

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: Iowa

DATE: November 5, 2004

STATE SPECIFIC PERFORMANCE REPORT (Add additional sheets if necessary.)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

Iowa Reemployment Services Review for Program Year 2003

During previous years, Iowa had focused upon improving inter-agency collaboration and information sharing in the delivery of Reemployment Services. The evolution of the One Stop System and the effective use of the Iowa Advantage Program have made these efforts successful. The partner agencies are collaborating and involved in providing Reemployment Services. UI claimants have for example been referred to Workforce Investment Act program providers, attended classroom training, and become employed.

Iowa's goals for Reemployment Services for Program Year 2003 focused on two general areas. The first was to increase the number of UI claimants that are served. The second was to find meaningful ways to measure the success of the program.

During Program Year 2003, Iowa increased the number of UI claimants that were engaged and provided needed services. A goal of serving 5045 UI claimants was split among Iowa's 16 service delivery regions and emphasized during monthly managers' meetings. Iowa served 5938 UI claimants or 119% of the goal. It was also an increase over the 5182 UI claimants served in PY 2002.

It continued to be a challenge to find data from reporting systems to evaluate the effectiveness of Reemployment Services. On the 9002C Reports the entered employment rate for UI claimants continues to be larger than the rate for all job seekers. Because of resource issues, information technology staff has been unable to provide data on any impacts to the UI benefit payout. Iowa will continue to seek meaning data to evaluate its program.

Iowa emphasized the use of a customer satisfaction survey during PY 2003. Regions asked program attendees to complete survey form to rate the degree of satisfaction with the services provided. The form had a scale of 1 to 5, with 5 indicating the highest level of satisfaction. A total of 2642 surveys were completed with an average score of 4.31. Additional questions were included in the survey to allow the regions to evaluate individual components of the services. The overall score did indicate a high level of satisfaction in meeting the needs of the UI claimants.

Another measure of customer satisfaction is the on-line job seeker customer satisfaction survey. During the most recent quarter, nearly 91% of the respondents indicated they were very satisfied or somewhat satisfied with the services received. While the measure includes more than UI claimants, it does indicate services are meeting customer needs.

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