

2004

STATE OF IOWA

ANNUAL REPORT

VISION

Envisions a future where Iowa has safe workplaces, a productive and economically secure workforce, and where Iowans are prepared for an ever-changing future

MISSION

Contribute to Iowa's economic growth by providing quality, customer-driven services that support prosperity, productivity, health and safety for Iowans

SERVICE TO IOWANS
FISCAL YEAR 2004 ANNUAL REPORT



WORKFORCE
DEVELOPMENT

RICHARD RUNNING**DIRECTOR****FROM THE DIRECTOR**

I am pleased to present Iowa Workforce Development's annual report for fiscal year 2004 (July 1, 2003 - June 30, 2004). This report contains valuable information about the services Iowa Workforce Development and its partners provided for Iowans during the past fiscal year in the area of workforce development.

Major accomplishments of the year included the establishment of a reserve fund to provide future funding for our rural and satellite offices, more New Iowan Centers to better assist all persons who relocate to Iowa find employment opportunities, and initiation of a multi-year project to modernize our Unemployment Insurance tax system.

We invite all citizens, businesses, and non-profit organizations in Iowa to join with Iowa Workforce Development and its partners to achieve Governor Vilsack's goal of transforming the Iowa economy through the creation of high-wage jobs and increased numbers of working Iowans with post-secondary experience.

Sincerely,

A handwritten signature in blue ink that reads "Richard V. Running". The signature is written in a cursive, flowing style.

Richard V. Running
Director, Iowa Workforce Development

TABLE OF CONTENTS

	Page
Iowa's Labor Force	3
Iowa Workforce Development Overview	4
Product & Service Results	8
Job Training	9
Unemployment Insurance	9
Labor Services	11
Accomplishments by Labor Division	13
Workers Compensation	15
Policy and Information Division	17
Workers' Compensation Division	22
Hearing-Level Adjudication	22
Appeal-Level Adjudication	22
Compliance	23
Education	23
Workforce Development Center Administration	25
Employment Services	25
Training Services	26
Targeted Populations	30
Business Services	32
Unemployment Insurance Division	34
Unemployment Insurance Tax Modernization	34
Unemployment Insurance Claims System	34
Financial Reports	36

GUIDING PRINCIPLES

- *Integrity*
- *Honor and respect for diversity*
- *Results orientation*
- *Collaboration and partnership (internal and external)*
- *Data-driven decision making*
- *Customer focus*
- *Pro-active leadership in a changing economy*
- *Model the characteristics of a high performance workplace. These characteristics include:*
 - *Investing in the knowledge and skills of the workers*
 - *Striving to continually improve processes*
 - *Building flexibility, responsiveness and innovation into the workplace*
 - *Fostering teamwork*
 - *Deploying technology effectively*
 - *Tracking rapidly changing conditions, and*
 - *Anticipating and responding quickly to changing customer needs and wants*

IOWA'S LABOR FORCE

July 2003 marked the beginning of a turnaround for the Iowa economy, a full 20 months after the recession officially ended in November 2001. Nonfarm employment, which would normally rise in tandem with productivity, had shown little sign of recovery prior to this time. As a result, the period following the end of the recession until mid-2003 was dubbed the “jobless recovery.”

Although the statewide economy began improving during the second half of 2003, job growth was not strong enough to keep up with the number of job seekers entering the labor force. For the year ending June 2004, the state's unemployment rate averaged 4.4 percent and the number of unemployed broke the 70,000 mark. The U.S. unemployment rate for the same period was 5.8 percent.

The effects of the lingering jobless recovery were reflected in a lower employment level for fiscal year 2004. The total number of working Iowans averaged 1,543,300 for the year compared with 1,571,600 for the previous year.

The presence of structural change during the most recent recession explained why employment languished for so long. When structural change occurs, job growth is largely dependent on the creation of new jobs in different firms and industries. Since businesses incur risks in creating new jobs, there is a long lag before job growth rebounds. Prior to 1990, most recessions were cyclical in nature. Once the economy got back on track, most workers were recalled to their jobs. They were not faced with a permanent job loss and the prospect of training for a new occupation.

As in the 1990-1991 recession, Iowa's manufacturing industry lost the largest number of workers as the result of structural change. Of the roughly 32,000 nonfarm jobs that were lost in the state since fiscal year 2001, the overwhelming majority were in manufacturing. Other major industries that lost employment over the past few years were trade and transportation, information and professional and business services.

Most of the hiring that occurred during 2003 was concentrated in financial activities and in educational and health services. While low interest rates generated hiring activity in finance, health services reflected a countercyclical pattern by continuing to expand throughout the recovery.

IOWA WORKFORCE DEVELOPMENT OVERVIEW

IWD strives to improve the income, productivity, and safety of all Iowans. In conjunction with state and local economic development efforts, IWD also assists businesses to fulfill their workforce needs. The majority of IWD services are mandated by state and federal laws and regulations.

Major products and services of IWD are:

- Workforce Center Services (Services to assist businesses to identify and hire productive employees, and workers to obtain jobs and achieve career growth.)
- Compliance Assistance and Enforcement (Various activities to enhance the economic security, safety and health of Iowans.)
- Unemployment Insurance (Benefits for persons who have lost their job through no fault of their own.)
- Workforce Information and Analysis (Data for business, schools, individuals, economic developers, and government to allow them to make informed choices about careers, expansions, wage levels, etc.)
- Adjudication, Compliance, and Education (Adjudication of income support issues for workers who have been injured on the job and unemployment insurance appeals.)
- Resource Management (Internal services, such as human resources, financial and budget support, public relations, etc., that support the department as a whole.)

IWD strives to improve the income, productivity, and safety of all Iowans.



Major products and services of IWD include:

- *Workforce center services*
- *Compliance assistance and enforcement*
- *Workforce information and analysis*
- *Adjudication, compliance, and education*
- *Resource management*

Iowa Workforce Development provides services through a statewide delivery system developed in conjunction with our workforce development partners.



Information on Iowa Workforce Development's services and activities can be found at:

*www.iowaworkforce.org
www.iowajobs.org
www.iowaworks.org*

IOWA WORKFORCE DEVELOPMENT OVERVIEW

We provide services through a statewide delivery system developed in conjunction with our workforce development partners. Administrative staff are centralized in two offices in Des Moines located at 1000 East Grand Avenue and 150 Des Moines Street. In 1999, the Unemployment Insurance Service Center was established at 150 Des Moines Street. The Unemployment Insurance Service Center handles a substantial share of new and continued claims.

IWD maintains a network of local centers within 16 regions of Iowa. Each region has a full-service workforce development center with a network of itinerant and satellite offices. Many centers are shared by multiple workforce partners, including non-profit organizations, the Department of Human Services, Vocational Rehabilitation, and community colleges.

Through a comprehensive Web site, IWD also provides customer access to major services, such as posting résumés, filing unemployment insurance claims, basic service information, and labor market information, 24 hours a day, seven days a week.

These services are found on the IWD Web site:

- General information about the department can be found at www.iowaworkforce.org
- The IowaJobs Web site at www.iowajobs.org lists more than 15,000 job openings daily
- The Iowa Works Web site at www.iowaworks.org is designed for Iowa businesses and employers

IOWA WORKFORCE DEVELOPMENT OVERVIEW

IWD is a department within the executive branch of Iowa state government. It was established in 1996 by Iowa Code Chapter 84A. At that time, the Department of Employment Services and portions of the Departments of Economic Development and Human Rights were merged into a new department with the purpose of administering the laws of Iowa relating to unemployment compensation insurance, job placement and training, employment safety, labor standards, workers' compensation and others.

Under Director Richard Running's direction, the department has 6 divisions: Administrative Services, Labor Services, Policy and Information, Unemployment Insurance, Workers' Compensation, and Workforce Development Center Administration. IWD is a proactive, customer-driven organization. IWD colleagues are committed to providing quality services to all Iowans.

During fiscal year 2004, IWD had 771 employees working in the Administrative office, UI Service Center and 72 Workforce Development Centers and satellite offices serving all 99 counties. Some IWD staff work from their homes.

Currently authorized positions are classified as:

- Service/Maintenance (1%)
- Office/Administrative (6%)
- Technician (9%)
- Paraprofessional (2%)
- Administrative Support (11%)
- Professional (70%)

IWD employees are represented by two unions; the American Federation of State, County and Municipal Employees and Iowa United Professionals.

COMPLIANCE RESULTS

IWD is complying with the Governor's Executive Orders concerning administrative rules review. The department's review plans have been approved by the governor's office and are being implemented.

All federal monitoring and compliance reports received in fiscal year 2004 indicated Iowa Workforce Development is complying with all necessary laws and regulations governing the programs the agency administers.

The Unemployment Insurance Division continues the process of modernizing the current tax collection system into a paperless, electronic system.



Iowa Workforce Development's emphasis is on voluntary compliance through education and preventive services.

