Partnerships Building Iowa's Workforce
# Table of Contents

From the Director ........................................................................................................... 1

The Year in Review: An Already Tight Labor Market Gets Tighter .......................... 2

Workforce Issue Draws Attention ............................................................................... 3

Staff & Partners Make the Difference at Workforce Development Centers ............... 4

Recruiting on the Internet and Face-to-Face ............................................................. 6

Making the Right Choice .............................................................................................. 7

Good Ideas & Iowa Communities ................................................................................ 8

Helping Iowans Move from Welfare to the Workforce ............................................. 9

Helping Workers ........................................................................................................... 10

Services for Job Seekers ............................................................................................. 11

Helping Employers ....................................................................................................... 12

Simplifying the System Employers Use ..................................................................... 13

Services for Employers ............................................................................................... 14

Safety Is Number One at Plexco ................................................................................ 15

Labor Division Makes Strategic Plans & Actions .................................................. 16

Hitting the Home Run .................................................................................................. 18

By the Numbers: Financial Information ....................................................................... 20

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On the Cover: Special thanks to Bob Jackson (upper left), Harvey Andrews (upper right) and Inkham Dara (bottom).
WELCOME TO THE ANNUAL REPORT for Iowa Workforce Development, the agency responsible for expanding and improving Iowa’s workforce.

If that sounds like a big job, that’s because it is. Meeting Iowa’s workforce needs is too big a challenge for government alone to tackle, much less one government agency.

Developing bonds with public and private partners is the only way Iowa Workforce Development can ensure our state will have the workers needed for expanding and new businesses. That’s why the theme of partnership is the guiding principle at this agency.

When you walk into an Iowa Workforce Development Center, you’ll find representatives from a melange of public and private groups involved in the workforce industry. Co-locating offices makes it easier for customers to access services without driving all over town, or all over the county, and more importantly, helps us coordinate the assistance we provide. Whether it is working with local community colleges, coordinating activities with local economic developers or helping elderly Iowans find work with Green Thumb, you’ll find that Iowa Workforce Development provides the common link between a number of organizations.

That’s why partnership is the theme of this year’s Annual Report. It’s only through the help we receive from our fellow state agencies and our links with local public and private organizations that we can tackle Iowa’s workforce needs. Fostering and building on those partnerships is one of the central focuses of Iowa Workforce Development.

In this Report, you’ll read about some of the many partnership activities taking place at Iowa Workforce Development.

On behalf of my fellow workers at Iowa Workforce Development, I want to thank all of the partners and their staffs for the assistance they provide. By working together, we can ensure that Iowa will have the workforce it needs for tomorrow and the new millennium.

Richard V. Running
Director,
Iowa Workforce Development
The Year in Review
An Already Tight Labor Market Gets Tighter

HOW CAN AN ALREADY ROCK BOTTOM unemployment rate go even lower? It’s not an easy question to answer, but that was the trend for Fiscal Year (FY) 1999 which ended on June 30, 1999. The average seasonally adjusted unemployment rate for Iowa dropped to 2.7 percent, which was astoundingly lower than the 2.9 percent recorded in Fiscal Year 1998. In comparing those two years, the labor force was up over 10,000 from the previous year, while the numbers employed grew over 14,000, and the number unemployed fell by just over 3,700. In July 1999, Iowa posted record seasonally adjusted employment of 1,554,600 and in May of 1999 a record for the lowest level of unemployment was recorded at 41,600.

Growth By Sectors
Non-farm employment totaled 1,465,800 during FY 1999, 40,400 more than FY 1998. This represents a gain of 2.8 percent. The fastest growing segment continues to be services, where 13,600 new jobs were created during FY 1999, a gain of 3.7 percent. Services posted employment of 385,400 which amounts to over one out of every four non-farm workers in the state.

After services is retail trade, which grew by 7,300 during FY 1999, a gain of 2.8 percent. Currently there are 271,400 jobs in the retail trade sector. Close behind retail trade was manufacturing which added 7,000 new jobs in FY 1999 for a total of 264,300. The percentage gain for manufacturing was 2.7 percent, just under that of retail trade.

The 1990s have represented something of a comeback for manufacturing in Iowa following sharp declines in the 1980s. The number of manufacturing jobs did not equal or surpass the previous record high of 264,500, set in June of 1978, until July of 1998.

The largest percentage gains came from lumber, wood and furniture at 10.2 percent; business services at 8.6 percent; chemicals and allied at 5.8 percent; transportation, communication, & public utilities at 5.4 percent; transportation equipment at 5.3 percent. Lumber accounted for almost the entire gain in its category, and trucking and warehousing gains were almost half of its category.

Declines were recorded in primary metal; apparel and other textiles; railroad; and depository institutions. However, the largest decline was recorded in farm and garden machinery manufacturing, a result of the falling commodity prices and subsequent layoffs at farm machinery plants.

Iowa’s 16 Year Unemployment Rate

SOURCE: Iowa Workforce Development
LAST YEAR THE ATTENTION TO Iowa’s workforce needs grew in intensity and the trumpet to action blew louder.


The report’s recommendations included these items: Helping underutilized populations enter the workforce to expand the pool of workers; Upgrading skills to move workers to higher paying jobs; Developing programs to retain productive workers; and Investing in amenities to attract workers.

The report concludes with a call to partnership.

“Indeed the success of Iowa in fully utilizing its resources will be a strong, successful partnership between employers, educators, employees and our government.”

**Governor’s 21st Century Workforce Council**

In February 1999, Lt. Governor Sally Pederson convened the Governor’s 21st Century Workforce Council to develop action steps to meet Iowa’s most immediate workforce needs.

The Council was composed of Iowans representing employers, educators, nonprofit groups and labor and worker organizations. After meeting and developing strategies, the Council gathered public input during a series of community forums held around the state.

The Council’s recommendations centered around four major areas: Recruiting Iowa’s Workforce; Retaining Iowa’s Workforce; Preparing Youth for the Future; and Enhancing Iowa’s Workforce.

Partnership was again a common theme. “Addressing our labor shortage is a problem that’s too big to leave to government alone,” Lt. Governor Pederson noted.

“Meeting our workforce needs is going to take action on the part of both public and private organizations. Everyone has a part to play from students to teachers to employers to government to private workers.”

These reports and the groups that put them together are examples of the types of partnerships needed in Iowa to address the state’s labor and skills shortages.

For both the Iowa Business Council and the Governor’s 21st Century Workforce Council, Iowa Workforce Development (IWD) played a key role in coordinating the final reports.

Those are two examples of IWD’s involvement at the highest level in the strategic planning underway to improve Iowa’s workforce. This Annual Report outlines many other examples of the partnerships formed between Iowa Workforce Development and other groups and organizations.
THE STAFF IOWANS FIND AT IOWA Workforce Development Centers are the backbone of our organization. In today's changing times, the roles staff play are shifting to information brokers, facilitators, coaches, and liaisons in the community. In short, they are wearing more hats.

