

**Annual Performance Report**

States are required to submit an annual performance report that concisely summarizes accomplishments compared to plan, the results of an assessment of customer satisfaction with the State's workforce information products and services and recommendations for improvements to workforce information and services. The report is intended to serve as an accountability, management and analysis tool for states, ETA and the Workforce Information Council.

A. Accomplishments Compared to Plan. For each planned product and service, provide a concise summary of:

- The customer outcomes achieved compared to planned customer outcomes and an analysis that explains the cause of any significant variance from plan. Describe any actions required to bring the activity into conformance with the approved plan.
- The extent to which the activity has conformed to the planned milestones including an explanation for the cause of any significant variance from schedule.
- Actual aggregate expenditures and an explanation for any significant variance from planned aggregate expenditures.

B. Customer Satisfaction Assessment. For each planned product and service, provide a concise summary of:

- The method(s) used for collecting customer satisfaction information and for interpreting the information for assessing satisfaction.
- An assessment of the principal customers' satisfaction with each product and service. At a minimum, satisfaction is to be assessed for the business community, job seekers and for the workforce development system at the state and local levels.
- Activities to be undertaken to add customer value to the product or service, where needs for improvement are identified.

C. Recommendations for Improvements or Changes to the Suite of Core Products. These may be based on one or more of the following:

- Recommendations based on accomplishments compared to plan.
- Recommendations based on customer satisfaction assessment findings.
- Recommendations based on consultation with customers