IOWA WORKFORCE DEVELOPMENT OVERVIEW

The Workers' Compensation Division adopted rules designed to reduce the amount of time that contested cases are pending before they are heard and decided. The division continued to refine use of electronic data interchange (EDI) for injury and claims processing reports. The first submission of annual reports was completed. Incremental expansion of uses of the EDI database to improve compliance is planned in future years to promote prompt payment of benefits to injured workers and reduce workers' compensation costs for employers.

Members of the division gave presentations to several groups and the division expanded the information available on its web site to make accurate information about workers' compensation law more readily available to all who are interested.

The Unemployment Insurance Division continues the process of modernizing the current tax collection system into a paperless, electronic system. A 3-year contract to complete the design and build the new system will begin the summer of 2005. The Workforce Development Center Administration Division is transitioning from two electronic labor exchange systems to one Internet-based, skills-based system.

The department is responsible for the administration of state and federal statutes related to public health and safety and workforce and workplace issues. Iowa's Occupational Safety and Health Act administration and administration of workers' compensation laws are located within the department. IWD's emphasis is on voluntary compliance through education and preventive services.

PRODUCT & SERVICE RESULTS

Iowa Workforce Development provides a wide range of products and services to a large number of Iowans each year.

- Iowa employers submitted 39,974 job orders containing 98,713 job listings.
- The average hourly wage of job seekers placed in jobs was \$9.26, up from \$8.90 in fiscal year 2003.
- 175,696 new Iowans registered for job placement services and 223,419 registrants were active during the fiscal year.
- 124,019 Iowans filed new claims for unemployment insurance benefits when they lost their job through no fault of their own.
- 21,867 persons were injured and received workers' compensation benefits during fiscal year 2004.
- 25,279 Iowans received answers to inquiries about workers' compensation laws.
- 1,212 employees received a decision in a contested workers' compensation claim and 5,052 received approval of a settlement of their claim.
- The IWD family of Web sites averaged over 7.2 million hits per month.
- More than 1.1 million Iowans are provided healthy, safe workplaces through the enforcement of Iowa's occupational health and safety laws.

Iowa Workforce Development provides a wide range of products and services to a large number of Iowans each year.



175,696 new Iowans registered for job placement services and 223,419 registrants were active during the fiscal year

The Workforce Investment Act provides eligible Iowans training services with the goal of obtaining full-time employment.



Iowa Workforce Development consistently meets quality standards in 95-98+% of unemployment insurance cases.

PRODUCT & SERVICE RESULTS

JOB TRAINING

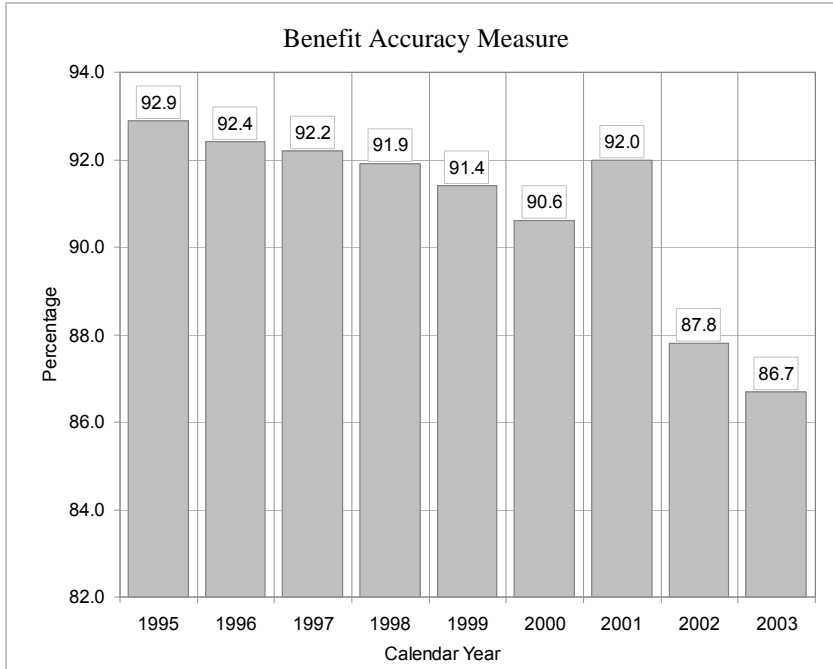
The Workforce Investment Act (WIA) provides eligible Iowans training services with the goal of obtaining full-time employment. The percentage of adult, youth and dislocated workers who have received WIA training services and entered employment has steadily increased over time.

UNEMPLOYMENT INSURANCE

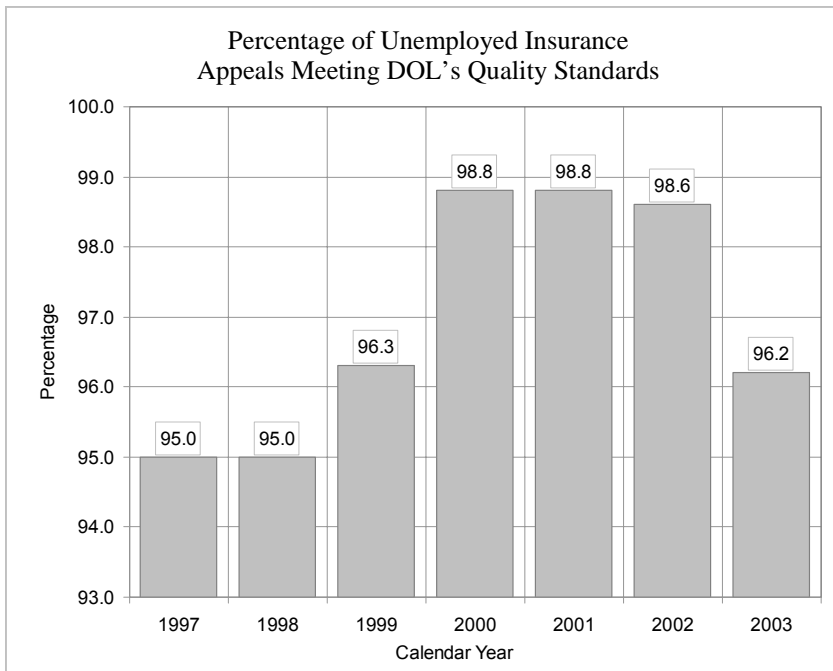
Efficient administration of the Unemployment Insurance (UI) system is critical in providing unemployed Iowans with temporary income support when they lose their job through no fault of their own. The Tax Performance System (TPS) and the Benefits Accuracy Measurement (BAM) determine the efficiency of the unemployment insurance system. The TPS examines small random samples of basic tax functions to evaluate the UI tax operation's work products. The BAM determines the accuracy of UI benefit payments by thorough reviews of random samples of payments. Data collected from both programs are used as a basis for program improvement. The goal is to maintain the BAM at 92 percent or better and the TPS at 94 percent or better.

The quality of Unemployment Insurance appeals processed is measured by the percentage of appeals that meet the U.S. Department of Labor's quality standards. IWD consistently meets quality standards in 95-98+% of UI cases.

PRODUCT & SERVICE RESULTS



Data collected from Benefit Accuracy Measure and Tax Performance System are used as a basis for program improvement.



96.2 percent of unemployment insurance appeal meets Department of Labor's quality standards.

The Labor Services Division is responsible for ensuring the safety of Iowans.



The OSHA Consultation Bureau strives to constantly improve their response rate to businesses requesting consultation services.

PRODUCT & SERVICE RESULTS

LABOR SERVICES

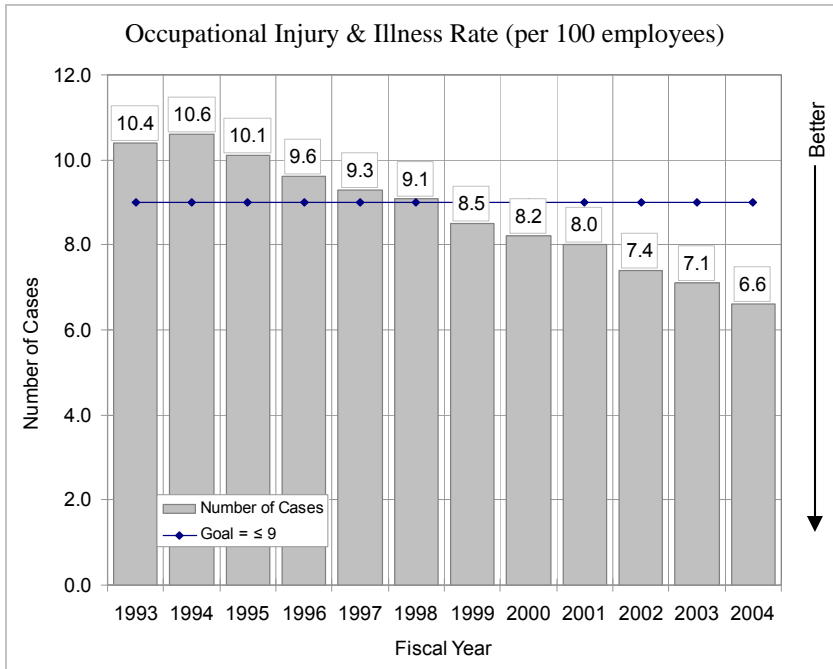
The Labor Services Division provides numerous services to the citizens and businesses of Iowa. A key measure of workforce health and safety is the occupational injury and illness incidence rate (the number of workplace injuries and illnesses per 100 employees). Due to increased compliance with health and safety regulations by Iowa businesses and better targeting of OSHA enforcement activities to high incidence rate industries, this rate has declined steadily each year since 1994. Iowa OSHA is redesigning procedures with the goal to lower the rate even further during the next five years.

