

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: Iowa

DATE: **October 10, 2006**

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 2005

During PY 2005, Iowa emphasized use of the Iowa Advantage Workshops in providing reemployment services to UI Claimants. The workshops were developed for use with dislocated workers, but were found to be effective in providing profiled claimants with needed job seeking skills. Staff reported the workshop dynamic to be effective in motivating and energizing attendees. This strategy also proved to be an effective tool in utilizing available staff resources.

PY 2005 was the first year of using I-Works as the labor exchange system. It has the ability to track workshop services and attendance I-Works allows for timely reporting of any attendance issues. The other significant advantage is the ease in creating reports of claimants provided services in order to do follow-up and to measure outcomes.

Iowa increased the goals in terms of numbers of claimants served for PY 2005. The goal was 5550 for Iowa's 16 service delivery regions, a 10% increase over PY 2004. There were 5150 claimants served in the program during PY 2005. While the accomplishment was 92.8% of the goal, the number served was 3% more than in PY 2004. The improving economy and reduced number of UI claimants impacted the number of claimants reporting for reemployment services. The 9002A Report showed over a 40% decrease in the number of eligible claimants from the same period a year ago.

During PY 2005, Iowa continued to emphasize the use of a customer satisfaction survey to monitor program effectiveness. Participants are requested to voluntarily complete a survey. The number of surveys completed was 3414 or an 8.6% increase from PY 2004. The form had a scale of 1 to 5 with 5 indicating the highest level of satisfaction. The average score was 4.50 a significant increase over PY 2004. Additional questions were included in the survey to allow the regions to evaluate the individual components or service units. The data indicates a high level of satisfaction in meeting the needs of claimants.

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 was nearly identical to the rate for all job seekers. The employment retention measure was nearly on average 3% higher for eligible claimants over all job seekers for each of the quarters. Staff has emphasized job retention skills is an important aspect of reemployment services. Because of resource issues, information technology staff has been unable to provide data on any impacts to the UI benefit payout but Iowa will continue to pursue this.

Iowa continued to have monthly statewide managers meetings during PY 2005. The Reemployment Services Program coordinator attended a portion of each of the meetings. There was an opportunity to share best practices and to answer questions. One reoccurring theme was that the office resource centers were proving to be effective in providing needed information and support to UI Claimants. There were issues regarding certain aspects of the centers being out of date in terms of technology and design. As a result management has appointed a team to review the centers and in partnership with IT staff, develop a more effective resource center system.