Beth Townsend

**DIRECTOR**

Iowa Workforce Development

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**Appointed by Gov. Branstad**
Confirmed by Iowa Senate unanimously
March 24, 2015

**Former Director of the Iowa Civil Rights Commission**
Civil Rights & employment lawyer represented individuals before federal and state jurisdictions, including the United States Supreme Court, the Eighth Circuit Court of Appeals and Iowa Supreme Court

**Air Force Reserve**
Retired as a Lieutenant Colonel after 21 years of active and reserve duty
Oversees the Iowa Division of Labor Services

Responsible for the administration of state and federal statues related to public health, safety and workplace related issues

Emphasis is on voluntary compliance through education and preventative services

Continuing to implement the vision of creating a “culture of safety” throughout Iowa’s labor force
Newly renovated offices with state-of-the-art hearing rooms

New Workers’ Compensation Administration Systems (WCAS) allowing electronic filing of documents in litigated cases

Ended work at home policy for Deputy Commissioners to create efficiency and team collaboration

Organizing & working through appeals backlog

Joe Cortese II
Workers Compensation Commissioner
The Labor Market Information (LMI) division provides data to help assist job seekers and employers make informed decisions.

Oversees LMI, the business services team and is legislative liaison.

LMI analyzes and publishes statistical data on the labor force, industries, occupations, employment projections and wages as well as other economic data.

Ed Wallace
Deputy Director
Ryan West

Unemployment Insurance Division Administrator

Oversees Unemployment Insurance (UI) Benefits and Tax Divisions.

Leads and coordinates customer service efforts

Manages the Employer-Centric State Identification Data Exchange System (SIDES)
Oversees 15 Administrative Law Judges (ALJ), who hear and decide administrative appeals regarding UI benefits

**Increased efficiency and reliability** of hearing schedules for claimants and employers

ALJs score **at or near 100 percent** of the USDOL quality criteria for recent quarterly reviews

**Emily Chafa**

Unemployment Insurance Appeals Manager
Courtney Greene
Communications Director

Has worked to create a culture of transparency and openness at IWD

Reestablished credibility of IWD communications by providing consistent, timely and professional press releases

Established regular internal and external communications, created social media and marketing committee and team collaborated on new Home Base Iowa website
Administrative Services Division, Division Administrator

Staff includes financial management and business management

Oversees $168.3 million IWD budget

Paul Mikkelsen
Chief Financial Officer
Martin Moen
Interim Chief
Information Officer

Leads team responsible for information systems development, implementation and compatibility

Works with every division to meet agency needs to efficiently deliver workforce services to Iowans and track progress

Provides technical expertise in assessing workforce reporting and compliance
Assists staff, management and leadership in the day-to-day operations

Files appropriate pleading in various courts in Iowa

Assists businesses in unemployment insurance payment negotiations and payment plans

Nicholas Olivencia

Legal Counsel – Legislative Liaison
Duties include WIOA team lead for implementation and compliance.

Ben was previously a civil rights specialist at the Iowa Civil Rights Commission

Responsible for re-establishing Misclassification Unit and ensuring compliance with Executive Order requiring Limited English Proficiency (LEP)
Provides leadership in the development and delivery of best practices within IWD for the agency’s project and program portfolio

Ensures the PMO is focusing on the project interface with project leaders, project teams, technology and interface issues to deliver projects on-time and within budget.

Oversees grant committee

Cathy Ross
Program Manager
Oversees 15 IowaWORKS regional offices and four satellite offices

Works with district and regional managers to effectively and efficiently deliver workforce services to Iowans

Provides leadership and consistency across the state in assessing workforce needs and ensuring resource accountability

Marketa Oliver
Division Administrator
Current Status of Iowa’s Workforce
The U.S. unemployment rate is 5.0 percent for December 2015.
The total number of nonfarm jobs in Iowa increased by 24,300 from 2014 to 2015.**

**Current Employment Statistics

2015 marks the third consecutive year of year-over-year growth in total nonfarm employment.**
Homemakers & Retirees

6.7% surveyed identified themselves as a homemaker

31.5% of homemakers are likely to accept employment if they find the right opportunity

10.9% surveyed identified themselves as retired

18.4% of these individuals are likely to return to the workforce if they find the right opportunity
IOWA’S LABOR FORCE PARTICIPATION