The Labor Services Division also is responsible for ensuring the safety of Iowans through amusement ride permits and inspections and elevator and boiler permits and inspections. There were no serious injuries reported from fiscal year 1995 through fiscal year 2004 as a result of boiler or pressure vessel accidents.

The OSHA Consultation Bureau strives to constantly improve their response rate to businesses requesting consultation services. The goal is to respond to requests within 60 days. In FY2004 83 percent met that goal with Consultation responding to 200 more requests.

For additional information concerning the Labor Services Division's accomplishments, see page 12 - 14.

PRODUCT & SERVICE RESULTS



In Fiscal Year 2004, 3 amusement ride personal injury cases were reported.



Accident Reporting

Fiscal Year	Amusement Ride Personal Injuries
1995	0
1996	4
1997	5
1998	6
1999	4
2000	5
2001	2
2002	1
2003	3
2004	3

Number of occupational injury and illness cases continued to decline in calendar year 2003.

PRODUCT & SERVICE RESULTS

ACCOMPLISHMENTS BY LABOR DIVISION

Amusement Ride Safety Program:

Permits Issued	111
Electrical Inspections	427
Mechanical and Electrical Inspections	545
Total	1,083
Fees Generated	\$70,238
Personal Injury Reports	3

Asbestos Program

Individual Licenses Issued	1,291
Company Permits	68
Fees Collected	\$77,709

Boiler Safety Program		
	Inspections	Fees Invoiced
State Inspections	2,911	\$116,599
Private Inspections	17,687	\$259,150
Total	20,598	\$275,749

Special Inspector Commissions

Number Granted	157
Fees Generated	\$4,710

Elevator Safety Program

Operating Permits Issued	4,508
Inspections Conducted	3,434
Fees Generated	\$388,801

Construction Contractor Registration

Registrations Issued	6,703
Penalties Issued	\$41,125
Total Program Receipts	\$205,830

Wage Collection Cases

Wage Claims Filed	830
Gross Amount Collected on Cases Closed	\$150,501

Occupational Safety and Health Bureaus

Education and Public Sector - Consultation Activities

Educational Seminars	64
Number in Attendance	3,767
Ten-Hour Classes Conducted	49
Number Trained	832
Consultations Conducted	44
Serious Hazards Identified	250
Other-Than-Serious Hazards Identified	1
Employees Covered	2,116

Private Sector Safety & Health - Consultation Activity

Consultations Conducted	499
Serious Hazards Identified	1,652
Other-Than-Serious Hazards Identified	275
Employees Covered	107,025

Enforcement Activities

Serious Penalties Proposed	\$751,303
Average Penalty Per Violation	\$9663
Willful Penalties Proposed	\$0
Average Penalty Per Violation	\$0
Repeat Penalties Proposed	\$139,720
Average Penalty Per Violation	\$6,351
Other Penalties Proposed	\$54,613
Average Penalty Per Violation	\$116
Failure to Abate Penalties Proposed	\$76,500
Average Penalty Per Violation	\$12,750
Total Penalties Proposed	\$1,022,136

Discrimination Case Activity

Opened	24
Dismissed	17
Settled	7
Referred to Federal Office	3
Appealed	2 (denied)
TOTAL	53

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

PRODUCT & SERVICE RESULTS

ACCOMPLISHMENTS BY LABOR DIVISION

Work Related Employee Fatalities by Cause of Death		
Conditions Subject to IOSH/OSHA Inspections		
Cause of Death	Number	Percent
Falls	3	3.9
Crushing Injuries	5	6.6
Struck By or Against an Object	4	5.3
Exposure to Harmful Substance	1	1.3
Suffocation	1	1.3
Electrocution	1	1.3
Explosion	2	2.6
Heart Attack	1	1.4
Sub-Total subject to IOSH	18	23.7
Conditions Not Subject to IOSH/OSHA Inspections		
Cause of Death	Number	Percent
Assaults & Violent Acts	3	3.9
Uncontrolled Fires & Explosions	4	5.3
Highway Accidents	17	22.4
Pedestrian	4	5.3
Non-Collision	14	18.4
Non-highway	16	21.0
Sub-Total not subject to IOSH	58	76.3
Grand Total	76	100

Calendar Year 2003

State Enforcement Performance		
Calendar Year 2003	Number	Percent
Private Sector Inspections	628	96.3
Public Sector Inspections	24	3.7
Sub-Total	652	100
Safety Inspections	424	65.0
Health Inspections	228	35
Sub-Total	652	100
Accident Inspections	23	3.5
Complaint Inspections	151	23.2
General Schedule Inspections	209	32.0
Referral Inspections	105	16.1
Follow-Up Inspections	1	0.2
Other Related Inspections	163	25.0
Sub-Total	652	100
Construction Inspections	323	49.5
Manufacturing Inspections	164	25.2
Other Industry Inspections	165	25.3
Sub-Total	652	100
Serious Violations	778	60.8
Willful Violations	0	0.0
Repeat Violations	22	1.7
Other Violations	472	37.0
Failure to Abate Violations	6	0.5
Sub-Total	1,278	100

Avg. of 0.9 violations per 100 employees covered by inspections

Distribution of Employment by Industry and Work-Related Deaths by Industry				
Industry	Employment		Work-Related Deaths	
	Number	Percent	Number	Percent
Total Private Sector	1,177,611	83.9	71	93.4
Ag./Natural Resources, & Mining	14,040	1.1	33	43.4
Construction	64,933	4.6	5	6.6
Manufacturing	219,994	15.7	10	13.2
Transportation & Public Utilities	54,259	3.9	9	11.8
Information	33,630	2.4	0	0.0
Wholesale Trade	65,346	4.7	3	4.0
Retail Trade	180,886	12.9	3	4.0
FIRE	95,244	6.8	0	0.0
Services	449,279	31.9	7	9.2
Total Public Sector	226,865	16.1	5	6.6
Grand Total	1,404,476	100	76	100

Calendar Year 2003

There were 21,867 first reports of injury filed with the division, a decrease from 22,060 in fiscal year 2003.



The ten deputy commissioners in the division conducted a record 840 contested case hearings and issued a record 876 decisions.

