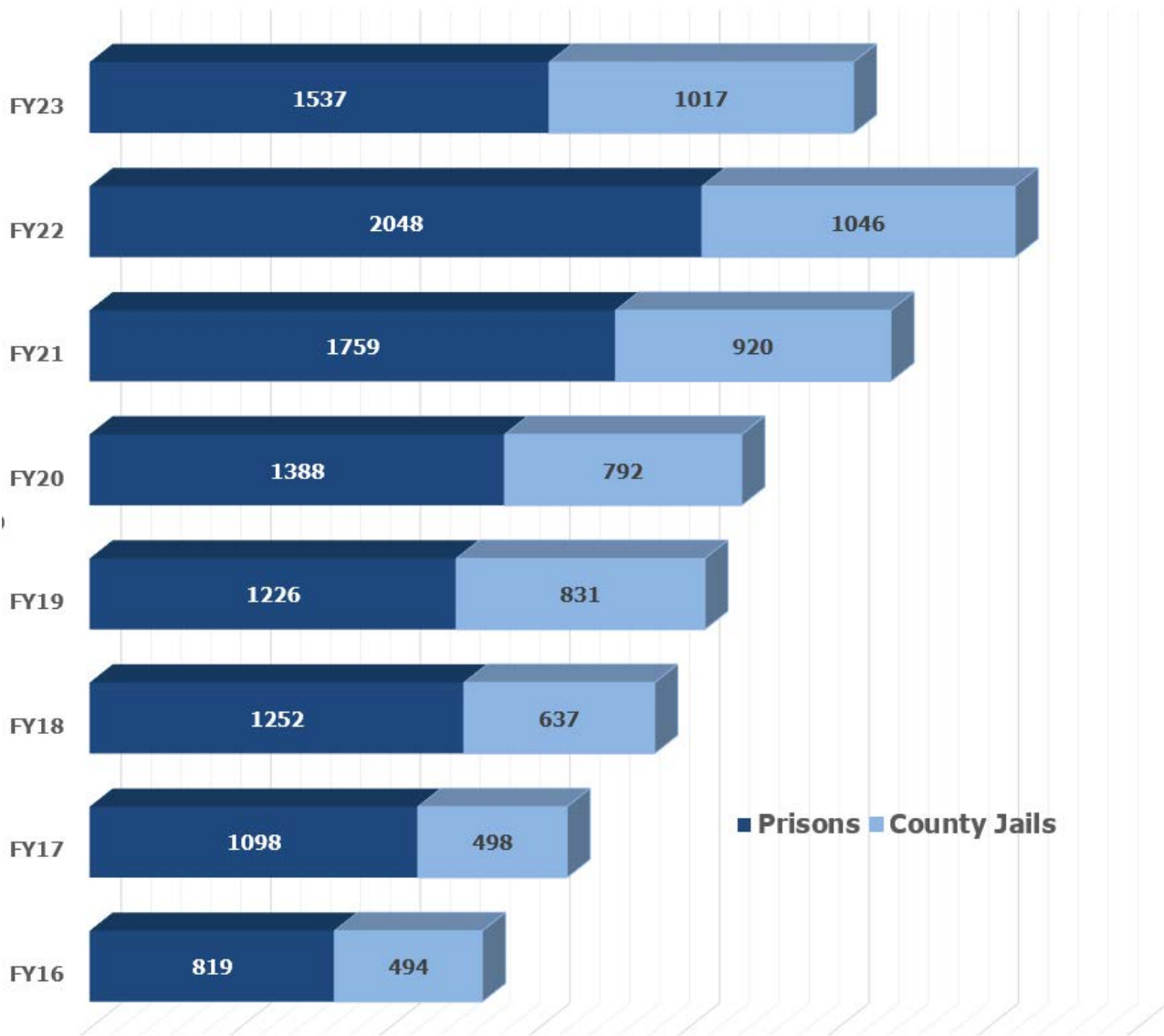


TOP 5 JAIL COMPLAINTS



Corrections and Jails - Statistics