7.2 %

Greater than the Nation

Source: BLS, December 2015

National Labor Force Participation Rate

Iowa’s Labor Force Participation Rate
Iowa WORKS Field Offices served

<table>
<thead>
<tr>
<th>Iowans during FY 2015</th>
<th>including:</th>
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<tbody>
<tr>
<td>170,234</td>
<td>45,974</td>
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<tr>
<td></td>
<td>without a high school diploma</td>
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<tr>
<td></td>
<td>34,645</td>
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<tr>
<td></td>
<td>with a post-secondary degree</td>
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<tr>
<td></td>
<td>13,672</td>
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<tr>
<td></td>
<td>Veterans</td>
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NCRC
April 2009 - March 2016

78,167
Total NCRC Certificates Awarded

80%
Of Total Certificates Awarded Were Silver Or Gold
The number of initial UI claims is down by 8% since 2012.

<table>
<thead>
<tr>
<th>Year</th>
<th>Claims</th>
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<td>193,893</td>
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<tr>
<td>FY 2013</td>
<td>188,905</td>
</tr>
<tr>
<td>FY 2014</td>
<td>177,327</td>
</tr>
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<td>FY 2015</td>
<td>177,850</td>
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Program comparison of total UI benefits paid in Iowa

Regular UI Benefits
[ETA-5159 302-14]

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<th>FY 2015</th>
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<tr>
<td></td>
<td>($431,960,027)</td>
<td>($431,863,267)</td>
<td>($397,004,675)</td>
<td>($399,958,860)</td>
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<tr>
<td>Millions</td>
<td></td>
<td></td>
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</tr>
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</table>

( $ Millions )
FY 2015

Accomplishments & Challenges
UI Customer Service

Percent of Calls Abandoned

- 30% of calls abandoned from January 2015 through April 2015 (29,348 out of 97,952)
- 6% of calls abandoned from May 2015 through December 2015 (10,440 out of 175,503)

Percent of Calls Handled

- 94% of calls handled from January 2015 through April 2015 (64,508 out of 97,952)
- 66% of calls handled from May 2015 through December 2015 (165,046 out of 175,503)

January to April 2015 Average Wait Time = 11:06
May to December 2015 Average Wait Time = 1:04
Four Month Debt Collection Campaign

The Unemployment Insurance Division of IWD from June – October 2015 conducted a campaign aimed at collecting debt from both employers and claimants.
Total cost of campaign: $406,342
Total amount collected: $4,425,129
ROI: 1,089 %
UI Appeals Bureau

2015 – 2016

60%

U.S. Department of Labor 30-day timeliness goal

UI Appeals Bureau improved to

98%

From August 2015 – January 2016, an improvement from 11%
Leading IWD to repair, rebuild, reinforce and create dynamic and effective workforce partnerships
IWD Partners and Stakeholders

NASWA (National Association of State Workforce Agencies)
IA Chamber Alliance Legislative Reception
Value Stream Mapping Kickoff Event
Region 11 Des Moines Office
Region 5 Ft Dodge Field Office
Iowa Central Community College Visit
Region 8 Carroll Field Office
Region 12 Sioux City Field Office
Western Iowa Tech Community College Visit
DMACC visit
Region 14 Creston Field Office
Region 1 Dubuque and Peosta Field Office
Northeast Iowa Community College
Greater Dubuque Development
Region 6 Marshalltown Field
Iowa Valley Community College
Region 9 Davenport Field Office
Eastern Iowa Community College
Region 16 Burlington Field Office
Southeastern Community College
Region 14 Creston Recognition Event
Southwest Iowa Community College
Region 13 Council Bluffs Field Office
Western Iowa Community College
DMACC Career Fair
Region 10 Cedar Rapids Field Office
Kirkwood Community College
Region 3 and 4 Field Office
Northwest Iowa Community College
Iowa Lakes Community College
Region 15 Ottumwa Field Office
Region 2 Mason City Field Office
Iowa Central Community College
Meeting and tour with Senator Rita Hart
Iowa City One Stop Field Office
Clinton Community College
WIA/ WIOA Youth Development Roundtable
Sioux City Chamber Alliance Event
Northeast Iowa Business Network and Economic Development
Decorah Office
Community College Presidents Meeting and Presentation
Council Bluffs Iowa
Iowa Job Honor Awards Attendee
Corridor HR/DCO Meeting, Iowa City BioVentures Center
Iowa Lakes Community College TRIOA Annual STEM Conference
HBI Announcement for Emmet County
Iowa Farm Bureau Conference AgState Tech Journey Graduation Speaker
Washington DC Meeting
Triumph Food Facility Meeting
ABI Public Policy Speaking Engagement
John Deere Event Transition Grand Opening
3rd Annual Community Report and Presentation
IA Women’s Hall of Fame Reception
NFIB Meeting Hawkeye Community College Waterloo
Region 7 Field Office
NASWA UI National Directors Conference, Albuquerque NM
Region 9 Board Meeting
IACCT Conference Speaking Event
Iowa City Field Office Visit with Senator Dvorsky
Vermeer Business Meeting, Pella Iowa
Region 14 Field Office Visit Creston Iowa with Congressman Young
DMACC National Event Ankeny IA
January 2016
New user friendly LMI website unveiled
www.iowalmi.gov
July 2015
New user-friendly IWD website unveiled
November 2015