PRODUCT & SERVICE RESULTS

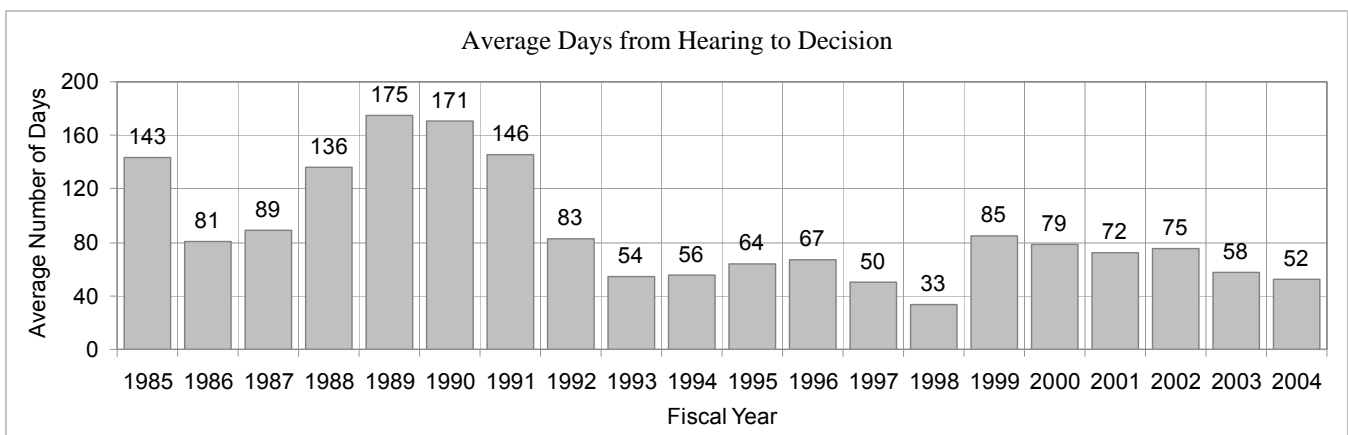
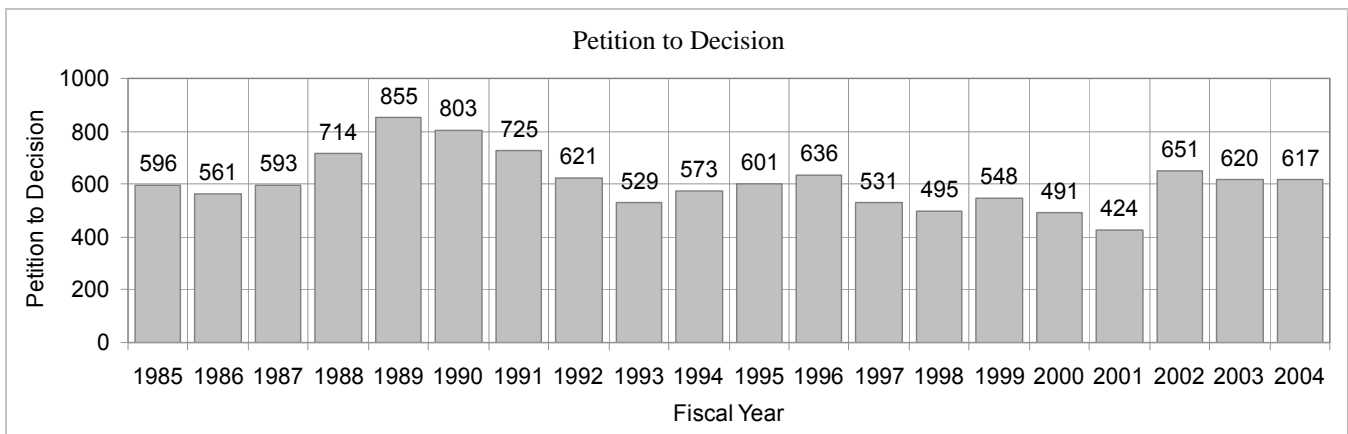
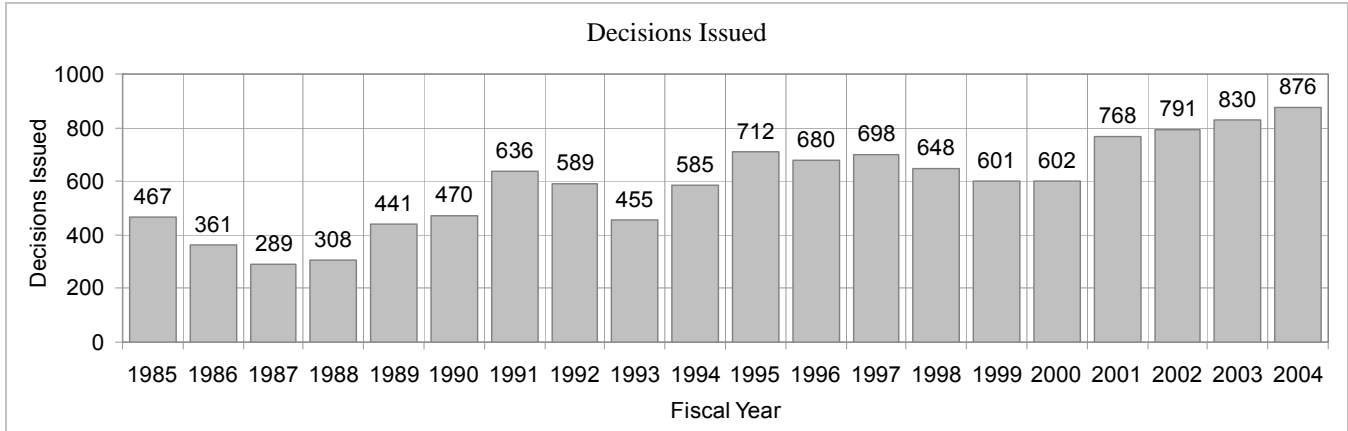
WORKERS COMPENSATION

The Workers' Compensation Division conducted its operations during fiscal year 2004 with 22 employees, the lowest number of employees in two decades. There were 21,867 first reports of injury filed with the division, a decrease from 22,060 in fiscal year 2003. The decrease was caused by changed reporting requirements and fewer persons being employed in the workforce. The reduction is consistent with national trends.

The ten deputy commissioners in the division conducted a record 840 contested case hearings and issued a record 876 decisions. The average time from the date a petition seeking benefits was filed until the decision of the case was issued decreased to 617 days. The average time from hearing to decision decreased to 52 days and now meets the performance goal of 60 days. A record 5,030 cases were closed, an increase from 4,851 in fiscal year 2003. The number of pending contested cases fell to 5,593 from 6,414. This reversed a two-decade trend of an ever-growing case inventory and reduced the inventory to 1999 levels. This level of performance was achieved with approximately two-thirds of the staff that were present in 1990's.

For more information about the division, see pages 16, 22 - 24.

PRODUCT & SERVICE RESULTS



POLICY AND INFORMATION DIVISION

The Industry Verification Team ranked second nationally in term of response rates for the 2003 survey.



Iowa is one of 35 states that have completed a second year with the Local Employment Dynamics program.

The Policy and Information Division provides information on the Iowa labor market to a variety of users to make informed career, business, and planning decisions. The division operates programs, in cooperation with the U.S. Department of Labor, to produce basic employment, unemployment, and wage information for Iowa and its counties.

The division met or exceeded all federal requirements for these programs. The Occupational Employment Statistics (OES) team consistently ranked among the top ten states in the nation based on response rates of at least 83 percent for the two occupational employment and wage surveys conducted during the year. Iowa also completed its second year of being a pilot state for a Program to Measure Insured Unemployed Statistics (PROMIS). The primary objective of the program is to build a comprehensive database of claimant information that can be maintained on a personal computer.

The Industry Verification Team ranked second nationally in term of response rates for the 2003 survey. The purpose of the annual survey is to ensure that the agency's records correctly reflect the business activities and location of Iowa employers. The response rate was 98.2 percent. The Bureau of Labor Statistics requires a response rate of 75 percent.

Iowa is one of 35 states that has completed a second year with the Local Employment Dynamics (LED) program. This innovative system combines administrative data on employees and employers with core demographic data to produce new local statistics on workers and their industries. The flagship product, Quarterly Workforce Indicators (QWI), is possible because of a partnership with the U.S. Census Bureau and IWD.

POLICY AND INFORMATION DIVISION

As the year progressed, the division began looking at all of the Labor Market Information products for a possible makeover. To date, a new look and feel has been given to *Worknet*, the *Quarterly Census of Employment and Wages*, and the *Business Resource Guide*. New products include a monthly *Labor Market Review*, *Job Seekers Resource Guide*, a handbook on using Local Employment Dynamics data, and an annual publication entitled, *Iowa Workforce Today and Tomorrow*.

Iowa continued its work as a member of the America's Labor Market Information System (ALMIS) Database Consortium, which is composed of several states. The consortium has worked with the federal Employment and Training Administration to set standards for all states for more efficient delivery of information.

Iowa recently obtained a proprietary database of employers to be used by all states in their one-stop career centers for job search and related activities. The division has distributed the database to IWD Centers on CDs and provided training to the managers on how to use this information with customers.

The LMI Project, a partnership between IWD and Eastern Iowa Community College District (EICCD), was started seven years ago to expand the awareness of labor market information. The project, coordinated by Charlotte Rashid of EICCD, provided outreach and customized training to over 2,000 participants. The training was primarily for counselors, employers, job seekers, students and teachers, who received information and hands-on training on LMI for Career Decision Making, LMI

TESTIMONIAL

The Employment Statistics Bureau has been my local research partner for many years.

The extensive selection of data presented on their web site enables me to answer most daily questions, but I know that I can rely on them to provide a custom response in a hurry when an economic development project is on the fast track.

I am particularly pleased with the Local Employment Dynamics portal that provides previously unavailable comparative information.

The Bureau promotes correct and effective use of the new datasets through its complimentary training opportunities.

*Marlena M. Bandurski
Manager of Economic Research
Greater Des Moines
Partnership*

TESTIMONIAL

As a new disability program navigator, I truly appreciated the training provided to the navigators by Charlotte Rashid. Her knowledge of the topic was clearly evident, and her handouts were right on target.

After the training, she immediately followed through by providing us with additional information as we had requested.

*Kimberly Richardson
Disability Program Navigator
Iowa Workforce Development,
Region 16*

POLICY AND INFORMATION DIVISION

and Researching Careers, Workforce Trends for the Future, Building Career Awareness in the Classroom, Jobs for the Future, and Employer Expectations and Trends for the Future.

In addition to the customer contacts provided through the LMI Project, division staff responded to 846 customer requests during the year. The division also committed staff to the Business and Education Center (BEC), a partnership of education, government and private organizations (Association of Business and Industry, Des Moines Area Community College, Heartland Area Education Agency, Iowa Department of Economic Development, and Iowa Workforce Development). Iowa Workforce Development's role in the partnership is to provide resources that will enable young people to make informed career choices and be prepared for success in the workplace.

