

# STATE OF NORTH DAKOTA

## Workforce Investment Act Annual Report



July 2002  
to  
June 2003

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North Dakota continued development and system improvement during Program Year 2002. With the Incentive Grant, earned for PY 2000, the state funded a variety of new workforce development activities to expand the services available in the One-Stop Delivery System.

Examples of the new activities include:

- Piloted a school dropout prevention program in a school district without an alternative high school.
- Expanded English (as a Second Language) classes to include services on Saturday and at employers' work sites.
- Expanded Work readiness activities to include drug and alcohol awareness workshop for youth.
- Entered business partnerships to profile positions identifying fundamental skills. Individuals receive work readiness training through KeyTrain™, an on-line interactive training program. Businesses agree to hire a certain number of individuals whose test results are at the appropriate skill level.

## North Dakota's One-Stop Career Center System

The state of North Dakota is a single local area under the Workforce Investment Act. The North Dakota Workforce Development Council serves as both the state and local workforce investment boards as outlined in the Workforce Investment Act. Job Service North Dakota is the state and local administrative entity that provides services under Title IB, which serves adults, dislocated workers, and youth.

Job Service North Dakota is the designated One-Stop center operator in North Dakota. Employment and training services are provided through a One-Stop Career Center system, which includes many entities working in partnership.

The system provides a network of resources that connect customers with employment, education, and training services. Job Service North Dakota has twelve Customer Service offices, four Native American reservation offices and various college campus locations. In addition, Job Service North Dakota maintains a dynamic web presence. The customers benefit from addressing workforce services through a customer-friendly, self-service system with the assistance of trained professional staff members.

Funding streams for One-Stop Career Center services include:

- Workforce Investment Act Title I:
  - Adults
  - Dislocated Workers
  - Youth
- Wagner-Peyser
- Unemployment Insurance
- Job Opportunities and Basic Skills (JOBS)
- Welfare-to-Work
- Labor Market Information (LMI)
- Veterans
- Trade Adjustment Assistance/North American Free Trade Act (TAA/NAFTA)
- Senior Community Service Employment Program (SCSEP)

One-Stop Career Center system partners' funding sources include:

- Other WIA Title IB programs
- Adult Education and Literacy activities
- Vocational Rehabilitation
- Community Services Block Grant activities
- Department of Housing and Urban Development activities
- Post-secondary Vocational Education activities under the Carl D. Perkins Vocational and Applied Technology Act
- Experience Works and activities under the Senior Community Service Employment Program (SCSEP)

Program costs are based on the fair share allocation as determined by the State Memorandum of Understanding (MOU).

In the One-Stop Career system, North Dakota capitalizes on strengths each partner brings to the system while reducing or eliminating duplication of products and services. The simplicity in structure with defined roles and responsibilities of all partners allow case managers and providers to deliver the services necessary for North Dakota's growth and competitive edge. The One-Stop Career Centers are a major component of the system.

The Wagner-Peyser and Unemployment Insurance programs are fully integrated within Job Service North Dakota. Both programs are integral components of the One-

Stop Career Center system. Internet access to Job Service North Dakota [www.jobsnd.com](http://www.jobsnd.com) and CareerOneStop [www.careeronestop.org](http://www.careeronestop.org) is available at the One-Stop Career Centers. Well-trained One-Stop Career Center staff members ensure customers receive the right mix of services to meet their needs.

The enhanced on-line services for job seekers and businesses offer additional self-directed services, with one-on-one assistance available from One-Stop Career Center staff members, if needed.

On-line services for Job Seekers include:

- Access to job openings for all types of occupations.
- Create, save, and send resumes, job application and cover letters.
- Labor market information for progressive career planning.
- Virtual Recruiter to notify job seekers of available jobs.
- Find out how Job Service North Dakota can assist job seekers in planning a career, obtaining an education, and finding an employer.