The Home Base Iowa website was revealed
More Than 1,700 Veterans hired-to-date in Iowa

More Than 1,300 Designated Home Base Iowa businesses
Iowa Jobs (Online Job Bank)

IowaJobs.org is the state’s largest job bank with more than 44,500 job orders totaling more than 52,907 job openings.

Jobs are listed by employers, Iowa Workforce Development staff, as well as received from the National Labor Exchange in a daily file.

IowaJobs.org receives jobs from 1,252 employers indexed by the NLE (us.jobs)
Four satellite offices serve the following 15 communities:

Clarion, Clinton, Fort Madison, Humboldt, Keokuk, Maquoketa, Mount Pleasant, Muscatine, New Hampton, Pocahontas, Postville, Washington, Waukon, Webster City & West Union

In 2015, IWD began providing services in communities not served by a field office, such as: resume writing, interviewing skills, unemployment insurance assistance, assessment testing, information about available jobs, employer hiring and recruitment resources, and upcoming job fairs.
Audit Report
January 1, 2012- January 13, 2015

State Auditor Mary Mosiman found improper payments in the amount of $909,554.17

$66,162.49 in overpayments based on fraudulent claims
$97,119.29 from fictitious employer schemes
$23,026.50 in uncollected penalties
$723,245.89 resulting from a telephone system malfunction
Introduction to WIOA
Forging the future in workforce management statewide

WIOA is an important federal law that redesigns how services for job seekers are carried out.
WIOA Implementation
Top Three Goals

1. Iowa’s employers will have access to advanced, skilled, diverse and Future Ready workers.

2. All Iowans will be provided access to a continuum of high quality education, training, and career opportunities in the nation.

3. Iowa’s workforce delivery system will align all programs and services in an accessible, seamless and integrated manner.
Why Is WIOA Important?

It provides resources to continue to address the skills gap, and allows states to be innovative and state-specific on how those federal dollars are spent.
WIOA Partners

Regional Workforce Investment Boards
Iowa Department of Education
Iowa Vocational Rehabilitation Services
Department for the Blind
Department of Human Services
Department of Corrections
Department on Aging
Economic Development Authority
Touchstone Reform
First legislative reform in 15 years of the public workforce system. WIOA is an important federal law that has redesigned how services for job seekers are carried out.

Connecting the Worker to the Employer
Core programs - such as adult, dislocated worker and youth - to help job seekers get access to employment, education, training and support services, and to match employers with the skilled workers they need to compete in the economy.
Bridging The Skills Gap
What Are We Doing About It?
Apprenticeship Grants

JD NDWG (National Dislocated Worker Grant) expanded to include information technology, construction, manufacturing and health care.

Apprenticeships in cooperation with USDOL’s Greer Sisson and business/industry is vital for the future
Disability Employment Grants

IWD awarded $2.5 million grant for people with disabilities through the Disability Employment Initiative (DEI)

Iowans with disabilities are the largest underutilized cohort of potential workers
Disabled Iowans

20.5% of those identifying as unemployed stated disability as a reason for unemployment

30.5% of those identifying as unemployed stated additional training/education would be required to reenter the workforce

41.9% of these respondents gave disability issues as an obstacle to pursuing this training
NGA Talent Pipeline & Future Ready Iowa

From 2010 to 2015, Iowa will add **612,000 jobs** to its economy

**68% of all jobs** are expected to require postsecondary education and training beyond high school

**Goal is for 70% of Iowans** in the workforce to have education or training beyond high school by 2025
S.T.E.M.
Science, Technology, Engineering & Mathematics

Stem reaches middle school and high school students to get them excited about the fields of science, technology, engineering and mathematics

We continue to encourage career exploration
P.O.E.T.S.
Providing Opportunities for ExOffenders to Succeed

Ex-offenders - 2nd largest work-ready pool of employees behind Iowans with disabilities

92% of those currently incarcerated will be released

Most important factor in reducing recidivism, from our perspective and the Department of Corrections, is employment
This Is Our Challenge!