The BEC partnership is helping the Heartland Area Education Agency (AEA) with Project S.E.M.I., which stands for Science Education Mobile Instruction. The S.E.M.I. Project is a semi-trailer with a life science laboratory for students and educators to expand their knowledge of biotechnology, genetics and career opportunities in the life sciences. Division staff assisted in writing the grant to the Board of Trustees of the Carver Charitable Trust that resulted in the award of \$279,000 to Heartland AEA for the project. The division will continue to participate in the project by providing labor market information in the area of the life sciences and other information on job-seeking skills and preparing for the workplace.

POLICY AND INFORMATION DIVISION

The division evaluates the ability of the Unemployment Insurance (UI) Trust Fund to pay future UI benefits under various economic assumptions and determines if the fund balance is sufficient to continue to pay benefits through an economic downturn.

Staff members also determine the financial impact of proposed changes in Iowa's unemployment compensation system and study how these changes can affect employers and claimants. Staff also conducts special research projects concerning unemployment insurance related topics.

The division prepares several unemployment insurance reports that are used to meet federal workload reporting requirements, help determine triggers for special programs, and to describe the size and scope of the unemployment insurance program on local economies. Some reports are carried by news media and are considered important economic indicators.

The Workforce Research Bureau's Research and Development Team changed its name to the Community Workforce Research and Development unit this year to promote the value of working within each community. This unit conducted 42 Laborshed studies across the state in 2004. Collection of statewide Laborshed data was achieved this year and continues to be a priority for statewide analysis.

Follow-up marketing services have been used extensively by local community economic developers as a focused effort to

The Community Workforce Research and Development unit conducted 42 Laborshed studies across the state in 2004.



Over the past fiscal year, the Community Workforce Research and Development unit provided 172 industry specific marketing pieces to developers, business, local officials, legislators, prospective employers, and other state agencies.

POLICY AND INFORMATION DIVISION

The Policy and Information Division evaluates the ability of the Unemployment Insurance (UI) Trust Fund to remain solvent.

grow local businesses and recruit new prospects to the state. Over the past fiscal year, 172 industry specific marketing pieces have been provided to developers, businesses, local officials, legislators, prospective employers, and other state agencies such as the Department of Economic Development.

This industry specific data has proven to be an extremely valuable asset to communities when working with business on expansion and recruitment.



The demand for regional workforce analyses has become quite popular this year. The unit completed 5 regional reports covering a vast majority of the state. These reports contain valuable information regarding overall industries within the region and aggregating multiple Laborsheds into one report.

The goal for the next fiscal year is to update Laborshed data collected in 2002 and to develop new products and services relating to occupational clusters and refine industry specific marketing.

The division prepares several unemployment insurance reports that are used to meet federal workload reporting requirements.

The Community Workforce Research and Development unit also completed two Employer Benefit Survey pilot projects in the Greater Dubuque and Page/Montgomery county areas. In the upcoming year this unit will move forward with statewide data collection using the Employer Benefit Survey and will analyze the benefit packages offered throughout the state by industrial classification or class size.

WORKERS' COMPENSATION DIVISION

The Workers' Compensation Division has three core functions: adjudication of disputed workers' compensation claims, enforcement of compliance standards, and education of Iowans about workers' compensation law and procedures. The Workers' Compensation Commissioner is Mike Trier who was appointed by Governor Vilsack in April 2003 after serving as interim Commissioner for one year.

Trier deployed staff and streamlined procedures to focus on core functions, improve productivity, and maintain essential services. Despite having the lowest level of staffing in over two decades, the division's performance improved in most functional areas with record levels being achieved in several areas each of the past two years.

Hearing-Level Adjudication

Workers' Compensation adjudication procedures resemble those used in the district courts for non-jury cases. An injured worker files a petition seeking benefits. A period for motions, discovery and investigation follows. A deputy commissioner conducts a hearing in Des Moines, or one of eleven other cities around the state, and issues a decision on the claim. There were ten deputy commissioners in fiscal year 2004 compared to as many as 13 in earlier years. The number of new petitions seeking benefits fell for a third consecutive year. A record number of hearings were conducted and a record number of decisions were issued. Also, a record number of cases were closed, more than were opened for the consecutive second year, reversing a long-term trend of an ever-increasing inventory of pending cases. The time required for a case to move through the adjudication process to a decision decreased, but more improvement is being sought.

Appeal-Level Adjudication

Any party dissatisfied with a deputy's decision can appeal to the commissioner for de novo review of the case. During previous years, the commissioner had the assistance of two, sometimes three, chief deputy commissioners to assist with appeals.

During fiscal year 2003, the chief deputy positions were converted to deputy commissioners to respond to budget cuts and deal with the growing number of cases at the hearing level. The record number of deputy decisions in fiscal year 2004 produced a record number of appeals to the commissioner. The number of decisions issued was a near record comparable to prior years. Despite the record number of new appeals and remands, the inventory of pending appeal cases decreased in fiscal year 2004.

The Compliance Task Force, adopted a plan for making long-term improvements in compliance monitoring and enforcement.



The commissioner and other division staff spoke at 25 conferences and meetings for attorneys, insurance personnel and employee and employer groups.

WORKERS' COMPENSATION DIVISION

Compliance

Compliance administrators monitor injury and claim payment reporting, act as ombudsmen and respond to requests for information about workers' compensation law. Compliance administrators review settlements and payment reports for compliance with the law. Injury and claim payment data are reported to the division using electronic data interchange (EDI).

The Compliance Task Force, chaired by Director Running, adopted a plan for making long-term improvements in compliance monitoring and enforcement. Major parts of the plan were enacted into law to give the division improved tools for enforcing compliance with the existing injury reporting and claim payment standards in coming years as the changes become effective. However, that law was overturned by the Iowa Supreme Court, causing a considerable setback to compliance efforts. Efforts were initiated to develop protocols for using the EDI database to monitor claim reporting and payment practices.

Education

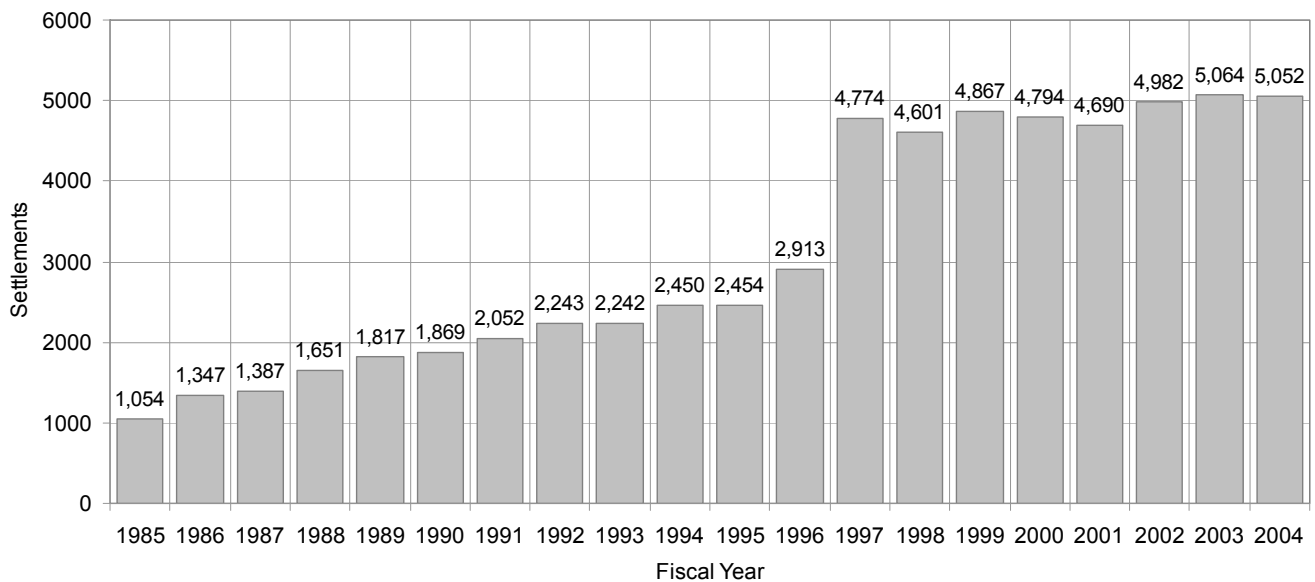
The division provides information to the public about workers' compensation law and procedures on its Web pages, including updates, EDI materials, weekly benefit schedules, summaries of recent appeal decisions and access to the hearing schedule. The division issues publications that disseminate information about workers' compensation law, including a brochure that is mailed to every person with a reported injury. The commissioner and other division staff spoke at 25 conferences and meetings for attorneys, insurance personnel and employee and employer groups.