Staff and partners are hosting and participating in job fairs across the state, working with schools, offering new classes to our customers, forming rapid response teams to help workers dislocated from company layoffs or mergers, and the list goes on.

Better Technology
We're also upgrading the level of technology and computerization. This effort has been made easier by partnerships with other agencies in communities like the Workforce Development Center in Council Bluffs. Partners located at the Center have access to a free computer lab for training to keep staff up-to-date on new technology. This was made possible by Iowa Western Community College who houses the lab filled with computers provided by another partner, the Department of Human Services.

Our staff makes the difference in bringing technology and resources right into the communities of our customers. New systems let us bring computers and Internet connections into all our centers across the state to let customers help themselves.

Customers have easy access to word pro-
cessing and software tools to prepare resumes, cover letters and thank you letters to help the job seeker through the entire job search process. Customers can use the Internet to submit resumes and conduct job searches on Iowa’s Job Bank, an affiliate of America’s Job Bank, and Iowa Jobs, found on the IWD Home Page. Job seekers searching specifically for professional positions that pay over $30,000 annually can take advantage of the new Smart Career Move web site. (See story on next page for more details.)

Customers can also access a variety of labor market trends such as the fastest growing industries in Iowa and what occupations will be in highest demand at their local Centers.

Technology is playing a growing part in our services to help Iowans help themselves. But technology is not replacing staff, rather it is freeing them up to assist customers in new ways.

**Burlington Center**

For example, the Burlington Workforce Development Center reaches out to over 700 eighth graders in the Des Moines County School system with Project CAPE (Career Awareness Partners in Education). This program pulls together local businesses, chambers of commerce, Job Training Partnership providers, the Area Education Agency, Des Moines County Schools, the Iowa State University Extension, and a school in Western Illinois to help students better connect school and work and future career choices.

The “Career Day” in the fall provides students information on careers and education needed for specific occupations, a workplace style show and an opportunity to learn firsthand from an employer-based panel about what it takes to get a job.

Coordinator Jan Monville of Iowa Workforce Development has been coordinating this effort from its beginning eight years ago. “If I didn’t have lots of helpers [Partners], I could never pull it off,” Monville said. “It started with one school and now includes all schools in the county.”

Those are some of the changes we are bringing to our customers. But there’s more to our offices than computers and hi-tech software. You’ll still find a face, voice and handshake is there when you need it. A personal touch along with technology is still important to most Iowans. With the help of our partners, we hope to be able to provide the best of both worlds.

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Workers at the Council Bluffs Workforce Development Center stay up-to-date on the latest computer technology through a great partnership effort. The computers come from the Dept. of Human Services and Iowa Western Community College provides the room. All partners at the Center have access to this excellent training facility.
Recruiting on the Internet and Face-to-Face

The Internet is becoming the job bulletin board of our day, especially for younger workers more acculturated to using the world wide web. Iowa’s Human Resource Recruitment Consortium uses the internet as its main tool to market Iowa to college graduates who have left the state. The Consortium is a public to public partnership between the Iowa Department of Economic Development which coordinates the site in conjunction with Iowa Workforce Development and a public to private partnership with the 57 employers who post jobs on the site.

In addition to listing jobs, the site showcases the advantages of living in Iowa—the quality of life, superior education system and competitive cost of living to mention a few.

Jeff Cunningham left Iowa for Denver and a better paying job. But he said the life in Colorado was “too fast and the schools aren’t nearly as good.” A letter from the Consortium helped to draw Cunningham back to Iowa and to a job as a computer consultant at Cap Gemini in Des Moines. “Iowa is a much better place for my family,” he notes. “I’m glad to be back.”

While the Internet was the recruitment tool that worked for Cunningham, more traditional face-to-face contact was used at a Job Fair held at Offutt Air Force Base near Omaha. Military personnel who are transitioning back to civilian life are an excellent pool of workers to tap because of their high skills and a strong work ethic. Iowa Workforce Development staff in the Des Moines and Council Bluffs offices who specialize in helping veterans teamed up with employers to hold a Job Fair at Offutt.

Over two dozen central and western Iowa firms set up booths at the Officer’s Club to search for workers. Nearly one hundred job seekers came through and visited with the companies. Great contacts were made on both sides and a good relationship was established with the base staff responsible for helping military personnel reenter civilian life.

Plans are being made to visit Ft. Riley in Kansas.
FOR HIGH SCHOOL STUDENTS making future career plans or anyone interested in new career opportunities, having the most current and accurate occupational and career information is the key. Providing those answers is the prime mission of a group of state partners with a funny name, ISOICC or the Iowa State Occupational Information Coordinating Committee. This group provides career information in a variety of formats, and is the collaborative efforts of Iowa Workforce Development and five other state agencies: Department of Economic Development, Bureau of Vocational and Technical Education and Division of Vocational Rehabilitation Services, Department of Education, Department of Human Services, and Iowa Board of Regents.

One of the group’s main products is a statewide computer-based career information delivery system called Iowa Choices™. Iowa Choices™ provides up-to-date information on hundreds of occupations, including those in the military plus information on thousands of colleges, trade and technical schools, graduate schools, hundreds of educational programs, and comprehensive financial aid information. It allows individuals to make informed career decisions by supplying information on an occupation’s future outlook, national and state wages, educational requirements, skills and abilities, physical demands, suggested high school courses, and much more. Its products are designed to help various age groups, starting with young students (grades 4-6) to adults with or without a work history.

Iowa Choices™ is widely used by school counselors, teachers, workforce advisors, vocational rehabilitation counselors and media specialists. School counselors find it very helpful to assist students in making their future career plans. “I’ve used Choices™ for a number of years. It is a library of career information that is updated daily. Its search capabilities are easy to understand. Students love it,” explained Terry Tribolet, Knoxville High School counselor.

Numerous workshops are conducted throughout the state by SOICC staff not only on Choices™ but on other products that impact education and career development. Information about various SOICC products and services including a listing of scheduled workshops on Choices™, Real Game Series and other career-related resources can be easily accessed from the Iowa Workforce Development website, www.iowaworkforce.org. Look for the Career and Occupational Information heading.

Tom Carpenter (center) leads a class to explain the Choices™ program. On left is Terry Tribolet, Knoxville High School, and on the right is Doug Reed, Dallas Center Grimes High School.
COMMUNITIES ARE LEARNING THAT when they share ideas and challenges with each other, they often find answers right in their own backyard.

One example of this theory is the growing partnership between Iowa Workforce Development (IWD) and Iowa State University (ISU) Extension Services. This new bond can be found in Dickinson County.

Dickinson County has thriving businesses and manufacturers that could benefit from IWD resources. IWD had up-to-date computer and software equipment, but no place to house this equipment in the county. ISU Extension Services had an office and a connection to the Internet, but needed to update their computer equipment. What a perfect opportunity. The two organizations pooled their resources with a solution that became reality in September 1999 in Spirit Lake.

