How Iowa HHS Found Success with PEARS

The Iowa Department of Health and Human Services (Iowa HHS) utilizes the PEARS system to manage data collection and reporting for the SNAP-Ed program. As a SNAP-Ed Nutrition Consultant, Suzy Wilson oversees the data management needs and implementation of the system within the organization.

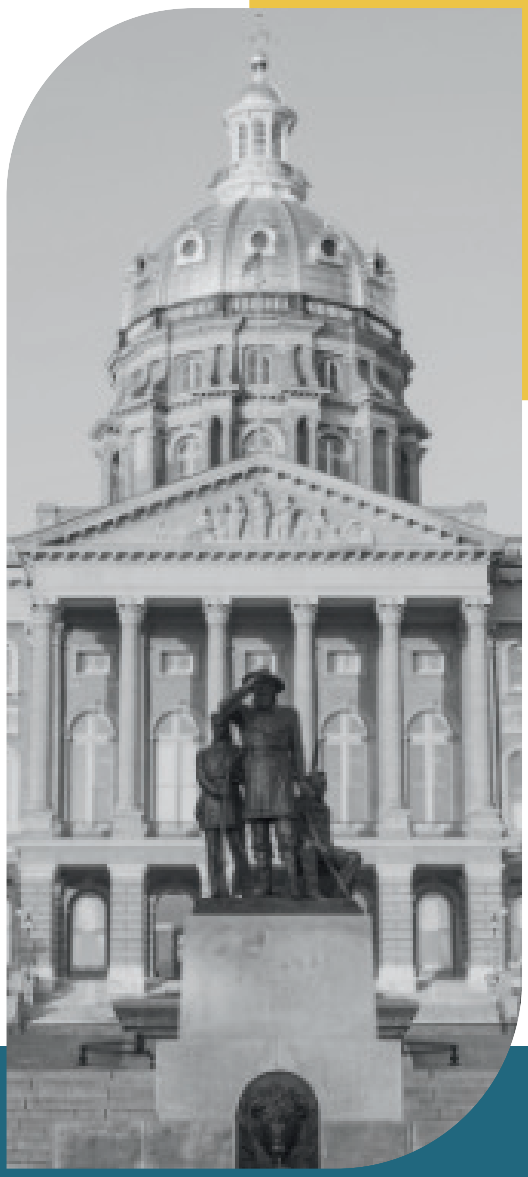
Iowa HHS was an early adopter of the PEARS system as part of the USDA Mountain Plains Region, where PEARS originated. The contract management system used by the state department was too generalized for the specific needs of the SNAP-Ed program. PEARS provided a structured and organized way to collect data aligned with USDA reporting requirements, giving clear direction and focus for data monitoring and tracking.

Challenges and Needs

Iowa HHS needed a data management system that could:

- Meet the specific data collection and reporting requirements of the SNAP-Ed program.
- Provide user-friendly features for easy adoption and phased implementation.
- Offer reliable customer support to address any challenges during use.
- Integrate seamlessly with existing processes without overwhelming staff.

Why PEARS Was the Right Choice



PEARS stood out due to its user-friendly interface and excellent customer support. The ability to start with the most important modules and add others as needed was a significant advantage. The responsive and dedicated support from the PEARS team ensured smooth implementation and ongoing assistance.

Key benefits included:

- **User-Friendliness:** Easy navigation and phased module adoption.
- **Responsive Support:** Quick and thorough responses to questions and issues.
- **Alignment with USDA Requirements:** Facilitates accurate and organized data collection and reporting.
- **Adaptability:** Supports both comprehensive and selective module use.

A User's Perspective

Suzy Wilson, SNAP-Ed Nutrition Consultant, shares her experience:

"I appreciate that PEARS will meet you where you are. You don't have to jump in and begin using all of the modules all at once. You can use a phased-in approach and start with the modules that are most important to you."

Suzy also said,

"I would highly recommend PEARS to other programs. It's easy to use and the customer service is excellent!"

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