On-line services for Businesses include:

- Access to thousands of resumes or job applications.
- Exposure of job openings to the largest applicant pool in North Dakota.
- Labor market information to gain a competitive advantage.
- Virtual Recruiter to notify businesses of applicants as they become available.
- Find out how Job Service North Dakota can assist businesses in enhancing the current workforce with education and career planning opportunities.

The SHARE Network, a web-based network of community resources, focuses on linking available community resources with customers obtaining or retaining employment; <http://www.sharenetworknd.com>. The Network was developed with grant funds received from the U.S. Department of Labor, Center for Faith-Based and Community Initiatives, in July of 2002

The SHARE Network is a unique resource to help customers become self-sufficient. It is a network like no other. It brings together workforce development partners, faith-based organizations, community organizations, businesses and government agencies. The SHARE Network consists of over 550 service providers and over 100 services ranging from Adult Employment and Training services to Youth services.

As developer of the SHARE Network, Job Service North Dakota, was presented with the "Touching Lives and Communities Award" from the U. S. Department of Labor. This is the first time the award has been presented to a state agency.

Job Service North Dakota was recognized as a leader in collaboration when awarded an Honorable Mention for the Pyramid Prize - Collaboration for Improved Customer Services. The National Association of State Workforce Agencies presented the award.

In addition, the SHARE Network is listed on the Workforce Excellence Network web site under Promising Practices – Resources for the Workforce System.

## **Program Services, Cost Benefit, and Evaluation**

### **Service to Adults and Dislocated Workers**

A customer-focused approach, including an initial assessment of skill levels, abilities, and support service needs for each individual, is available through the One-Stop Career Centers. This approach is used to determine the needs of various population groups such as:

- Individuals with a disability
- Dislocated workers
- Displaced homemakers
- Individuals with multiple barriers to employment
- Low-income individuals
- Migrants and seasonal farm workers
- Minorities
- Older individuals
- Veterans

The full range of core, intensive, and training services may be available to adult participants based on the results of ongoing assessment of needs. The funds provide support, employment/employability assistance, and training to eligible participants. A priority of service is offered to economically disadvantaged individuals seeking and unable to locate employment leading to self-sufficiency.

The full range of core, intensive and training services may be available to dislocated workers based on the results of ongoing assessment of needs. The funds provide support, employment/employability assistance, and training to eligible participants. Individuals qualifying for eligibility may include those who have been laid off, notified of layoff, terminated, displaced homemakers, and self-employed individuals who for various reasons are unable to sustain the business.

The One-Stop Career Center services provided to adults and dislocated workers follow a three-tiered approach to service delivery:

*Core Services (Tier One):*

Determination of eligibility for services, intake and orientation services, assessment of skills, job search to include placement and career counseling, labor market information, program and program performance information, information on support services, information on completing Unemployment Insurance forms, eligibility determination for Welfare-to-Work Program (WtW), and follow-up services.

*Intensive Services (Tier Two):*

Available for unemployed individuals who have completed core services but are unable to attain self-sufficiency or those employed but need assistance in order to reach a sustainable wage. The services include: comprehensive and specialized assessment, individual employment planning, group, individual, and career counseling, case management for training services, out of area job search assistance, relocation assistance, short-term vocational services, and basic skills training.

*Individual Training (Tier Three):*

Available only to those who complete core and intensive services and are still unable to attain self-sufficiency. The services may include: occupational training, customized instruction, cooperative education, employability training, and private sector upgrade and retraining.

## **Service to Youth**

The One-Stop operator develops youth activities in accordance with recommendations of the Youth Development Council. The youth are assessed to determine the program activities that would best meet their needs. The One-Stop operator ensures that individual youth receive appropriate program elements as needed, whether provided by the operator or a service provider.

