

## Annual Performance Report

States are required to submit an annual performance report, signed by both the SWA and the SWIB or the governor, which concisely summarizes accomplishments, 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 and ETA.

A. **Accomplishments.** For each required deliverable, provide a concise summary of:

- The outcomes achieved and an analysis that explains the cause of any significant variance from the Grant Certification. Describe any actions required to accomplish the required deliverables;
- The extent to which activities have conformed to the deliverables schedule, including an explanation for the cause of any significant variance from the schedule; and
- Actual aggregate expenditures and an explanation for any significant variance from estimated aggregate expenditures.

B. **Customer Consultations.** Provide a concise summary of:

- The methods used for consulting with customers; and
- Activities to be undertaken to add customer value to the deliverables, where needs for improvement are identified.

C. **Recommendations for Improvements or Changes to the Deliverables.**

These may be based on one or more of the following:

- Recommendations based on accomplishments; and
- Recommendations based on consultations with customers.