2014 – Q1 2015

4,660

Individuals were released from prison (Department of Corrections)

Of These

48%

could not be matched to wage records in the first quarter following their release
Future Ready Iowa

Vision: A Future Ready Iowa that prepares individuals for dynamic careers and lifelong learning, meets employer needs, grows family incomes and strengthens communities.

Future Ready Iowa helps more Iowans attain the “new minimum” of high-quality education and training beyond high school by aligning education, workforce, and economic development resources.

Goal: By 2025, 70 percent of all Iowans in the workforce will have earned education or training beyond high school (the new minimum) that meets employer needs.
Unemployment Insurance Services Account

The UI Services Account will help reduce fraud and improve process performance. The services account will also capture participant data and is integrated across state agencies and programs.

This is an important part of the WIOA implementation because the UI Services Account will capture relevant data and will allow us to remain compliant when reporting success of workforce programs.
The Idaho Project (iUS System)

This program is a .NET based solution that takes the place of the 40 year old mainframe where Iowa is currently running its unemployment programs.

The iUS system has been built to withstand the numerous changes and requirements that are administered in unemployment.

The iUS System has the potential to be the backbone of Iowa’s unemployment program for the next 40 years.
Misclassification

IWD has been taking the necessary steps to strengthen the unit and improve the coverage throughout the state.

A Department of Labor Grant will allow IWD to upgrade the misclassification case management system and add staff. These improvements will allow the agency to be more proactive and efficient in combatting worker misclassification.
Misclassification

In 2015, Iowa Workforce Development (IWD) received 129 employee misclassification tips, leads and referrals from workers, employers, government agencies and the public. The completed investigations found that 35 employers misclassified 349 workers.

These employers failed to report $6,016,334.75 in wages for unemployment tax purposes, which resulted in assessments of $389,983.62 in unpaid employment taxes, penalties and interest.
Improved Fraud Detection Efforts

The UI Integrity department’s Fraud Investigators have begun to utilize Iowa’s fraud detection, Pondera Solutions. Fraud Investigators use Pondera Solutions as their primary source for identifying fraud investigations, including cross-matches.

Pondera Solutions has identified fictitious employers and fraudulent UI benefit payment schemes. This comprehensive data analytics tool will assist IWD with identifying fraud more rapidly and mitigate potential loss to the UI Trust Fund.
IWD 2016 Goals

- Eliminate back logs in UI tax: adjustments, transfers and refunds
- Improve collection efforts
- State Information Data Exchange Systems (SIDES)
- Treasury Offset Program (TOP)
- Department of Revenue
Future Needs
Budget Synopsis & Overview

80% Federal Funding
20% State Funding
IWD State Funding Pattern (millions)
IWD Federal Funding Pattern (millions)
SFY 2014 State Budget

Total Dollars / $19,083,512

- Field Operations: 48% / $9,179,413
- Labor: 19% / $3,548,720
- Workers Comp.: 17% / $3,259,044
- P & I: 9% / $1,766,413
- Reserve Interest: 3% / $494,000
- Misclassification: 2.5% / $451,458
- Offender Re-Entry: 1% / $284,464
- Skills Training: .5% / $100,000
**Total Budget Dollars**

$19,338,002

**SFY 2015 State Budget**

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Total Budget Dollars
$20,094,379

SFY '16/'17
State Budget & Request

Field Operations 46% / $9,179,413
Labor 21% / $4,305,097
Workers Comp. 16% / $3,259,044
P & I 9% / $1,766,084
Misclassification 2.25% / $451,458
Reserve Interest 2% / $400,000
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## SFY 2016/17

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Thank you from Megin in Oelwein:

*It felt like my whole world was turned upside down. I was losing my job and my health insurance with a four month old baby at home. I reached out to every organization I could think of for help and was either denied help or was passed off to talk to someone else that never led anywhere.*
Thank you from Megin in Oelwein:

I am so thankful that IowaWORKS came to my town and made themselves available to me!

I couldn't have done it without the help of Mrs. Munford with IowaWORKS. They are a great asset to the community and I hope they will continue to come to town so that more people can find the help that they need.

Very appreciative,
Megin
Thank You

We Look Forward To A Great Year For Iowa’s Workforce