The Youth Development Council uses the following criteria along with WIA performance measures for identifying effective and ineffective youth activities provided by the One-Stop operator and the contracted service providers:

- Offer youth a comprehensive menu of program activities;
- Focus on the educational needs of youth, especially completion of high school or the equivalent;
- Provide youth exposure to the world of employment through appropriate work experience;
- Provide youth support in meeting career goals;
- Offer preparation for post-secondary education and employment;
- Offer linkages between academic and occupational learning;

- Focus on developmental needs of youth;
- Provide follow-up support; and
- Collect data to assess and evaluate effectiveness.

Within the program foundation are the concepts of improving educational achievement, preparing for and succeeding in employment, supporting youth, and offering services in an effort to develop the potential of young people as citizens and leaders. Funds provide support, employment/employability assistance, and training to eligible participants age fourteen to twenty-one.

The individuals qualifying for eligibility may include those who are economically disadvantaged. Individuals must also face a defined barrier to academic or employment success by demonstrating inclusion in one of the following categories:

- Deficient in basic literacy skills
- School dropout
- Homeless, runaway, or foster child
- Pregnant or parenting
- Offender
- An individual who requires additional assistance to complete an educational program, or to secure and hold employment.

Up to five percent of youth participants served by youth programs may be individuals who do not meet the income criterion for eligible youth, provided that they are within one or more of the following categories:

- School Dropout
- Basic skills deficient
- Are one or more grade levels below the grade level appropriate to the individual's age
- Pregnant or parenting
- Homeless or runaway
- Offender
- Face serious barriers to employment as documented by the case manager.

In addition, a minimum of thirty percent of Youth Program funds must be spent on out-of-school youth.



## Level of Service

The level of services provided to customers, whether adults, dislocated workers or youth, is set based on the assessed needs, existing skills, and personal situation of the customer. Job Service North Dakota accounts for the cost categories required by the Workforce Investment Act, not for the costs by activity.

Under the Adult and Dislocated Worker Programs, the comprehensive array of services provided (those described in core, intensive, and training services) correlate to the level of program expenditures for an individual. Each level of service results in additional expenditures.

Tables D and G show the comparison between customers receiving core and intensive services with customers receiving training services. The following is an analysis of the differences in results:

- **Adult Entered Employment and Employment Retention Rates—**  
Individuals who received only core and intensive services had lower Entered Employment and Retention rates than those individuals who received training services. When training is provided, it is for occupations currently in demand. The skills of individuals who didn't receive training may be in lower demand areas. This may require a longer time period to find suitable employment and may result in an individual leaving employment if his skills don't meet expectations once he is on the job. The state will explore potential tools to better assess individual's skills and to better analyze skills in demand.
- **Adult Earnings Change in Six Months—**  
There is a significant difference in the Earnings Change in Six Months. Skills attained through participation in training services enable the customers to become employed at a higher skill level than prior to participation.
- **Dislocated Worker Entered Employment and Retention Rates—**  
Individuals who receive only core and intensive services have higher Entered Employment and Retention rates than those receiving training services. This is consistent with the WIA concept of providing services based on individual need. Those receiving only core and intensive services need only minimal assistance to become re-employed and retain employment because they have the skills desired in the current job market. Individuals receiving training may find it more difficult to find and retain employment because they have not demonstrated application of the new skills in the workplace.
- **Dislocated Worker Earnings Replacement Rate—**  
Customers receiving training services have a much higher Dislocated Worker Earnings Replacement Rate because their pre-participation wage levels were much lower than the pre-participation wage levels of customers receiving only core and intensive services. Skills attained through participation in training services, enabled these customers to become re-employed at a higher skill level.

The level of involvement in the ten Youth Program elements or activities correlates to the level of program expenditures for an individual. Although participation in each activity cannot be evaluated separately, the level of services provided resulted in the state meeting the criteria to be eligible for incentive awards, with three exceeding the negotiated level. The state plans to develop tools to assist case managers in tracking the progress and needs of individuals in the program.

Adult, Dislocated Worker, and Youth Program performance outcomes are summarized in Table O of this report.