WORKERS' COMPENSATION DIVISION

Appeal Activity

Fiscal Year	Workers' Compensation Cases Opened			Workers' Compensation Cases Closed					Inventory
	Appeals	Remands	Total	Decisions	Dismissals	Settled	Misc.	Closed	
1995	345	12	357	241	21	52	19	333	167
1996	301	11	312	161	13	51	28	253	226
1997	325	14	339	202	22	50	26	300	265
1998	336	8	344	231	18	42	22	313	296
1999	326	48	374	235	20	45	30	330	340
2000	358	11	367	404	40	50	3	497	210
2001	413	12	425	318	13	35	44	410	225
2002	361	3	364	276	19	49	43	387	202
2003	414	53	467	274	20	55	55	404	265
2004	452	17	469	336	31	82	47	496	238

Settlements



Primary customer contact occurs in Workforce Development Centers located in each of Iowa's sixteen regions.



Recognizing that the value of this service is directly impacted by customer proximity, Iowa Workforce Development offers seventy points of direct access.

WORKFORCE DEV. CENTER ADMINISTRATION

The Iowa Workforce Development (IWD) Division of Workforce Center Administration provides a variety of information, training, and employment-related services to businesses, job seekers, and the general public. The Division administers and facilitates these services through a network of offices and contracted service providers.

Primary customer contact occurs in Workforce Development Centers located in each of Iowa's sixteen regions. Following federal Workforce Investment Act guidelines, these offices operate as "One-Stop Service Centers" in which services, programs, and employment-related activities are delivered by a partnership of state and local agencies.

The Administration Division's primary functions are services for employment (labor-exchange), training services, business services, and targeted population activities.

Employment Services

In IWD offices, the basic "labor exchange" operation occurs as businesses list their job openings and are matched with job seekers. Recognizing that the value of this service is directly impacted by customer proximity, IWD offers seventy points of direct access to service through a network of full-time, part-time, and itinerate offices, in addition to web-based services.

The service locations offer more than basic job placement. Job seekers enjoy access to computerized resource centers for career exploration, resume preparation, skills assessment and testing, job search, on-line work registration, and on-line unemployment insurance claims filing. During this year, 75,518 individuals accessed services during 440,462 separate sessions.

WORKFORCE DEV. CENTER ADMINISTRATION

Workforce Centers also offer job seekers access to a variety of skill building workshops, job search assistance curriculum and individual case management.

Enhanced services are provided to job seekers who are Veterans. Additional federal funding is provided for this purpose; however, in Fiscal Year '04 IWD's Veteran Services grant was reduced by 20 percent resulting in a reduction of staff dedicated exclusively to serving the needs of veterans. Despite this extreme reduction in funding, IWD staff and the twenty Veteran Career Consultants continue to provide quality services to veteran job seekers and ensure that veterans are provided priority for all job openings, workshops, and other services offered at the workforce centers.

The demand for employment services and the success of the workforce centers is evidenced below:

Demand for Employment Services For the 4 Quarters Ending 6-30-04				
	9/30/2003	12/31/2003	3/31/2004	6/30/2004
Total Active Job Seekers	146,243	126,418	166,608	170,270
Entered Employment Rate	61%	63%	67%	68%
Total Active Vet Job Seekers	14,913	12,449	14,935	14,524
Vet Entered Employment Rate	59%	58%	71%	61%
Job Openings Received	98,680	102,257	103,281	104,018

Training Services

The Division administers and oversees a number of federally funded training programs directed at specific populations. These include services for youth and dislocated workers,

Enhanced services are provided to job seekers who are Veterans.



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The Workforce Investment Act program is delivered through service providers located in Iowa's sixteen regions, and is directed locally by Regional Workforce Investment Boards.



Adult participants achieving employment after program participation earned an average of \$2,853 more per quarter than they earned prior to participation.

WORKFORCE DEV. CENTER ADMINISTRATION

individuals on welfare, and those who have barriers to becoming successfully employed.

Trade Adjustment Act (TAA): This program provides employment and training benefits to individuals displaced from their jobs because of foreign competition and jobs are lost because the work activity was either moved out of the U.S. or as a direct result of foreign imports. As in previous years, Fiscal Year '04 saw a continued need for the TAA program, as 18 petitions were approved for services, impacting 1,297 workers.

Workforce Investment Act (WIA): The Workforce Investment Act program is delivered through service providers located in Iowa's sixteen regions, and is directed locally by Regional Workforce Investment Boards. The Division provides state-level administration and oversight for Adults, Youth, and Dislocated Workers.

Adults: The Adult program provides employment and training assistance to adults (age 18 and older) to increase their employment, earnings, occupational skill attainment, and job retention. Adult program funds are limited, therefore priority for provision of intensive and training services is given to adults who are low-income or welfare recipients.

During Fiscal Year '04, the WIA Adult program served 958 participants at a cost of \$2,598,652. Adult participants achieving employment after program participation earned an average of \$2,853 more per quarter than they earned prior to participation. All four adult program performance measures were achieved at the Department of Labor (DOL) required performance levels.

Youth: The WIA Youth Program works to improve the long-

WORKFORCE DEV. CENTER ADMINISTRATION

term employability of youth (age 14 through 21), enhance the educational, occupational and citizenship skills of youth, encourage school completion or enrollment in alternative school programs, increase employment and earnings, reduce welfare dependency, and assist youth to make a successful transition from school to work, apprenticeship, the military, or post-secondary education and training. Local partnership development has increased as fewer resources are available to provide services to youth with barriers to education and employment success.

During Fiscal Year '04, a total of 357 Older Youth (age 19 to 21) participated in the program; as well as 654 Younger Youth (age 14 to 18). Total cost for the Youth program was \$3,200,420. All Youth performance standards were achieved at or above the DOL-negotiated level.

Dislocated Workers: There are multiple Dislocated Worker programs that provide retraining and re-employment services to individuals dislocated from their jobs because of a layoff or a plant closing. These programs include:

- Early Intervention Grants, immediately available when employees are displaced in order to provide basic re-employment services to quickly re-engage the workers in employment;
- National Emergency Grants (NEG), available for larger dislocations and require a minimum displacement of 50 workers and services provided to 50 workers;
- Special Intervention Funds, available when NEGs do not apply or have been obligated and provide case management, assessment, career counseling, and help to develop an Individual Employment Plan; and
- Special State Funded Projects, which function much like the NEG.

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There are multiple Dislocated Worker programs that provide retraining and re-employment services to individuals dislocated from their jobs because of layoff or plant closing.

Because of the success of the WIA program in meeting performance standards and similar success by the Department of Education in Adult Education and Perkins Act programs, the state received an Incentive Award in the amount of \$750,000 during FY04.



In Fiscal Year '04, the PROMISE JOBS program served over 16,000 participants.

WORKFORCE DEV. CENTER ADMINISTRATION

Dislocated Worker Funding

Program	Participants	# Grant	Amount
Formula Dislocated Workers	2,617	16	\$3,120,637
Early Intervention Grant	2,845	26	\$238,910
National Emergency Grants	1,833	15	\$9,445,676
SIF	449	3	\$73,600
Special State Funded Projects	235	2	\$143,719

The Dislocated Worker program also achieved all four of the program performance measures at the DOL required performance levels.

Because of the success of the WIA program in meeting performance standards and similar success by the Department of Education in Adult Education and Perkins Act programs, the state received an Incentive Award in the amount of \$750,000 during Fiscal Year '04. These funds will be used to implement new literacy projects in Area Education Agencies and Workforce Development Centers.

PROMISE JOBS: This is a federal and state funded employment and training program that is mandatory for most Family Investment Program (welfare) recipients. The employment and training services enable participants to successfully obtain employment and leave the welfare roles. IWD and WIA service providers deliver the services under this program. In Fiscal Year '04, the PROMISE JOBS program served over 16,000 participants.

WORKFORCE DEV. CENTER ADMINISTRATION

Success in the PROMISE JOBS program is evaluated by the level of participation in the program and placement of participants in jobs. It requires extensive coordination between PROMISE JOB, Income Maintenance, and Family Development workers. In Fiscal Year '04, a Bonus Award in the amount of \$4,489,195 was received by Iowa for meeting federal performance standards.

Targeted Populations

The Division operates several programs that provide specialized employment and training services to targeted populations.

New Iowan Centers/Migrant and Seasonal Farm Workers (MSFW): In Fiscal Year '04 the New Iowan program refocused its charge from providing basic services to Iowa's newcomers to a broader range of economic development and an emphasis on the incorporation of newcomers into their communities.

The New Iowan Centers serve anyone new to Iowa, whether from another state or another nation, and help them feel welcome. The program is designed to support workers, businesses, and communities with information, referrals, job placement assistance, translation, language training, resettlement, as well as technical training and legal assistance related to employment.