A True Partnership
“We’re very excited about this partnership, which is the first of its kind in Iowa,” said Lori Adams, IWD Area Coordinator in Northwest Iowa. Joy Janachovsky, Dickinson County Extension Education Director said, “It’s been a win-win situation for all.”

The Extension Service office houses a computer equipped with tools to help customers with: Access to Internet job resources, IWD’s America’s Job Bank and Smart Career Move; Choices 99™, a career exploration tool; workforce trends and projections; word processing and spreadsheet programs with “Microsoft Office”; resume making software, and a typing tutorial program.

An ISU Extension staff person is trained to handle basic questions and use the computer equipment. Any questions related to unemployment insurance are directed to Des Moines. Adams said the setup is ideal because a few IWD staff live in the area and can check on the equipment periodically as well as help in the office should customer traffic increase. This innovative plan gives both users of ISU Extension and IWD services access to more resources in their own community.

Des Moines Center
The Des Moines Workforce Development Center also realized the advantage of a partnership with ISU Extension to expand their existing efforts. An ISU intern is working in the Center once a week to assess the needs of customers, review IWD programs for ways to enhance training offered to customers, maintain an ISU Extension publications library, and develop contacts with other agencies located at the Center. Plans call for new classes taught by ISU Extension staff to cover topics like budgeting, divorce and single-parent issues for Promise Job clients involved in Iowa’s welfare-to-work program.

The strong educational and teaching background of ISU Extension helps make job candidates from the Center even more prepared for the work environment.
Helping Iowans Move from Welfare to the Workforce

When Lisley Miller moved back to Iowa from Mississippi three years ago, introducing the Vice President of the United States was the furthest thing from her mind. Miller was born and raised in the Fort Dodge area, and she came back because “Iowa has a lot to offer.” Unfortunately, Miller lacked the skills to get a good job and she entered Iowa’s welfare system.

Under a program called Promise Jobs, Iowa Workforce Development works with the Department of Human Services to help welfare recipients improve their skills and become self-sufficient.

For Miller, the road to self-sufficiency started when she entered a two-year nursing program at Iowa Central Community College in Fort Dodge. Miller excelled in the program and was on the College’s honor roll.

Under Promise Jobs, Miller received valuable assistance while attending school. Her expenses for child care, tuition, books and supplies were paid and Miller fulfilled her promise to finish the program. In June 1999 Miller graduated with an Associate Degree of Nursing. Shortly after she found herself on the podium introducing Vice President Gore.

A Typical Story
Elaine Weidlein has worked in the Promise Jobs program for over five years and she was part of the team that helped Miller. When the Vice President’s staff called asking for someone to introduce him, Miller came to mind. “I just felt she would do a good job of representing Promise Jobs participants,” Weidlein stressed.

Weidlein said Miller’s story is “not all that unusual. I see stories like her’s all the time, it is pretty typical,” Weidlein added.

Weidlein gets great satisfaction watching her clients succeed. “It felt really great,” to see Miller become self-sufficient, she said.

For the time being Miller is working at a local care facility as a nurse’s aide. She can’t wait to take the state board exams and earn her certification as a Registered Nurse. With that certification her final step to self-sufficiency will be complete.

Miller is just one story that proves the importance of going back to school to improve work skills. With Iowa’s Promise Jobs program and an accompanying federal welfare-to-work program, welfare recipients have the chance to move back into the workforce.
Helping Workers

When the 625 workers at the Sara Lee plant in New Hampton were notified of a shut down, Iowa Workforce Development’s team went into action. A rapid response team with representatives from a number of government agencies met with local groups to explain the services available to laid-off workers. Irene Shultz coordinates the team and heads Iowa Workforce Development’s Dislocated Workers Unit.

In early August, Shultz and local leaders coordinated a meeting with New Hampton community groups to talk about helping the workers. The superintendent of schools, local bankers, the ministerial association, the mayor, local economic developers and others met with IWD Director Richard Running and representatives from the Dept. of Human Services, the federal Dept. of Housing and Urban Development and the outplacement firm hired by Sara Lee. “We want one system to help the workers so we can coordinate our services,” Shultz explained.

The Dislocated Workers Unit helps workers and employers through plant closings and bankruptcies and handles programs mandated by a number of different federal laws.

Services for workers include:
- Career counseling & skills assessment.
- Retraining programs.
- Help with job search, resume development and interviewing skills.
- Unemployment payments and other services to help in the transition.

Services for employers include:
- Confidential information about alternatives to avoid or reduce layoffs.
- Coordination with outplacement services.
- On-site assistance in many cases.

Even in today’s booming economic times the unit is busy. In November 1999 it was handling ten separate layoffs involving over 900 employees with over $4.5 million federal dollars. Ten other layoffs have grants pending or applications in process.

How to Get Help
Iowa is one of the pilot states for the use of a toll-free number for employers or workers to ask for help, 1-877-US-2 JOBS or 1-877-872-5627.

“This program saves money by keeping workers productive,” stressed Richard Running. “After personally going through a layoff, I know these services can help workers improve their skills and move to a better paying job in the long run,” he added.
Services for Job Seekers

Iowa Workforce Development offers a one-stop system of services for job seekers. Here’s what job seekers will find at many of the 71 Workforce Development Centers across the state:

• **Resource Center** — Contains the tools needed to prepare resumes, work on self-assessment and skill development, and to research local, state and national wage and occupational information. Computers are available for use to prepare and print resumes and cover letters.

• **Job Search Training** — Training on the most current job seeking skills to find and to keep a job.

• **Skill Assessment and Career Counseling** — Testing services to assist job seekers in identifying skills, interests and abilities and training needs to develop a comprehensive employment plan. Help is also available for upgrading current job skills or learning new ones.

• **Basic Education** — Training in mathematics, reading and writing to bring a job seeker’s skills up to speed.

• **Placement** — Job seekers receive referral information on jobs and applications with local employers. The skills and interests of job seekers are matched with the right job.

• **Iowa Choices™** — Computer-based system that provides information on careers including educational requirements, wages, transferable job skills, educational programs and available training programs.

• **America’s Job Bank** — This computerized national job bank helps employers and job seekers find each other. Employers list their job openings and job seekers can post their resumes electronically. Available on the Internet or by accessing IWD’s Web Site: www.iowaworkforce.org

• **Labor Market Information** — Information on current wage rates, future job projections, top county employers and economic conditions is available electronically, on the Internet and in publication form.

• **Income and Support Services** — All 71 Workforce Development Centers help dislocated workers file unemployment claims. Income and support services are available for laid-off workers while they look for employment or pursue training. Individuals unemployed through no fault of their own may get weekly unemployment benefits for up to 26 weeks. Support assistance is also offered to “welfare-to-work” participants who are transitioning from government assistance to self-sufficiency.
Helping Employers

**THE BARILLA PASTA PLANT IN AMES** is one example of the recruitment services offered by Iowa Workforce Development (IWD). When this Italian firm announced Ames as a possible site, IWD was a partner in the local economic development team that presented a proposal to the company. Del Denekas from the Ames Workforce Development Center sat down with Barilla executives during their site visit.