### **Cost Benefit and Evaluation**

The state of North Dakota is a single local area; therefore, no allocation method is needed for distribution of adult, dislocated worker, and youth funds. All funds not reserved for statewide activities, including rapid response, are distributed to the single local area. The Governor reserves up to twenty-five percent of the dislocated worker funds for statewide rapid response activities.

North Dakota tracks and evaluates the cost of program activities relative to effect based on an individual's positive results for WIA performance measures. The outcomes are for the same reporting periods utilized for the corresponding WIA performance measures. Cost per participant and cost per positive outcome is computed for the Adult, Dislocated Worker, and Youth Programs. The overall cost per participant served for all programs was \$1,955. This reflects an increase of \$119 per participant from PY 2001. The overall cost per positive outcome for participants from all programs was \$3,901, a decrease of \$1,652 from PY 2001. The slight increase in participant cost provided significant benefits for the participants as evidenced by a considerable decrease in the cost per positive outcome.

The positive outcome tracked for the Adult and Dislocated Worker Programs was Entered Employment. For older youth, a positive outcome is counted when entered employment, employment retention, and credential rates are met. For younger youth, a positive outcome is counted when skills attainment, diploma or equivalent attainment, and retention rates are met. An individual youth may have more than one positive outcome. Each positive outcome enhances the youth's ability to achieve and sustain long-term employment. The statewide data for expenditures, cost per participant, and positive outcome is displayed in the following table.

Program	Program Expenditures	Total Served	Cost per Participant	Total Positive Outcomes	Cost per Positive Outcome
Adult	\$1,950,741	1,176	\$1,659	338	\$5,771
Dislocated Worker	\$1,048,019	581	\$1,804	260	\$4,031
Youth	\$2,724,124	1,171	\$2,326	869	\$3,135
<b>TOTAL</b>	<b>\$5,722,884</b>	<b>2,928</b>	<b>\$1,955</b>	<b>1,467</b>	<b>\$3,901</b>

Another measure of positive outcome for Adult, Dislocated Worker, and Youth Program participants is the level of customer satisfaction. While it is difficult to correlate program costs to the level of customer satisfaction, North Dakota's high satisfaction score of 81.9 (out of 100) indicates program participants are satisfied with the results of their personal investment in the WIA Programs. This slight reduction of .7 percent in the participant customer satisfaction actual performance level from PY 2001 indicates continued satisfaction with the program.

The actual performance level for the employer customer satisfaction rate in PY 2002 was 82.1. This improvement reflects a 3.2 percent increase from the PY 2001 employer satisfaction rate.

Analysis of WIA performance measures is the primary method of program evaluation used this program year. North Dakota exceeded negotiated levels of performance in ten of the seventeen measures. Of the remaining measures, North Dakota was within 81.6 percent or more of the negotiated level. While North Dakota's performance continues to meet the requirement needed to be eligible for an Incentive Grant and some of the measures improved over PY 2001, some of the measures decreased. The state plans to develop tools to assist case managers in tracking the progress and needs of individuals in the program to improve performance results.

## The Success of Workforce Investment Act Involvement

While data analysis provides a formal method for evaluating the effectiveness of a program, the Workforce Investment Act has had a positive impact on the lives of One-Stop Career Center customers. Here are just a few examples of the benefits of WIA involvement.

### Adult Success Stories

- Terry is a middle aged man who worked in the construction field until six years ago when he was involved in a vehicle accident that left him with many bone and joint problems. He approached the One Stop Center and inquired about retraining, since he had to find employment outside of the construction trade.

Terry was eligible for services funded by the Workforce Investment Act Adult program. He wanted to train in heavy equipment operation, and spent time researching training location options, but no eligible training providers were available in North Dakota. He was referred to Vocational Rehabilitation for an evaluation of the career choice. Terry decided to attend commercial drivers license truck driver training offered at the Skills and Technology Training Center.

