

## Iowa Leveraged Evidence to Enhance Program Delivery

Iowa wanted to:

- **Use evidence-based practices** to improve services.
- **Conduct an informative evaluation** of its Reemployment Services and Eligibility Assessment (RESEA) program.

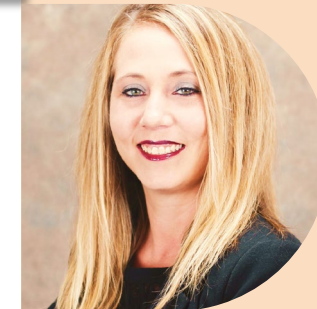


**DOL's Clearinghouse for Labor Evaluation and Research (CLEAR) and RESEA evaluation technical assistance** provided Iowa with knowledge on how to understand, use, and produce evidence.

Iowa used insights from evidence to:

- Improve **customer experiences**.
- Inform the state's RESEA **program evaluation**.
- Increase leadership & front-line **staff capacity**.

“I didn't necessarily know the why behind lots of the interventions that we were doing until I read [studies of how evidence-based practices] are making a difference in the rate that they're returning to work. So, I think to me, that was one of the biggest aha moments of it all.”



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