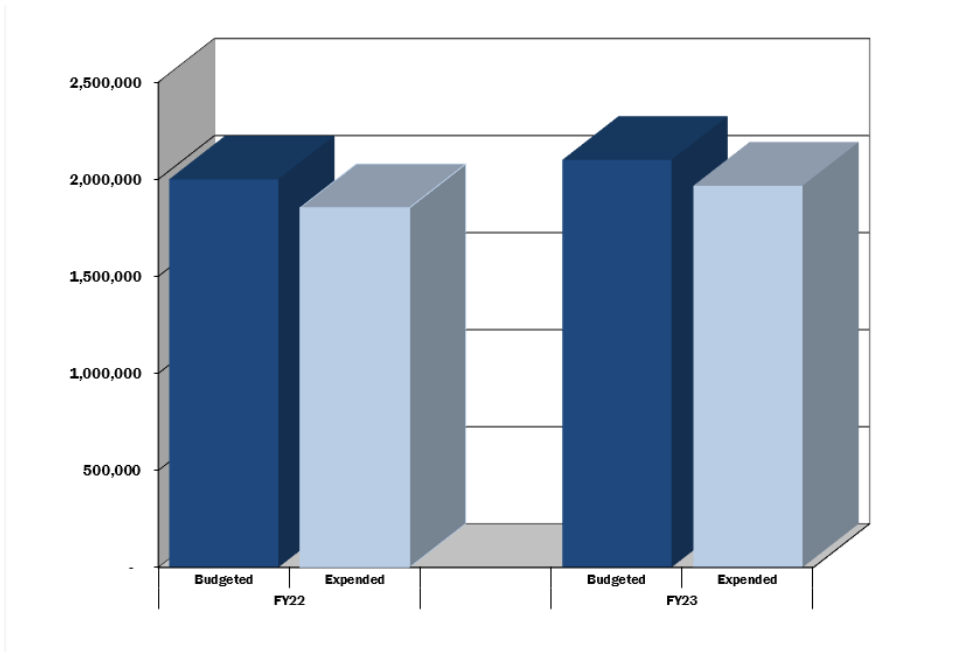
Number of Prison and County Jail Complaints



