



Administrative Services Division

The Administrative Services Division is comprised of the Finance Bureau, Program Services Bureau, the Technology Services Bureau and the Human Resources office. These work units provide support services to the Department of Public Safety and direct services to law enforcement and other criminal justice agencies statewide and to the citizens of Iowa.

Director Dave Heuton



Dave Heuton was appointed as the Director of the Department's Administrative Services Division in February 2002.

Heuton's career with the State of Iowa began in August 1985, when he was hired as a Financial Analyst by the State Comptroller's Office, which became the Department of Management during the government re-organization in FY 1987. His primary responsibilities in the Department of Management included preparation and presentation of the Governor's budget recommendations for various departments in state government, execution of budgets after enactment, and projections of the costs of salary increases for all state employees. Heuton joined the Department of Public Safety in September 1995, as the Bureau Chief of the Finance Bureau within the Administrative Services Division, a position he held until his appointment as Division Director. He has continued to be involved in the preparation and execution of the Department's budget, as well as collective bargaining with the State Police Officer's Council (SPOC). Dave is a graduate of Storm Lake High School and a 1985 graduate of Iowa State University with a bachelor's degree in Business Administration, with an emphasis in accounting.

Human Resources

The Human Resources office provides personnel services to nearly 1,000 employees of the Department affording those employees the opportunity to concentrate on the jobs for which they were hired. HR services begin early with new employees by providing guidance to and support of Departmental supervisors in the hiring of

non-sworn personnel. The office then provides new employee orientation service to all new departmental personnel where various “getting started” essentials (e.g., insurance options, benefit enrollments, etc.) are completed. The HR office remains available for employees throughout their careers with the Department up to and including assistance with the myriad of matters to be addressed at the time of separation including referrals to appropriate retirement systems. The human resources office also provides management and supervisors with appropriate guidance and procedures as they address the evaluation and discipline of employees, fill open vacancies, and comply with the federal and state laws and regulations regarding employment.

Peace Officers’ Retirement, Accident and Disability (POR) System

Peace Officers’ Retirement, Accident and Disability (POR) System is a \$250 + million full service retirement system overseen by a five-member Board of Trustees chaired by the Commissioner of the Iowa Department of Public Safety with legal counsel from the Iowa Attorney General’s Office. Operational administration is provided by the director of the Administrative Services Division and the secretary to the Board of Trustees is a member of the Department. The secretary provides guidance to potential retirees explaining the various options available, helping the retiree determine the optimum time to separate, and ensuring that all pertinent steps are taken to complete the end of a peace officer career. The secretary also provides primary input into the development and administration of policy that governs the system including such elements as negotiating medical contracts, preparing synopsis of retirement applications for the board, processing medical claims, and ensuring that monthly benefits are delivered to retirees accurately and on-time.

Technology Services Bureau

The Technology Services Bureau coordinates the computer-related needs by providing and maintaining the data and telecommunications infrastructure for the Department. Data processing, office automation services and inter-system communications are only a few of the services provided to department personnel. Technology Services supports a multi-vendor combination of computers. By the end of fiscal year 2010, 1,005 departmental employees had access to the department’s computer network maintained by the bureau. There were over 1,500 calls for assistance to the computer help desk during fiscal year 2010.

IOWA System

The IOWA System is a computer network that provides access to a wide variety of information for police departments, sheriff's offices, and other criminal justice agencies throughout Iowa. Such data includes wanted/missing persons, stolen vehicles and articles, protective orders, sex offenders, motor vehicle registration files, driver licenses, and criminal history. The network also provides a gateway to other states via



NLETS, the International Justice and Public Safety Network (NLETS); NCIC, the National Law Enforcement Telecommunications Network (NLETS), the National Crime Information Center (NCIC), and other countries. Currently, 169 agencies in Iowa have IOWA System access with approximately 3,000 actual computer terminals. During fiscal year 2010, 68,755,672 messages were processed through the IOWA System.

Individuals must be trained and certified to have access to the IOWA System. In fiscal year 2010, the Technology Services Bureau provided training to 1,205 individuals. An additional 2,668 users were certified via NexTest, an online certification training and testing software package which allows users to certify electronically using an Internet web browser.

The IOWA System not only aids the criminal justice community as an enforcement tool, but also serves as an investigative tool. Data stored within the IOWA System, as well as the various systems it is networked to, can be searched. These searches, known as off-line searches, are conducted by personnel in the Technology Services Bureau for law enforcement agencies.

The off-line search is a method by which computerized information can be obtained when not enough information is available to retrieve it through normal inquiries. An example might be a criminal case in which the description of a vehicle is known but the license plate number is not. The off-line search provides a listing of vehicles that fit the description. In fiscal year 2010, the Technology Services Bureau conducted 1,464 such searches for law enforcement personnel.

IOWA System staff members write specifications for new and updated programs, train and certify users, develop and enforce operational policies, test and certify new

systems, conduct compliance audits, administer the validation program and provide 24-hour help desk service in conjunction with the State Patrol Communications Center in Des Moines and quality control in conjunction with the State Patrol Communication Center in Fairfield.

Finance Bureau

The Finance Bureau provides support to all divisions within the Department of Public Safety through centralized budget preparation, accounting, claims processing, purchasing, and personnel documentation.

The Department of Public Safety has expenditures of approximately \$138.3 million and receipts of approximately \$53.9 million each year. The Finance Bureau is responsible for ensuring all expenditures are in accordance with state and federal laws, generally accepted accounting principles and the Department of Administrative Services. The bureau is also responsible for the Department's Fixed Asset Control System and accounting for all negotiable instruments forfeited under Chapter 80 and 809A of the Iowa Code, and various chapters of the United States Code.



Program Services

The Program Services Bureau serves the criminal justice community and the general public through three primary program areas:

- Uniform Crime Reporting (UCR) program administration
- Private Investigative, Private Security and Bail Enforcement Licensing
- Weapon Permit Program administration
- Railway Special Agent administration

Uniform Crime Reporting

The Uniform Crime Reporting (UCR) coordinator collects crime information from the law enforcement agencies in Iowa. This information is then processed by the Department's Intelligence Fusion Center into reports including the annual Iowa Uniform Crime Report. Information is maintained in a computer database for use in

writing the periodic reports and conducting specific research projects. It is also transmitted to the FBI for inclusion in the annual publication “*Crime in the United States.*”

Weapon Permits

The Weapon Permit Section administers the provisions of Chapter 724 of the *Iowa Code* as they pertain to the forms used by Iowa sheriffs in the administration of the issuance of permits to carry weapons and permits to acquire pistols or revolvers. This section frequently researches and responds to weapons-related questions from sheriff’s offices and the general public. In fiscal year 2010, 761 questions were researched and answered. Additionally, this section processes all applications for permits to carry from state employees and non-residents.

Private Investigative/Security/Bail Enforcement Licensing

Chapter 80A of the *Iowa Code* stipulates that private security, private investigative and bail enforcement agencies and their employees doing business in Iowa must be licensed. The Private Investigative, Private Security and Bail Enforcement Licensing Section processes and issues licenses and renewals for such agencies. This process includes fingerprint-based criminal history record checks, verification of bonding and proof of financial responsibility. Private investigative agencies are required to comply with continuing education requirements before their licenses can be considered for renewal. Additionally, employees of licensed agencies must apply to the bureau for an employee ID. Applicants must undergo a fingerprint based criminal history record check and meet the requirements of *Iowa Code* before the ID is issued. There were 225 private investigative agencies, 102 private security agencies and one (1) bail enforcement agency which held valid licenses in fiscal year 2010. A total of 2,285 employee ID cards were issued during fiscal year 2010.