

**AGENCY PERFORMANCE PLAN  
FY 2009**

<b>Core Function</b>	<b>Outcome Measure(s)</b>	<b>Outcome Target</b>	<b>Link to Strategic Plan Goal(s)</b>
<b>CF: Regulation and Compliance (Labor Services)</b>			
<b>Desired Outcome(s):</b>			
To enhance the safety, health and economic well being of Iowa's workforce and public through consultation and enforcement of state regulations.	Overall occupational injury, illness, and fatality rates in Iowa. (All industries including state and local governments).	Injury and illness incidence rate of 8 or below per 100 employees for all industries.	Improve productivity through process improvements including Kaizen events.
<b>Activities, Services, Products</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
1. Wage Claims	Time elapsed from claims opening to closing.	Average time not to exceed 365 days.	Improve process efficiency and provide backup support.
2. Contractor registrations	Time elapsed from date completed registration application is received to date certificate is issued.	Average time not to exceed 7 days.	Improve process efficiency and provide backup support.

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<b>CF: Research, Analysis &amp; Information Management</b>			
<b>Desired Outcome(s):</b>			
Develop and provide workforce information and analysis to help customers make sound labor market decisions.	Electronic and hard copy publications accessed	100,000 publications	Goal 3: Improve data and performance measurement systems for informed decision-making.
<b>Activities, Services, Products</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
1. Data Production & Analysis	Percentage of contract deliverables produced on time and within federal quality parameters	95% of contract deliverables will be produced on time and meet federal quality parameters	
2. Data Dissemination	LMI Web hits	Average 1,000,000 hits per month	Implement Web site improvements
3. Labor Availability Studies	Percent of state with current data	Current data to complete statewide analysis (90%)	Market targeted labor areas for collecting statewide sample, respond to requests in a timely manner and make methodological/presentation improvements.

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<b>Name of Agency:</b> Iowa Workforce Development			
<b>Agency Mission:</b> Iowa Workforce Development (IWD) will contribute to Iowa's economic growth by providing quality customer-driven services that support prosperity, productivity, health and safety for Iowans.			
<b>Core Function</b>	<b>Outcome Measure(s)</b>	<b>Outcome Target</b>	<b>Link to Strategic Plan Goal(s)</b>
<b>CF: Resource Management</b>			
<b>Desired Outcome(s):</b> To provide customer support services for the Department.	Customer satisfaction rates	95%	Goal 4: Improve communications both internally and externally.
<b>Activities, Services, Products</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
1. Financial Management	Annual financial audit findings	Annual audit findings will note no major exceptions	
2. Information Technology	Customer Satisfaction Rate	95% satisfaction on internal customer surveys	
3. Communications – Web Administration	Web Statistics (hits per month)	8.5 million hits/month for IWD's family of sites	Continue refinements to Web sites

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<b>CF: Economic Supports (Unemployment Insurance)</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.	Benefits Accuracy Measurement (BAM)	92%	Goal 2: Improve products and services based on customer input.
	Percentage of acceptance sample cases that pass (Tax Performance System).	94%	
<b>Activities, Services, Products</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
1. UI Tax	New employer determinations	70% of determinations within 90 days of the end of the quarter in which the employer is liable.	Streamline unemployment insurance tax processes and system, including multi-year automation project
2. UI Claims	Timeliness of first payments	87% of first payments made within 21 days	Include field offices in timely claims taking

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<b>CF: Adjudication and Dispute Resolution (Workers' Compensation)</b>			
<b>Desired Outcome(s):</b> To adjudicate the rights and duties of workers and employers under workers' compensation and unemployment insurance laws to stabilize Iowans incomes during periods of disability and provide employers with fair and predictable employment standards.	Number of cases pending in appeal	No more than 100 fully submitted cases.	Increase assistance from deputies.
<b>Activities, Services, Products</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
1. Workers' Compensation – Adjudication & Compliance	Time elapsed from petition to decision.	Average time will not exceed 590 days.	Continue efforts to eliminate redundant and unproductive activities to improve staff morale and productivity.
	Time elapsed from hearing to decision.	Average time will not exceed 60 days.	Manage case assignments using "on-time" inventory management.
2. Unemployment Insurance Appeals	Measure time lapse from date of filing to date of decision.	In 60% of cases, decision will be issued within 30 days of filing.	
	Random sample of cases reviewed using DOL quality review criteria	90% of cases score 85% or higher.	

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CF: Workforce Development Services			
			Goal 1: Grow Iowa's skilled workforce.
<b>Desired Outcome(s):</b> To provide a successful labor exchange for businesses and job seekers.	Size of Iowa's workforce	Increase overall size of Iowa's workforce above 1.68 million.	Goal 2: Improve products and services based on customer input.
	Customer satisfaction rates of businesses and registrants.	76% for both businesses and registrants.	Goal 3: Improve data and performance measurement systems for informed decision-making.
<b>Activities, Services, Products</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
1. Field Office Operations (Wagner-Peyser)	Entered employment rate	EER = 74%	Expand and enhance outreach efforts to our business customers in order to focus more clearly on business needs and how IWD can address them.
2. Targeted Populations – New Iowans Centers	Number of services provided Number of training opportunities provided	Serve 15,000 People  Provide 20,000 training opportunities (including language instruction)	Provide specialized services and projects for segments of the population that are under-represented in the workforce.
3. Skill Training (Workforce Investment Act – Adults)	Entered employment rate	EER = 83%	Provide specialized services and projects for segments of the population that are under-represented in the workforce.