With Vocational Rehabilitation providing funding for tuition costs, and Job Service North Dakota providing funding for housing expenses, medical expenses for glasses, and required licensing fees, Terry took the six-week course and completed the requirements for Class A licensing. He is successfully employed by a North Dakota trucking firm, working on completing his 500 hours of observed driving to meet the industry's recommendation for insurance.

- Through the Workforce Investment Act, Job Service North Dakota provided assistance for Karen, a single mother of two young sons that allowed her to achieve her goal of becoming self-sufficient. When Karen came into the One Stop Center, she had been working in the laundry department of a local nursing home. She went to work at 3:30 a.m., which required her to take her children out to daycare at 3:00 a.m. One very cold night, one of her sons became ill and she chose to stay home with him. When she called her supervisor, she was told she would no longer have a job. Because of a lack of skills necessary to obtain a job in an office setting, Karen came to the One Stop Center seeking assistance.

Through the assessment process, it was determined that classroom training was necessary to help Karen meet her employment goals and become self-sufficient. She was enrolled in classroom training and completed an Associate in Applied Science in Office Management degree in May 2003.

Despite being an “older-than-average” single parent student, Karen managed to complete the program. Working part-time off and on throughout her training proved difficult at times and TANF benefits were utilized. Throughout her college career, Karen was intermittently enrolled in the state’s TANF work readiness program (Job Opportunity and Basic Skills). Maintaining a full-time class load, financial concerns, and being a full-time parent of children with challenges were obstacles that Karen was able to overcome and successfully complete her training.

Karen is currently employed with a local cellular telephone company. Providing customer service, establishing new accounts, receiving payments, keeping records, preparing bank deposits, and opening/closing the business are some of her responsibilities that utilize the skills obtained through training. This has led to self-sufficiency and Karen is no longer reliant on public assistance. She is happy with her job and feels good about herself and her accomplishments.

### Dislocated Worker Success Stories

- Carol lost her drafting job and sought related work with no success. She lacked the formal training employers were seeking. Since her interests were in other fields, the situation presented an opportunity to retrain.

After conducting some self-directed career exploration, she decided to attend college in the Information Processing Specialist field. With this education, she would qualify for a variety of jobs. Carol started school with only her Unemployment Insurance, a loan, and Workforce Investment Act funding. She already had good budgeting skills, so was able to manage her living costs adequately without working.

Carol graduated with a 3.75 Grade Point Average and now works in a customer service department of a large business utilizing her training. Carol started this job at \$11.82 per hour and says she plans to stay with the company until she retires.

- When Janice was terminated due to downsizing, she struggled to find a similar job in her rural community. Janice had been employed by a local office supply store and held a clerical and business certificate. She was interested in working in a newly developed department of a local ethanol production plant, but lacked the skills required for the position.

A discussion with the department manager resulted in an opportunity for Janice to be trained through an On-the Job Training (OJT) agreement. Vocational Rehabilitation and Job Service North Dakota partnered together to provide the funding for the On-the-Job Training opportunity. After completion of the OJT, the plant employed Janice permanently.

## Youth Success Stories

- Michael is a foster child who has been on the WIA Youth Program for several years. He has been placed at several sites and participated in the Wahpeton youth mural project last summer. Michael's last work experience enrollment was at the zoo in Wahpeton. Kathy Diekman, Director of Chahinkapa Zoo, wrote the following story.

*2001*

Job Service called and asked me to consider employing a young man through their youth employment program. I agreed to meet with Michael for an interview. When he arrived, Mike appeared very quiet and introverted. He answered questions with one-word answers and although not impolite, he showed little enthusiasm. I felt this kid would much rather put his headphones back on and do an about face out of the office. However, there was something about Michael. I'm not sure what it was, but something shone through. Besides, didn't every kid deserve a chance?