“We discussed the local wage structure, the availability of workers and the recruitment services we could provide,” Denekas explained. When the Ames site was selected, the staff at the Workforce Development Center sprang into action.

**Recruitment Services**

“Everything was funneled through the Center,” Denekas stressed. IWD staff handled all the initial calls about the jobs, helped to screen applicants and even set up interviews for Barilla’s human resource representatives.

“We’ve screened thousands of workers for them,” Denekas said.

“They saved us money in a number of ways,” said the plant’s human resource manager David Bogenshultz. “It saved us money in terms of staffing because we were able to use their workers throughout the recruitment process. It also saved us time because we were able to move quickly and efficiently to fill the plant’s human resource needs,” Bogenshultz emphasized. “Everything went through their office.”

Using the Workforce Development Center was perfect for Barilla. The Center acted as the company’s human resource office while the plant was still being built and Center staff handled thousands of questions and the myriad of details when the Barilla start-up team was small.

**On-going Relationship**

Now the plant is in production with almost 120 workers. The relationship between Barilla and Iowa Workforce Development goes on. Barilla plans to add a fourth production line and 35 more workers and continues to rely on Denekas and the staff at the Ames Center to process applications and set up interviews. “We have a good partnership with Barilla,” Denekas said, “and we want to continue helping them.”
Simplifying the System Employers Use

THE PROGRAM IS CALLED STAWRS and it stands for Simplified Tax And Wage Reporting System. The idea is pretty basic. Why not simplify the system employers use to report state and federal taxes? Instead of providing much of the same information to three separate government agencies, with STAWRS the information is provided to Iowa Workforce Development which passes it on to the Iowa Department of Revenue and Finance and the Internal Revenue Service (I.R.S).

Under STAWRS, which is pronounced with a silent W, employers enjoy a simpler more electronic system that cuts down on the time and paper work associated with paying taxes. The program also helps the government agencies because the information is received electronically which makes it easier to process and improves accuracy.

STAWRS required several years of planning to establish the electronic forms for unemployment insurance taxes collected by Iowa Workforce Development, state taxes collected by the Iowa Department of Revenue and Finance and federal taxes collected by the Internal Revenue Service.

Pilot Testing
The Short & Oberreuter CPA firm is a full service accounting firm in Adel. They volunteered to be part of the pilot for STAWRS because they are interested in using technology to help their customers.

“We’re looking for ways to get rid of paperwork and make it easier and quicker for our clients to file tax information,” Angela Oberreuter explained.

Although there were a few bugs to iron out, overall Oberreuter says the program has worked well. “So far, so good,” she stressed.

Oberreuter said the people at Iowa Workforce Development “have been great to work with.” The feeling is mutual.

“We appreciate all of the help we’ve received from our three pilot companies,” said Renny Dohse who heads the STAWRS project. “We also want to thank the Iowa Department of Revenue and Finance and the I.R.S. for their close cooperation in this project. It has been a true partnership from the very beginning,” Dohse added.

Eventually employers will be able to file information on the Internet. For now a software program carries the information on disk sent by modem. It is one step in the process of helping employers and cutting back on paperwork. For all those involved with filing and processing tax information, programs like STAWRS promise to make the process faster and more accurate.
Services for Employers

Iowa Workforce Development offers tools for employers to tackle today’s workplace demands. Whether it’s matching businesses with suitable job seekers or helping develop their workforce, we have the resources for employers.

- **Job Placement:** IWD can refer qualified applicants for job interviews. Employers can start the process by placing a job order by phone, fax or mail with their local Workforce Development Center.

- **Work Keys:** Here’s a tool to help employers put the right person in the right job, reduce turnover, and improve their bottom line. Work Keys can also help identify training areas to increase productivity.

- **Labor Market Information:** Employers can use our data when they’re thinking of expanding their business or want to find available labor. We have information on prevailing wage and benefit packages, and the availability of workers.

- **Financial Incentives:** Work Opportunities Tax Credits (WOTC) or reimbursements for On-the-Job Training Services can help lessen the risk of hiring new employees. Some eligibility requirements apply.

- **America’s Job Bank:** The largest international job site, America’s Job Bank can help employers and job seekers find each other on the Internet. Employers can post a job and search the resume data base.

- **Assistance with Plant Closings and Layoffs:** We assist communities, employers and employees involved in work force adjustments with a rapid response team. Job search workshops, new training opportunities and registration for unemployment insurance are some of the services we can offer.

- **Workplace Safety:** Our staff can help businesses maintain compliance with federal workplace safety laws. Safe work places improve productivity and can decrease some insurance costs.

- **Teaming up with Partners:** IWD doesn’t provide these services by itself. We team up with community colleges, local business development groups and other private and public organizations to help your business grow.
Safety Is Number One at Plexco

Taking Safety to the Next Level was the reason the Plexco plant in Bloomfield started the certification process to become part of the Voluntary Protection Program or VPP. Safety had always been a focus for this injection molding operation which makes fittings for utility pipes.

“It’s management’s responsibility to have a safe workplace,” emphasized plant manager David Whelan. “To be effective, a safety program has to involve everyone at the company,” Whelan explained.

Nikki Swain is a worker who has been part of the Central Safety Committee since it started 5 years ago. “Anyone on the floor can come up with a safety idea and people give us their thoughts because we get things taken care of,” she explains. The managers respond quickly to our requests, she said.

VPP is one part of Iowa Workforce Development’s commitment to help employers and workers develop partnerships for safe workplaces. Reaching VPP certification is a major achievement and indicates safety is the firm’s number one goal. Plexco started the process in 1995 and was certified as a VPP company three years later in May 1998.

Benefits
There are a number of advantages with achieving the VPP certification. Cutting accidents reduces workers’ compensation insurance rates. Employees are also more productive when they work in a safe environment and morale is higher.

In today’s tight labor market with record low unemployment rates, a safe workplace also helps reduce employee turnover. Plexco has gone a step further by tying several employee incentives to the safety program including a 1% bonus, and extra days off when the plant continues its string of days without an accident. On October 21, 1999, the plant had gone 1,345 days without a reportable accident which translated into two extra days of vacation. Soon employees will earn a third day.

Plexco and other companies in the VPP program tend to proactively attack possible accidents. “We aggressively document near misses,” Production Superintendent Tracy Morgan stressed. “We want to address it before it becomes an accident.”

At Plexco safety is constantly on everyone’s minds. “The VPP certification is only the beginning,” Whelan said.
Labor Division Makes
Strategic Plans & Actions

WHAT STARTED AS A FEDERAL mandate has turned into a posi­
tive for the Division of Labor. In fact, the head of Iowa’s OSHA enforcement, Mary Bryant, calls it, “One of the best things IOSH has ever done.”

In this case “it” is a five-year strategic plan which was drafted by a steering commit­
tee and now is being imple­mented through a set of teams.