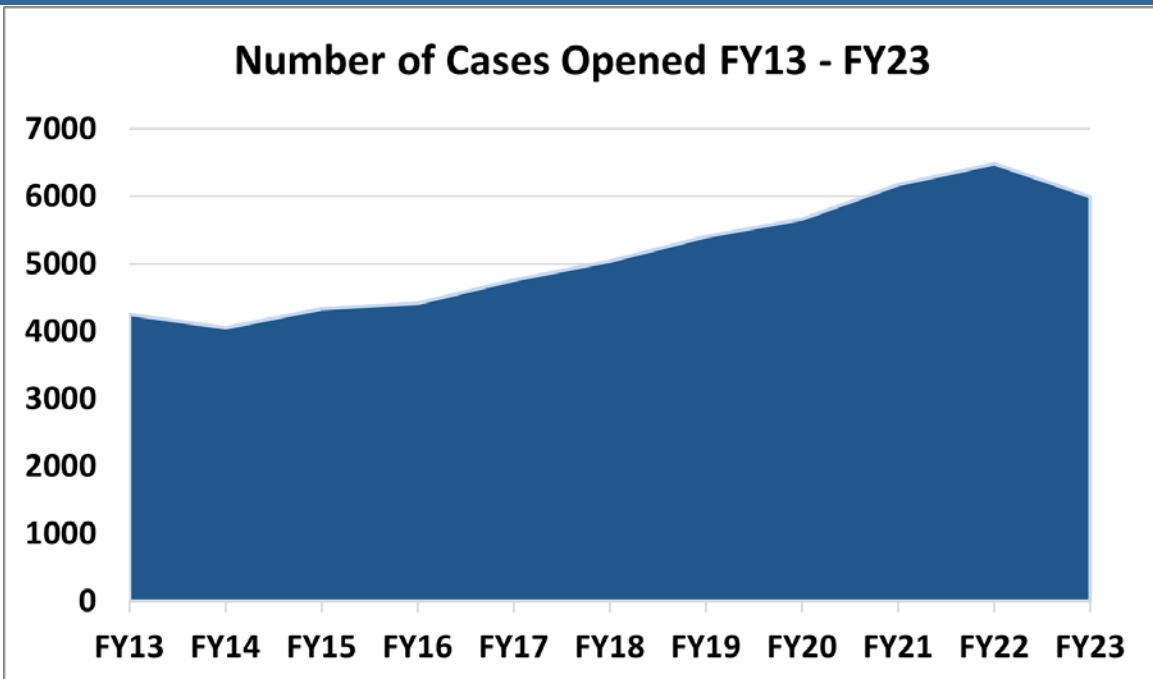


Office of Ombudsman FY22 and FY23 Financial Information

Presented to meet the requirement that state government annual reports to the Legislature include certain financial information.

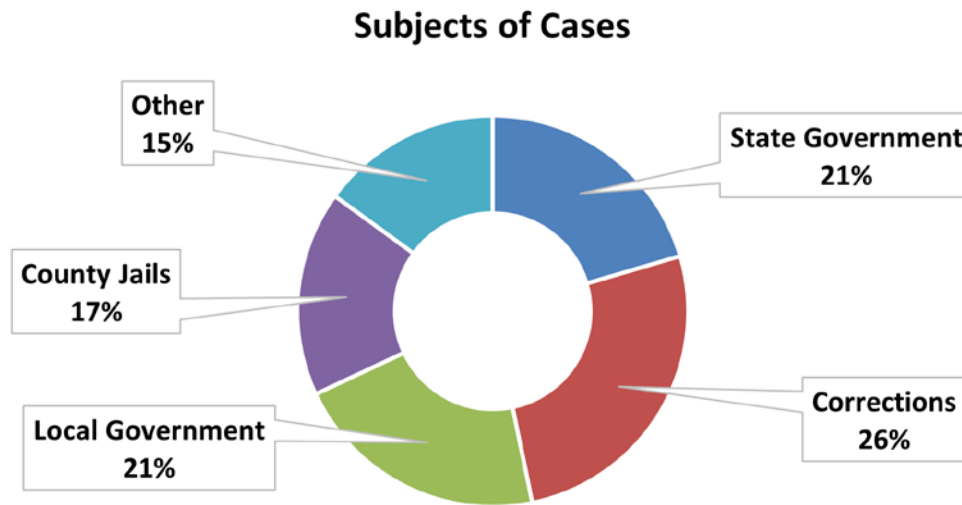


Statistics





Subjects of Cases



What we can investigate:

- City governmental departments
- County government departments
- Most state agencies
- Public school districts
- Intergovernmental organizations
- Government contractors doing child-welfare or juvenile-justice work
- Prisons, jails and work-release facilities

What we can't investigate:

- The Governor and staff
- The Legislature and staff
- Judges, court clerks and judicial staff