New Iowan Centers are in Muscatine, Sioux City, and Ottumwa. In 2003, five new staff members were added as a component of the New Iowan Centers Program with a primary focus on outreach to Migrant and Seasonal Farm Workers (MSFW). These MSFW Outreach staff persons are located in Storm Lake, Perry, Waterloo, Cedar Rapids and Ottumwa. Activity in the Centers continue at a high rate. In Fiscal Year

In FY 04, a Bonus Award in the amount of \$4,489,195 was received by Iowa for meeting federal performance standards.



The New Iowan Centers serve anyone new to Iowa, whether from another state or another nation, and help them feel welcome.

Navigators serve as resources to service staff, businesses and job seekers with disabilities to effectively include them in the economy of their communities.



In FY04, 2,331 individuals were certified in Iowa for the worker opportunity Tax Credit.

WORKFORCE DEV. CENTER ADMINISTRATION

'04, 2,041 families were served with 6,775 services delivered statewide. During the same period, 2,681 employers received New Iowan trainings, diversity presentations, translations, interpretations, immigration updates, and staffing assistance.

Disabilities/Navigators: Iowa has a number of state and local initiatives underway to support the successful engagement of individuals with disabilities in the employment and training system, and more fully include them in Iowa's economy. In FY04, one such project involved the implementation of a pilot Disability Program Navigator initiative in six of the 16 Workforce Regions. Navigators serve as a resource to assist staff, businesses and job seekers with disabilities to effectively include them in the economy of their communities. The DOL and Social Security Administration requested to expand the program to all 16 Iowa regions during the next fiscal year.

Work Opportunity Tax Credits: This federally funded certification process entitles an employer to a federal tax credit when an individual who is a member of a qualified group is hired. Target populations for this program are: veterans, ex-felons, recipients of social security, food stamps or welfare, residents of high-risk empowerment zones, and vocational rehabilitation participants. The credit is based upon wages paid during the first 12 months of employment, with a maximum of \$2,400. In Fiscal Year '04, 2,331 individuals were certified in Iowa for the tax credit. Because the federal funding for this program was not available for the last six months of the fiscal year, the number of certifications was much lower than what might have been anticipated.

Alien Labor Certification: This certification process allows certain aliens to obtain work authorization for entrance into the United States in order to engage in employment if there are not

WORKFORCE DEV. CENTER ADMINISTRATION

sufficient U.S. workers who are willing, qualified, and available for the employment, and if the employment of the alien will not adversely affect the wages and working conditions of U.S. workers similarly employed.

The Alien Labor Certification process applies to temporary/non-immigrant workers as well as permanent workers. For the non-immigrant categories (H2A/H2B) in FY04, Iowa Workforce Development processed 38 H2A applications providing 680 agricultural workers and 29 H2B applications for 289 workers in construction, turf farms, landscaping, amateur hockey players, and greenhouse workers. Both of these categories had double-digit increases in the number of employers using the process and the number of workers coming to Iowa.

In the permanent Labor Certification process, over 452 applications were processed during the year with information technology, engineering, college professors, and medical professions representing the majority of occupations certified.

Business Services

Workforce Centers across Iowa provide a wide range of services to businesses. Employers take advantage of IWD's no cost recruitment, screening and referral services in their search for qualified workers. On average, there were over 100,000 job openings per quarter placed by employers in this program year. In addition to IWD's job matching system, business assistance includes job analysis, skills testing, and up-to-date labor market information.

The array of services offered to IWD business customers includes staff in each region dedicated as liaisons to business.

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This year, the business liaisons worked with local management to develop and promote the on-line job order and direct links to businesses web sites via the Iowa Workforce Development web site.



Employers' Councils of Iowa provide an employer's perspective in advising Iowa Workforce Development and other policy makers on the full range of workforce issues and employer topics of concern.

WORKFORCE DEV. CENTER ADMINISTRATION

These staff work one-on-one with employers to help solve unique recruitment and staffing issues, identify employer issues in the workplace, arrange seminars and workshops, and keep employers current on the labor market conditions for their region and industry.

This year, business liaisons worked with local management to develop and promote on-line job orders and direct links to business web sites via the IWD web site. Both of these new services have proven valuable. On average, 384 businesses place job orders electronically each month and there are currently 1,755 business web site links.

Employers' Councils of Iowa (ECIs) provide an employer's perspective in advising IWD and other policy makers on a full range of workforce issues and employer topics of concern. ECIs are composed of groups of employers who work in partnership with IWD to meet the workforce needs of employers. Membership in ECI is open to all Iowa employers.

Local ECIs support their mission through lunch and learns, seminars, conferences, job fairs, legislative sessions and other programs that assist employers. Some ECIs have broadened their mission to include awarding scholarships and purchasing computers dedicated to helping job seekers. Three new ECIs were established during FY04.

Some of the workshops offered by local ECIs included Unemployment Law, Identity Theft, OSHA, Laborsheds, Fair Labor Standards, Developing a Successful Orientation and Training Program, Workers' Compensation, Substance Abuse Testing, Veteran Services, Diversity Training and Employee Absenteeism.

UNEMPLOYMENT INSURANCE DIVISION

Unemployment Insurance Tax Modernization

In July of 2002, using the Iowa Legislature's allocation of \$20 million from the special 2002 Reed Act distribution, Iowa began a Tax Redesign Project. This is a multi-year project with the goal of modernizing IWD's current system which is over 30 years old. The redesign takes advantage of technology aids and custom software to automate many functions, and provide staff with tools to better manage information and job related tasks.

During the past year, the tax redesign team has analyzed existing forms to determine which are obsolete and/or require modification to fit into the new design. They identified and defined data elements in the existing system for purpose and quality in preparation for migration to the new design. They then prepared a Request for Proposal for development of the new tax system. IWD expects to award a contract in the spring of 2005.

The new tax system will be implemented in phases with an anticipated completion by summer 2008. In addition to the designated tax redesign team members, many other IWD staff members are devoting their time to this project which when completed, will greatly enhance Iowa's service to both internal and external customers.

Unemployment Insurance Claims System

IWD offers unemployed individuals several methods of filing a claim for unemployment insurance benefits. They may file at their local Workforce Development Center either with assistance or by Intranet using one of the center's personal computers, by phone to the Unemployment Insurance Service Center (UISC), or by Internet from any personal computer.

During the past year the tax redesign team has analyzed existing forms to determine which are obsolete and/or require modification.



Iowa Workforce Development offers unemployed individuals several methods of filing a claim for unemployment insurance benefits.

Iowa Workforce Development makes available and markets to those employers expecting layoffs, an electronic mass filing method which allows the employer to file claims for all their affected employees.



The combined efforts of local workforce center staff and UISC staff have been of much value in the Division's continued efforts to improve our services to customers.

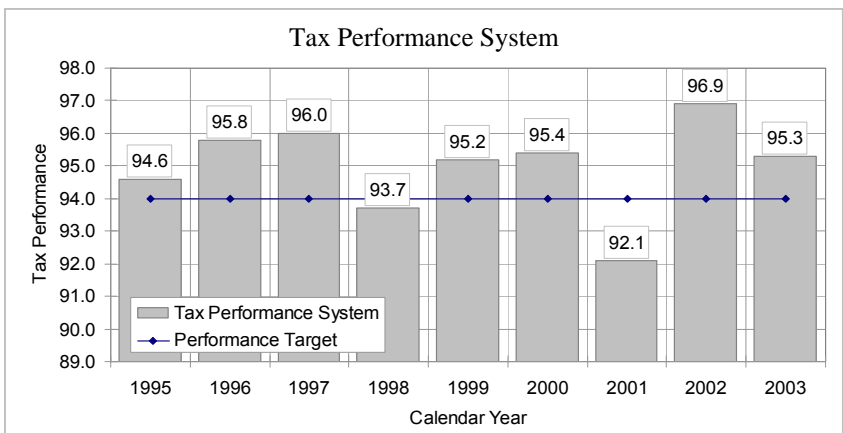
UNEMPLOYMENT INSURANCE DIVISION

Some claims may also be filed through the Interactive Voice Response system. IWD encourages the use of self-filing methods, which has leveled out in the 20 percent range.

IWD also makes available and markets to those employers expecting layoffs, an electronic mass filing method which allows the employer to file claims for all their affected employees.

The combined efforts of local workforce center staff and UISC staff have been of much value in the Division's continued efforts to improve our services to customers.