The Background
As part of a federal law called the Government Performance
Results Act, many federal agencies are required to write
five-year strategic plans. Be­cause federal funds also flow
through to state agencies, some federal departments, in­
cluding the Occupational
Safety and Health Administra­
tion (OSHA), required their state partners to
develop five-year plans.

A steering committee started that process in Iowa and now has drafted a five-year plan.

Bryant says input from staff at all levels—
icleral, field and manager— was an early key
to developing an effective plan. Identifying
reachable and plausible goals was another.

“We realized that the people who actually
do the work would be able to tell us how to
improve the process,” Bryant said.

The plan is viewed as a living document
that will be amended and adapted rather than
filed away in a cabinet and forgotten. It be­
gins the process of setting up specific steps to
implement some of its major goals.

Bryant says it was hard for already busy
people to commit the time to go through a
strategic planning exercise. But in the long run,
the plan should help direct their activities and
make their use of time more efficient. “The
input we received from the staff was and is
very important,” Bryant said.

The Plan’s Goals
The plan has three major stra­
etic goals which are broken
down into smaller more man­
ageable steps. Here’s a quick
snapshot of those goals and
some of the smaller steps.

- Improve workplace
  safety and health for all work­
ers, as evidenced by fewer haz­
ards, reduced exposures and
fewer injuries, illnesses and fa­
talities.

One of the smaller steps un­
der this goal is to decrease
construction industry by the year 2003. The
Labor Division plans to maintain a strong en­
forcement presence as a deterrent while de­
veloping partnerships and compliance and
education programs.

Here are the other two major goals.

- Change the Iowa workplace culture to
  increase employer and worker awareness of,
  commitment to, and involvement in safety and
  health.

Some of the sub steps under this objective
include more closely integrating the work of
enforcement with training and consultation.

- Secure public confidence through ex­
  cellence in the development and delivery of
  OSHA’s programs and services.

Under this objective you’ll find steps to iden­
tify new ways to communicate with important stakeholders. The Division also plans on tracking public confidence to see if the steps are effective.

Bryant says the plan will help the Division standardize the steps taken to handle and process complaints and requests for consultation and education. “We wanted to look at some of the things we are doing and some of the things we aren’t doing to be more responsive,” she noted.

Improving communication, both internally and externally, is a common theme found in the report. To improve internal communication the Division is now meeting quarterly to review implementation steps.
Hitting the Home Run

THE WORKERS’ COMPENSATION DIVISION is getting ready for the big leagues starting on July 1, 2001. That is the day paper processing ends and Iowa’s workers’ compensation industry begins the real game with Electronic Data Interchange—Release 2. At that time, all claims will be received only electronically. In short, electronic data will be in and paper forms will be out.

The change was prompted by an old opponent: a paper-based processing system for first-report of injury forms. This dated system causes delays, creates sluggish plays, and increases the likelihood of errors—deadly combinations for a winning team.

The Coach of the IWD team decided to warm up the Iowa players for the 2001 date by participating in the first round of the standardized reporting—Release 1. This release got a few players used to the new idea of transmitting the first-report of injury forms electronically.

When it came time for the big guns—EDI Release 2, Iowa Workforce Development was the only state to step up to the plate. The new release went into official production July 1, 1999 with EMC Insurance Companies. Now, about a dozen carriers and self-adjusters are using Release 1 with EMC using Release 2.

**Release 2**

Release 2 is more flexible than the prior version and better meets the needs of the industry. Recipients receive an electronic acknowledgment which walks them through the process to correct errors right away. This gives IWD staff more time to analyze the output and to create reports and data about work related injuries rather than correcting mistakes.

Imagine playing a game in Ohio where an umpire calls you out after four strikes, but in Iowa, it only takes three. This kind of confusion is happening in the workers’ compensation industry since terms vary from state to state. With Release 2, the industry can communicate in the same language and create a standard practice using the same terms. This means a home run is a home run wherever you go.

EMC Insurance Companies decided to take advantage of a simplified form for multi-state companies by using one electronic form to gather information for all states. EMC placed the form on the Internet to allow its customers the ability to input information directly into the system. This streamlined effort makes the process run faster and more efficient. Since it’s approved by the IAIABC (International Association of Industrial Accident Boards and Commissions), just a few minor changes are needed to comply and then the information can be approved and sent to the Workers’ Compensation Division.

As with any team, being out front can be a little risky, but it has its rewards. The American Insurance Association was a little unsure at first about the departure of EDI from traditional paper plays in the industry. However, after seeing the well-thought out strategy and gradual implementation date, the Association proposed Iowa’s guidelines as a model for other states to follow and adopt.

IWD has had some other big-name players
join the team.

When it comes to first-report of injury claims, Risk Manager Mike Wieck has 3,500 Polk County and Prairie Meadows employees to consider. “I think this (EDI) is absolutely the best way to go,” Wieck said. “It (the report) goes right into the system and will get kicked right back to you when there’s a problem. No waiting to know whether or not there’s a problem. One shot and you’re done.”

Polk County is currently preparing to join the EDI team for the fall/spring season warm-ups.

Although more players have joined the team, all will be required to by the July 1, 2001 deadline. No one wants to jump into the big game cold, so Workers’ Compensation has created the perfect practice schedule with four opportunities shown below to work out the bugs or any challenges with the new system.

<table>
<thead>
<tr>
<th>Participants</th>
<th>Implementation Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>11—Tier 0</td>
<td>Volunteering before implementation period dates</td>
</tr>
<tr>
<td>15—Tier 1</td>
<td>January 2000 to June 30, 2000</td>
</tr>
<tr>
<td>24—Tier 2</td>
<td>July 1 to December 31, 2000</td>
</tr>
<tr>
<td>72—Tier 3</td>
<td>January 1 to June 30, 2000</td>
</tr>
</tbody>
</table>
By the Numbers: Financial Information

Summary of Cash Transactions

Cash Balance July 1, 1998

Workforce Dev. Div. Funds ........................................... $12,061
Labor Services Division Funds ..................................... $70,312
Workers’ Comp. Division Funds .................................... $23,371
Labor Management Council Funds .......................... $23,700
Strategic Retirement Funds ......................................... $459,557
Employment Statistics Funds .................................. $5,070
Iowa Corp Funds ...................................................... $210,725
Workforce Development Initiative Funds ............. $38,520
Penalty & Interest Funds ......................................... $895,177
Department Approved Training Funds ............... $889
Admin. Contribution Surcharge Funds ............... $591,760
Amateur Boxing Funds ............................................ $31,036

Cash Balance Begin .................................................. $2,362,178

Cash Added

Cash Received .................................................. $106,749,685
Reversion ............................................................... ($172,455)
Net Cash Added .................................................. $106,577,230

Total Funds Available .............................................. $108,939,408