Agency	Jurisdictional Complaints	Jurisdictional Information Requests	Non-Jurisdictional Cases	Non-Jurisdictional Information Requests	Special Projects	Total	Percentage of Total
State Government							
Administrative Services	3	1	0	0	0	4	0.07%
Aging	2	125	7	0	0	134	2.23%
Agriculture & Land Stewardship	1	0	0	0	0	1	0.02%
Attorney General/Department of Justice	5	8	0	0	0	13	0.22%
Auditor	0	0	0	0	0	0	0.00%
Blind	1	0	0	0	0	1	0.02%
Civil Rights Commission	10	3	0	0	0	13	0.22%
College Aid Commission	0	0	0	0	0	0	0.00%
Commerce	5	5	0	0	0	10	0.17%
Corrections	1478	59	0	0	0	1537	25.63%
County Soil & Water Conservation Districts	1	0	0	0	0	1	0.02%
Cultural Affairs	0	0	0	0	0	0	0.00%
Drug Control Policy	0	0	0	0	0	0	0.00%
Economic Development	0	0	0	0	0	0	0.00%
Education	4	0	0	0	0	4	0.07%
Educational Examiners Board	0	0	0	0	0	0	0.00%
Ethics and Campaign Disclosure Board	1	0	0	0	0	1	0.02%
Executive Council	0	0	0	0	0	0	0.00%
Human Rights	3	0	0	0	0	3	0.05%
Human Services	518	33	0	0	2	553	9.22%
Independent Professional Licensure	6	0	0	0	0	6	0.10%
Inspections & Appeals	39	8	0	0	0	47	0.78%
Institute for Tomorrow's Workforce	0	0	0	0	0	0	0.00%
Iowa Communication Network	0	0	0	0	0	0	0.00%
Iowa Finance Authority	4	0	0	0	0	4	0.07%
Iowa Lottery	0	0	0	0	0	0	0.00%
Iowa Public Employees Retirement System	1	0	0	0	0	1	0.02%
Iowa Public Information Board	0	1	0	0	0	1	0.02%
Iowa PBS	0	0	0	0	0	0	0.00%
Law Enforcement Academy	0	0	0	0	0	0	0.00%
Management	3	2	0	0	0	5	0.08%
Municipal Fire & Police Retirement System	0	0	0	0	0	0	0.00%
Natural Resources	4	2	0	0	0	6	0.10%
Office of Ombudsman	3	53	0	0	4	60	1.00%
Parole Board	25	12	0	0	0	37	0.62%
Professional Teachers Practice Commission	0	0	0	0	0	0	0.00%
Public Defense	2	1	0	0	0	3	0.05%
Public Employment Relations Board	0	0	0	0	0	0	0.00%
Public Health	5	2	0	0	0	7	0.12%
Public Safety	11	0	0	0	0	11	0.18%
Regents	20	3	0	0	0	23	0.38%
Revenue & Finance	34	3	0	0	0	37	0.62%
Secretary of State	3	1	0	0	0	4	0.07%
State Fair Authority	3	0	0	0	0	3	0.05%
State Government (General)	125	42	1	0	0	168	2.80%
Transportation	34	2	0	0	0	36	0.60%
Treasurer	1	1	0	0	0	2	0.03%
Veterans Affairs Commission	4	0	0	0	0	4	0.07%
Workforce Development	52	6	0	0	0	58	0.97%
State Government Non-Jurisdictional							
Governor	2	4	0	0	6	12	0.20%
Judiciary	32	148	0	0	0	180	3.00%
Legislature and Legislative Agencies	5	5	0	0	0	10	0.17%
Governmental Employee-Employer	1	13	0	0	0	14	0.23%
Local Government							
City Government	555	26	0	0	0	581	9.69%
County Government	1313	29	0	0	1	1343	22.39%
Metropolitan/Regional Government	8	0	0	0	0	8	0.13%
Community Based Correctional Facilities/Programs	297	29	0	0	0	326	5.44%
Schools & School Districts	31	2	0	0	0	33	0.55%
Special Projects	0	0	0	0	12	12	0.20%
Non-Jurisdictional							
Non-Iowa Government	0	23	241	42	0	306	5.10%
Private	0	16	335	22	1	374	6.24%
Totals	4655	668	584	64	26	5997	100.00%



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designated state holidays.



Robert D. Ray
Governor of Iowa
First Inaugural Message
January 16, 1969

*“As a step in combatting the perilous impersonality of government and in giving citizens a renewed sense of direct participation in their government, the **office of ombudsman should be established**, subject to appointment by the Governor and confirmation by the Senate. The concept has a 160-year history under consideration in more than half of our fifty states. An ombudsman would serve as a channel for redressing individual grievances which are beyond the reach of present court procedures and leave many people voiceless. Additionally, the ombudsman would analyze grievances and seek better administration of public agencies. He would improve the performance of legislative functions through identification of recurring problems which may require corrective legislation. Finally, experience has shown that an ombudsman improves the morale of public servants and increases public confidence in them, by ventilating unfounded criticism and rejecting unfounded complaints.”*