	New Employer Determination Made Within 90 Days of the End of the Liable Quarter	Percentage of UI Claims Determination that meet Quality Standards	Percentage of First Payments made within 21 Days
Fiscal Year	Percentage	Percentage	Percentage
2002	70.40%	76.50%	87.60%
2003	68.40%	79.40%	90.20%
1st Qtr 2004	68.20%	64.80%	79.80%
2nd Qtr 2004	68.30%	66.40%	85.10%
3rd Qtr 2004	68.00%	69.20%	85.90%
Total 2004	69.40%	71.70%	86.60%
Target	60.00%	75.00%	90.00%



FINANCIAL REPORTS

	FY2004	FY2003
Beginning Cash Balances		
Penalty and Interest Funds	\$ 1,098,503.68	\$ 1,229,635.77
Trade Expansion Act Benefit Funds	273.00	442.45
WDC Major Program Funds	7,535.01	1,050.00
WDC Other Funds	817,939.33	766,180.50
Iowa Corp Earned Tuition	191,436.93	191,436.93
Admin. Contribution Surcharge Funds	1,355,238.76	819,474.81
Amateur Boxing Funds	17,196.34	50,474.62
Food Stamp Allowance Funds	4,575.00	0.00
Disaster Unemployment Benefits Funds	1,316.00	1,342.00
Wage Payment Collection Funds	0.00	414.00
	\$ 3,494,014.05	\$ 3,060,451.08
Plus Revenues		
General Fund Appropriations	\$ 4,899,845.00	\$ 5,167,992.99
General Fund Appropriations Carried Forward	206,202.01	0.00
Other Appropriations	0.00	0.00
Federal Support	72,079,941.35	71,100,444.30
Intra State Transfers	13,874,127.45	13,890,195.62
Taxes Collected	7,557,927.19	6,622,089.74
Refunds and Reimbursements	385,860.84	226,428.47
Local Governments	162,280.81	119,243.50
Interest	81,811.03	88,908.23
Indirect Cost Recovery	0.00	77,653.11
Fees Licenses & Permits	83,464.91	57,374.29
Salary Adjustments	0.00	33,467.00
Other	24,920.60	26,480.45
	\$ 99,356,381.19	\$ 97,410,277.70
Minus Expenditures		
Personal Services	\$ 48,422,234.23	\$ 44,466,490.87
Travel & Subsistence	812,151.56	774,297.44
Supplies & Materials	840,771.58	957,466.26
Contractual Services	32,452,477.09	36,143,757.28
Equipment & Repairs	3,290,020.49	3,459,141.51
Claims & Miscellaneous	9,134,242.74	5,703,440.61
Licenses, Permits & Refunds	56,014.57	80,070.22
State Aids & Credits	3,436,384.24	5,185,848.13
Plant Improvement & Additions	43,750.00	0.00
	\$ 98,488,046.50	\$ 96,770,512.32
Minus Reversions		
General Fund Reversions	\$ 236,283.59	\$ 206,202.41
Other Reversions	0.00	0.00
	\$ 236,283.59	\$ 206,202.41
Equals Ending Cash Balance	\$ 4,126,065.15	\$ 3,494,014.05

FINANCIAL REPORTS

Ending Cash Balances by Fund	FY2004	FY2003
Penalty and Interest Funds	\$ 1,299,420.62	\$ 1,098,503.68
Trade Expansion Act Benefit Funds	39,827.36	273.00
WDC Major Program Funds	(130,350.79)	7,535.01
WDC Other Funds	(72,625.12)	817,939.33
Iowa Corp Earned Tuition	191,436.93	191,436.93
Admin. Contribution Surcharge Funds	2,779,126.88	1,355,238.76
Amateur Boxing Funds	16,334.47	17,196.34
Food Stamp Allowance Funds	1,500.00	4,575.00
Disaster Unemployment Benefits Funds	253.00	1,316.00
Wage Payment Collection Funds	1,141.80	0.00
Total	\$ 4,126,065.15	\$ 3,494,014.05

Program	Expenditures	
Unemployment Insurance	\$ 25,799,770.61	\$ 21,492,325.96
Workforce Investment Act (WIA)	19,312,922.87	18,031,870.32
Temporary Assistance for Needy Families	13,604,414.38	13,361,934.39
Employment Services	7,581,434.06	7,261,749.99
Trade Adjustment Assistance - TAA & NAFTA	6,339,945.04	8,829,221.68
Admin. Contribution Surcharge	5,859,333.07	5,387,879.15
Occupational Health and Safety Act (OSHA)	3,646,002.83	3,700,598.16
Reed Act	3,372,687.74	5,707,355.50
Workers' Compensation	2,768,688.04	2,164,745.99
BLS Labor Force Statistics	2,470,378.11	1,893,774.88
Division of Labor Services	1,176,232.82	1,171,338.23
Disabled Veterans' Outreach Program (DVOP)	1,102,728.35	882,805.08
Local Veterans' Employment Program (LVER)	1,035,629.08	1,296,600.92
Welfare-to-Work - Federal	863,135.22	1,705,572.17
Temporary Extended Unemployment Claims	837,457.51	930,479.65
Reemployment Services	438,533.66	472,232.21
North Carolina ALMIS	424,638.77	54,354.66
Disability Program - Navigator	353,146.43	0.00
WOTC	249,555.94	0.00
One Stop Career Center Initiative	189,368.14	451,846.75
Food Stamps	163,267.26	248,380.29
Immigration Service Center	154,683.71	0.00
Child Support Enforcement	125,246.78	95,507.59
Juvenile Justice	89,136.41	101,120.33
Labor Certification for Alien Workers	77,197.22	76,367.65
Penalty and Interest Funds	66,988.60	160,402.79
BLS Compensation & Working Conditions	65,887.36	152,991.05
Admin. Indirect Cost Pool	61,688.68	0.00

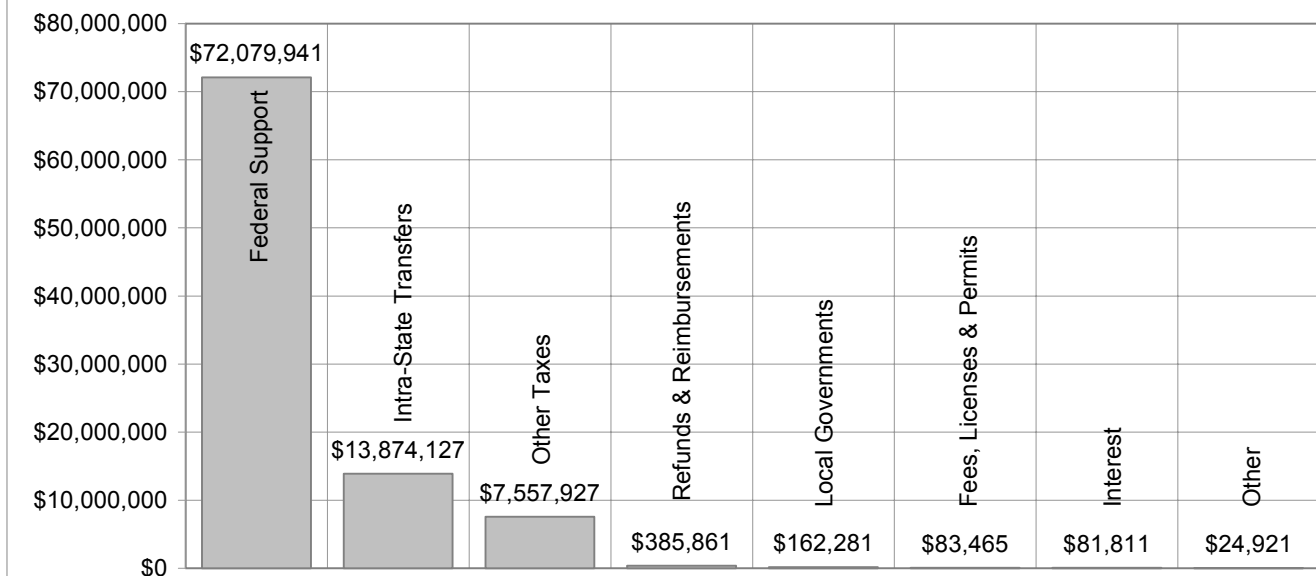
Expenditures continued on the following page...

FINANCIAL REPORTS

Expenditures continued from the previous page...

Program	Expenditures	
Social Security Administration Coop	54,844.78	168,776.36
Work Keys	53,067.01	84,076.04
Workforce Board General Fund Approp	43,675.79	33,381.36
Athletic Commission Clearing	42,336.38	21,261.54
Athletic Commission	25,162.19	55,938.92
Welfare-to-Work - State	13,201.29	0.00
Disaster Unemployment Assistance (DUA)	9,408.36	53,905.47
Clive Client Reimbursements	7,416.10	7,375.24
Mason City Client Reimbursements	4,219.78	12,752.00
Other	3,348.03	980.44
Recurring Maintenance	1,268.10	18,560.71
New Employment Opportunities	0.00	340,696.94
America's Job Network	0.00	144,796.19
Laborshed	0.00	136,943.30
Rural County Estimates	0.00	42,050.60
Wage Payment Collections	0.00	17,561.82
TOTAL EXPENDITURES	\$ 98,488,046.50	\$ 96,770,512.32

FY2004 IWD Revenues by Source



2004

ANNUAL REPORT

*Auxiliary aids and services are available upon request to individuals with disabilities.
Equal Opportunity Employer*



IOWA WORKFORCE DEVELOPMENT

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