FY 1999 Obligations ............................................... $100,602,765

Changes in Accrued Asset and Liability Accounts

Accounts Receivable .................................................. $-
Travel Advances ..................................................... ($6,771)
Supply Inventory .................................................. ($42,923)
Voucher in Process ................................................ ($147,849)
Accounts Payable .................................................. ($2,332,560)
Accrued Payroll .................................................. ($392,150)
Accrued Benefits .................................................. ($23,948)
Resources on Order ................................................ ($656,945)
Total Change ..................................................... ($131,940)

Cash Disbursements .............................................. $101,764,127

Cash Available less Cash Disbursements ................. $7,175,281

Cash Balance June 30, 1999

Workforce Development Division Funds ........... $32,498
Labor Services Division Funds ......................... $34,767
Workers’ Comp. Division Funds ......................... $26,994
Labor Management Council Funds ................. $27,340
Strategic Retirement Funds ................................ $1,096,061
Employment Statistics Funds ......................... $17,755
Integrated Systems and Comm. Resources .... $1,877,099
Welfare to Work .................................................. $541,968
Iowa Corp Funds ................................................... $200,061
Workforce Dev. Initiative Funds ....................... $27,957
Penalty & Interest Funds .................................. $1,134,813
Department Approved Training Funds ............ $370
Admin. Contribution Surcharge Funds ............. $2,099,686
Amateur Boxing Funds ........................................... $57,912

Cash Balance Ending ............................................. $7,175,281

Operating Expenditures by Classification

Total Obligations: $100,602,765
Funding Sources FY 99
July 1, 1998 to June 30, 1999

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal</td>
<td>$69,081,439</td>
<td>68.7%</td>
</tr>
<tr>
<td>State</td>
<td>$15,556,457</td>
<td>15.5%</td>
</tr>
<tr>
<td>Transfers</td>
<td>$14,148,871</td>
<td>14.1%</td>
</tr>
<tr>
<td>Other</td>
<td>$1,815,998</td>
<td>1.8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$100,602,765</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Operating Expenditures by Program

<table>
<thead>
<tr>
<th>Program</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unemployment Insurance</td>
<td>$23,950,452</td>
<td>23.8%</td>
</tr>
<tr>
<td>Employment Service</td>
<td>$8,099,516</td>
<td>8.1%</td>
</tr>
<tr>
<td>Admin. Contribution Surcharge</td>
<td>$5,259,706</td>
<td>5.2%</td>
</tr>
<tr>
<td>One Stop DOL Grant</td>
<td>$2,779,126</td>
<td>2.8%</td>
</tr>
<tr>
<td>JTPA</td>
<td>$16,889,246</td>
<td>2.0%</td>
</tr>
<tr>
<td>Veterans Emp. and Training</td>
<td>$2,002,462</td>
<td>2.0%</td>
</tr>
<tr>
<td>Workforce Statistics</td>
<td>$1,426,098</td>
<td>1.4%</td>
</tr>
<tr>
<td>Promise Jobs</td>
<td>$13,746,363</td>
<td>13.7%</td>
</tr>
<tr>
<td>Welfare to Work</td>
<td>$2,752,048</td>
<td>2.7%</td>
</tr>
<tr>
<td>OSHA</td>
<td>$2,919,596</td>
<td>2.9%</td>
</tr>
<tr>
<td>Other Labor Service Programs</td>
<td>$1,847,975</td>
<td>2.0%</td>
</tr>
<tr>
<td>Workers’ Compensation</td>
<td>$2,228,630</td>
<td>2.2%</td>
</tr>
<tr>
<td>Information Technology</td>
<td>$1,409,032</td>
<td>1.4%</td>
</tr>
<tr>
<td>All Other Programs*</td>
<td>$1,710,440</td>
<td>4.8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$90,055,315</strong></td>
<td><strong>89.5%</strong></td>
</tr>
</tbody>
</table>

Enrollee/Client Obligations

<table>
<thead>
<tr>
<th>Program</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Stamp</td>
<td>$30,686</td>
<td>0.03%</td>
</tr>
<tr>
<td>Amateur Boxing Grants</td>
<td>$26,235</td>
<td>0.03%</td>
</tr>
<tr>
<td>Trade Adjustment</td>
<td>$646,308</td>
<td>0.6%</td>
</tr>
<tr>
<td>NAFTA</td>
<td>$174,162</td>
<td>0.173%</td>
</tr>
<tr>
<td>Department Approved Training</td>
<td>$890</td>
<td>0.001%</td>
</tr>
<tr>
<td>Disaster Unemployment</td>
<td>$9,655,134</td>
<td>9.6%</td>
</tr>
<tr>
<td>JTPA</td>
<td>$9,890</td>
<td>0.01%</td>
</tr>
<tr>
<td>Other</td>
<td>$4,145</td>
<td>0.004%</td>
</tr>
<tr>
<td><strong>Total Enrollee/Client Obligations</strong></td>
<td><strong>$10,547,450</strong></td>
<td><strong>10.5%</strong></td>
</tr>
<tr>
<td><strong>Total Obligations</strong></td>
<td><strong>$100,602,765</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

* All Other Programs:
  - Penalty and Interest ................................ $554,135 ..... 0.6%
  - Labor Certification .................................. $355,236 ..... 0.4%
  - Trade Adjustment Assistance ....................... $229,361 ..... 0.2%
  - NAFTA ................................................ $1,397 ..... 0.0%
  - Strategic Recruitment .................................. $112,126 ..... 0.1%
  - ISOICC ............................................... $604,586 ..... 0.6%
  - Workforce Development .................................. $96,563 ..... 0.1%
  - Disaster Unemployment ................................ $822,915 ..... 0.8%
  - Food Stamp ........................................... $258,306 ..... 0.3%
  - Other Programs ........................................ $1,710,440 ..... 1.7%
## Job Training Partnership Act (JTPA)

<table>
<thead>
<tr>
<th>Funding</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Training: $3,583,969</td>
<td>1,303</td>
</tr>
<tr>
<td>Summer Youth Employment &amp; Training: $3,495,866</td>
<td>1,830</td>
</tr>
<tr>
<td>Dislocated Workers Employment &amp; Training: $4,603,653</td>
<td>1,725</td>
</tr>
<tr>
<td>Federal Discretionary Grants: $4,392,675</td>
<td>847</td>
</tr>
<tr>
<td>Strategic Workforce Development Fund: $1,332,020</td>
<td>1,997</td>
</tr>
<tr>
<td>PROMISE JOBS: $15,600,000</td>
<td>27,178</td>
</tr>
<tr>
<td>Welfare-to-Work: $6,300,000</td>
<td>484</td>
</tr>
</tbody>
</table>

Total Funding: $70,193,243

Total Customers Provided Services: 783,136

## Discrimination Case Activity

<table>
<thead>
<tr>
<th>New Cases</th>
<th>Closed Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>28</td>
<td>33</td>
</tr>
</tbody>
</table>

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

## By the Numbers: Workplace Safety

<table>
<thead>
<tr>
<th>Amusement Park/Ride Permits Issued, Inspections and Fees Generated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permits Issued .......................................................... 119</td>
</tr>
<tr>
<td>Inspections Electrical ..................................................... 586</td>
</tr>
<tr>
<td>Mechanical-Electric ......................................................... 659</td>
</tr>
<tr>
<td>Total .............................................................. 1,245</td>
</tr>
</tbody>
</table>

Fees Generated
| Permit Fees .......................................................... $2,870 |
| Inspection Fees ......................................................... $67,830 |
| Total .............................................................. $70,700 |

Personal Injuries Reported: 4

## Education and Public Sector Consultation Activities

Educational seminars: 109
Ten-Hour classes conducted: 37
Number trained: 716
Consultations Conducted: 15
Serious Hazards Identified: 34
Serious Hazards Corrected: 30
Other-than-Serious Hazards Identified: 2
Employees Covered: 1,364

## Private Sector Safety and Health Consultation Activity

Consultations Conducted: 164
Serious Hazards Identified: 725
Serious Hazards Corrected: 679
Other-than-Serious Hazards Identified: 115
Employees Covered: 13,759

## Asbestos Licensing and Permit Activity

Individual Licenses issued: 1,070
(Contractor/supervisor, project designer, inspector/management planner, inspector, management planner, worker)

Company Permits Issued: 57
New Company Permits: 7
Renewed Company Permits: 50

Fees Collected: $83,570.00
Individual Licenses: $55,070.00
Company Permits: $28,500.00
Boiler Inspections and Fees Generated
(State and Insured Boilers)

<table>
<thead>
<tr>
<th></th>
<th>Inspections</th>
<th>Fees Generated</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Scheduled</td>
<td>2,920</td>
<td>$128,692.00</td>
</tr>
<tr>
<td>Insured</td>
<td>14,757</td>
<td>$224,816.00</td>
</tr>
<tr>
<td>Total</td>
<td>17,677</td>
<td>$353,508.00</td>
</tr>
</tbody>
</table>

Special Inspector Commissions
Number granted: 213
Fees Generated: $6,390.00

Elevator Operating Permits Issued, Inspections and Fees Generated

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Permits Issued</td>
<td>6,776</td>
<td></td>
</tr>
<tr>
<td>Total Inspections</td>
<td>6,566</td>
<td></td>
</tr>
<tr>
<td>Total Fees Generated</td>
<td>$572,089.00</td>
<td></td>
</tr>
</tbody>
</table>

Private Employment Agencies
Licenses Issued and Fees Collected

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Licenses</td>
<td>224</td>
</tr>
<tr>
<td>Fees</td>
<td>$16,800.00</td>
</tr>
</tbody>
</table>

Facility Submissions under the Emergency Planning & Community Right-to-Know Act, Section 312
Calendar Year 1998

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazardous Chemical Forms</td>
<td>3,255</td>
</tr>
<tr>
<td>Total Hazardous Chemicals Reported</td>
<td>15,256</td>
</tr>
<tr>
<td>Facilities Submitting Electronically</td>
<td>17,653</td>
</tr>
</tbody>
</table>

Construction Contractor Registration
Registrations Issued and Fees Generated

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Registrations</td>
<td>6,681</td>
</tr>
<tr>
<td>Fees</td>
<td>$167,025.00</td>
</tr>
<tr>
<td>Fines</td>
<td>$19,950.00</td>
</tr>
<tr>
<td>Total Program Revenue</td>
<td>$186,975.00</td>
</tr>
</tbody>
</table>

Professional Athletic Licenses
Issued and Revenues Collected

<table>
<thead>
<tr>
<th></th>
<th>Wrestling</th>
<th>Boxing</th>
<th>Tournaments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Licenses</td>
<td>3</td>
<td>31</td>
<td>7</td>
</tr>
<tr>
<td>Revenue Collected</td>
<td>$14,802.52</td>
<td>$21,495.35</td>
<td>$8,837.10</td>
</tr>
</tbody>
</table>

Distribution of Work Related Employee Deaths and Employment by Industry
Calendar Year 1998

<table>
<thead>
<tr>
<th>Industry</th>
<th>Employment</th>
<th>Deaths</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Private Sector</td>
<td>1,248,700</td>
<td>59</td>
</tr>
<tr>
<td>Agriculture, Forestry &amp; Fishing</td>
<td>44,900</td>
<td>4</td>
</tr>
<tr>
<td>Mining</td>
<td>2,200</td>
<td>2</td>
</tr>
<tr>
<td>Construction</td>
<td>62,200</td>
<td>14</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>261,600</td>
<td>9</td>
</tr>
<tr>
<td>Transportation &amp; Public Utilities</td>
<td>69,200</td>
<td>4</td>
</tr>
<tr>
<td>Wholesale Trade</td>
<td>86,300</td>
<td>8</td>
</tr>
<tr>
<td>Retail Trade</td>
<td>267,600</td>
<td>7</td>
</tr>
<tr>
<td>Finance, Insurance &amp; Real Estate</td>
<td>83,000</td>
<td>1</td>
</tr>
<tr>
<td>Services</td>
<td>371,700</td>
<td>10</td>
</tr>
<tr>
<td>Total Public Sector</td>
<td>235,700</td>
<td>8</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Industry</th>
<th>Employment</th>
<th>Percent</th>
<th>Deaths</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Private Sector</td>
<td>1,248,700</td>
<td>100.0</td>
<td>59</td>
<td>100.0</td>
</tr>
<tr>
<td>Agriculture, Forestry &amp; Fishing</td>
<td>44,900</td>
<td>3.6</td>
<td>4</td>
<td>6.8</td>
</tr>
<tr>
<td>Mining</td>
<td>2,200</td>
<td>0.2</td>
<td>2</td>
<td>3.4</td>
</tr>
<tr>
<td>Construction</td>
<td>62,200</td>
<td>5.0</td>
<td>14</td>
<td>23.7</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>261,600</td>
<td>21.0</td>
<td>9</td>
<td>15.2</td>
</tr>
<tr>
<td>Transportation &amp; Public Utilities</td>
<td>69,200</td>
<td>5.5</td>
<td>4</td>
<td>6.8</td>
</tr>
<tr>
<td>Wholesale Trade</td>
<td>86,300</td>
<td>6.9</td>
<td>8</td>
<td>13.6</td>
</tr>
<tr>
<td>Retail Trade</td>
<td>267,600</td>
<td>21.4</td>
<td>7</td>
<td>11.9</td>
</tr>
<tr>
<td>Finance, Insurance &amp; Real Estate</td>
<td>83,000</td>
<td>6.6</td>
<td>1</td>
<td>1.7</td>
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<tr>
<td>Services</td>
<td>371,700</td>
<td>29.8</td>
<td>10</td>
<td>16.9</td>
</tr>
<tr>
<td>Total Public Sector</td>
<td>235,700</td>
<td>100.0</td>
<td>8</td>
<td>100.0</td>
</tr>
</tbody>
</table>
## Occupational Safety and Health Bureau State Performance

<table>
<thead>
<tr>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Inspections Conducted ..........</td>
<td>555</td>
</tr>
<tr>
<td>Private Sector Inspections ..........</td>
<td>512</td>
</tr>
<tr>
<td>Public Sector Inspections ...........</td>
<td>43</td>
</tr>
<tr>
<td>Safety Inspections ..................</td>
<td>348</td>
</tr>
<tr>
<td>Health Inspections ..................</td>
<td>207</td>
</tr>
<tr>
<td>Accident Inspections ...............</td>
<td>58</td>
</tr>
<tr>
<td>Complaint Inspections ..............</td>
<td>185</td>
</tr>
<tr>
<td>General Schedule Inspections .......</td>
<td>296</td>
</tr>
<tr>
<td>Follow-up Inspections ..............</td>
<td>16</td>
</tr>
<tr>
<td>Construction Inspections ..........</td>
<td>232</td>
</tr>
<tr>
<td>Manufacturing Inspections ..........</td>
<td>156</td>
</tr>
<tr>
<td>Other Industries Inspections .......</td>
<td>167</td>
</tr>
</tbody>
</table>

### Other Violations
- Number: 411 | Percent: 36.1%
- Failure to Abate Violations: 4 | Percent: 4%

### Total Penalties Proposed
- Amount: $1,240,541
- Serious Penalties: $754,866 | Avg: $1,069/Violation
- Willful Penalties: $350,000 | Avg: $70,000/Violation
- Repeat Penalties: $52,100 | Avg: $4,736
- Other Penalties: $71,855 | Avg: $1,75
- Failure to Abate Penalties: $11,700 | Avg: $2,925/Violation

### Total Employees Covered
- by Inspections: 31,113 | Avg: 56/Inspection
- Total Inspections Contested: 73 | Percent: 13.2%

## Work Related Employee Fatalities by Cause of Death

### Calendar Year 1998

#### Conditions Subject to IOSHA/OSHA Inspections and Standards

<table>
<thead>
<tr>
<th>Cause of Death</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Falls</td>
<td>8</td>
<td>11.9</td>
</tr>
<tr>
<td>Electrocution</td>
<td>5</td>
<td>7.5</td>
</tr>
<tr>
<td>Struck by or against object</td>
<td>5</td>
<td>7.5</td>
</tr>
<tr>
<td>Crushing injuries</td>
<td>2</td>
<td>3.0</td>
</tr>
<tr>
<td>Suffocation</td>
<td>2</td>
<td>3.0</td>
</tr>
<tr>
<td>Caught in or under</td>
<td>2</td>
<td>3.0</td>
</tr>
<tr>
<td>Explosion</td>
<td>2</td>
<td>3.0</td>
</tr>
<tr>
<td>Burns</td>
<td>1</td>
<td>1.4</td>
</tr>
<tr>
<td>Subject to IOSHA/OSHA</td>
<td>27</td>
<td>40.3</td>
</tr>
</tbody>
</table>

#### Conditions Not Subject to IOSHA/OSHA Inspections and Standards

<table>
<thead>
<tr>
<th>Cause of Death</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heart Attack</td>
<td>22</td>
<td>32.8</td>
</tr>
<tr>
<td>Vehicle Accident</td>
<td>10</td>
<td>14.9</td>
</tr>
<tr>
<td>Air Crash</td>
<td>6</td>
<td>9.0</td>
</tr>
<tr>
<td>Homicide</td>
<td>2</td>
<td>3.0</td>
</tr>
<tr>
<td>Not Subject to IOSHA/OSHA</td>
<td>40</td>
<td>59.7</td>
</tr>
<tr>
<td>Total</td>
<td>67</td>
<td>100.0</td>
</tr>
</tbody>
</table>

## Wage Collection Cases

<table>
<thead>
<tr>
<th>Number of Claims</th>
<th>Amount Claimed or Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active claims at start of fiscal year</td>
<td>376</td>
</tr>
<tr>
<td>Wage claims docketed</td>
<td>1,192</td>
</tr>
<tr>
<td>Claims denied</td>
<td>581</td>
</tr>
<tr>
<td>Uncollectible</td>
<td>30</td>
</tr>
<tr>
<td>Claims settled before lawsuit</td>
<td>461</td>
</tr>
<tr>
<td>Claims settled after lawsuit</td>
<td>0</td>
</tr>
<tr>
<td>Court actions:</td>
<td></td>
</tr>
<tr>
<td>Dismissals</td>
<td>3</td>
</tr>
<tr>
<td>Satisfied judgments</td>
<td>1</td>
</tr>
<tr>
<td>Unsatisfied judgments</td>
<td>1</td>
</tr>
<tr>
<td>Total money collected on cases closed</td>
<td>569</td>
</tr>
<tr>
<td>Active cases at end of fiscal year</td>
<td>569</td>
</tr>
</tbody>
</table>
By the Numbers: Workers’ Compensation

Workers’ Compensation Division Summary of Activity

Contested File Inventory by Hearing Site
Burlington ................................................................. 422
Cedar Rapids ............................................................. 371
Council Bluffs ........................................................ 567
Davenport ............................................................... 608
Des Moines ............................................................. 1,921
Dubuque ................................................................. 286
Fort Dodge .............................................................. 272
Mason City ............................................................. 149
Oskaloosa ............................................................... 169
Sioux City ............................................................. 548
Storm Lake ............................................................ 241
Waterloo ............................................................... 440
Total .................................................................... 5,994
(Includes Cases on Appeal; WCC, DC, IS)

Contested Case Inventory by Level
Deputy ................................................................. 5,546
Appeals ................................................................. 340
District Court ....................................................... 82
Supreme Court ................................................... 26

Contested Cases Filed
Petitions Filed Number Percent
Arbitration ........................................ 4,267 ........................ 94.3%
Review Reopening .............................. 134 ....................... 3.0%
Alternate Medical Care ....................... 75 .......................... 1.7%
Other ......................................................... 47 .......................... 1.0%
Total ..................................................... 4,523 .................... 100.00%

First Level Contested Files Closed
Dismissed .................................................. 573 ..................... 13.7%
Settled ..................................................... 3,011 ..................... 71.8%
Decision ................................................ 601 ........................ 14.3%
Miscellaneous ........................................ 7 .......................... 0.2%
Total ................................................... 4,192 .................... 100.0%

Time Analysis of Closed Contested Files (Avg in days)
(for Deputy decisions only)
Petition to Hearing ............................................. 464
Petition to Decision .......................................... 549
Hearing to Decision ........................................... 85

Analysis of First Level Contested File Work
Mediations Held ................................................. 1,031
Mediations Settled ............................................. 722
Hearings ......................................................... 637
Decisions ......................................................... 601

Analysis of Appeals to Workers’ Compensation Commissioner
(Includes Remands)
Number Appealed ........................................... 351
Appeals Closed ............................................... 334

Appealed Case Inventory on July 1, 1999
(Includes Remands)
Total .............................................................. 340