Mike's tasks included cleaning pathways, weeding, and performing a number of jobs in the petting zoo. His first day at work, he wore his headphones and had his cap turned around backwards. After we remedied that, we started Mike on his training. Still very quiet, he nodded his responses to Tom, the Zoo Foreman. Mike performed his tasks fine but with little zeal. He had to be reminded of some of his duties, and his performance was closely supervised.

Through the first season, Mike improved greatly. He took criticism well. There were many times Tom or I reprimanded Mike on an unfinished job or sloppy work. This is when the soon to be famous smile appeared. While talking to Mike about a task, he would get a big smile on his face. He was not acting insubordinately. He was just smiling!

Mike also would return to the job and correct any mistakes. Mike began to really shine on the job. He took pride in all that he did. Continued training and improvement is always stressed at the zoo.

*2002-2003*

Still a reserved young man, Mike started to visit more with staff.

He told us about any happenings in school and would say "hi" to the staff. In the past he would punch the clock and rarely visit. We saw big changes in Mike. He became an important part of our zoo family. Mike rarely missed an opportunity to join staff for social gatherings.

Mike's third season at the zoo put him in yet another role. Now hired by the zoo, Mike took on a position of petting zoo supervisor and grounds keeping. He worked well with young people in the Job Service youth program. He understood them because he also started in the same program. He demonstrated professionalism on the job and took an initiative to begin new tasks.

This past May, Mike graduated from high school. Although he had concerns about credits and grades, he proudly announced, "I did it!" I could not have been more proud of Mike.

When other graduates were celebrating at their homes after the ceremony, Mike was at the zoo proudly donning his cap and gown.

Michael is indeed a success story. That first day when I believed that there was something special about Mike, I was right. I still do not know exactly what it is that is so distinctive.

Perhaps it is his innocent characteristics, his fine work ethics or his mutual respect for his zoo family. Or maybe it's that the size of his heart matches the size of that big smile!

Whatever the reasons, Mike will live in the hearts of Chahinkapa Zoo staff for many years. We all wish the best for Mike.

I hope that his future is bright and that he works to overcome any obstacles that he will encounter in his life. I am proud to know Mike and very fortunate to be his co-worker and friend.

- ◆ Jamie's mom recalls how her daughter loved going to the hygienist and getting her teeth cleaned when she was a little girl. Since Jamie's mother works in a dental office as a certified dental assistant, her daughter was often in the dental environment and had thought about having her own room to work in someday.

Although Jamie doesn't recall becoming excited and wide-eyed about her visits to the dentist as a young girl, maybe the seed to become a dental hygienist was planted way back then.

While attending high school, Jamie was enrolled in the WIA Youth Program, as a result of a call from a High School Guidance Counselor; working together with Job Service North Dakota staff.

For the opportunity to get Work Experience in a dental office, Jamie has made the forty-five mile commute from Beulah to Bismarck for three summers to work at Kirkwood Family Dentistry.

She's completed her first year at the North Dakota State College of Science and is one of twenty-eight accepted into the two-year Dental Hygienist program. There were over 100 applications with criteria such as high school and college math/science grades and ACT scores.

Jamie's dental office supervisor wrote a letter of recommendation, which was beneficial to the application process. Job Service will be helping out with college costs through a co-enrollment in the WIA Adult Program.

Her experience has varied over the years. Jamie said she learned skills working in a dental setting, which include helping with sealants, dental assisting, developing, duplicating, sequencing x-rays, scheduling appointments (front desk work), and customer service.

Friendships have also been forged, recalling when two co-workers attended one of Jamie's high school basketball games.

At some point in her schooling she will begin practicing on patients, mostly those she will have to find on her own.

Dr. Jim Nelson, Kirkwood Family Dentistry, said, "Jamie does very good work and I and my staff are excited to have her working there. It is working out well, and we are happy to have had the opportunity to provide the training."

Jamie is very appreciative of the referral made by the Guidance Counselor to Job Service. She feels none of this would have happened without it. Job Service appreciates it too. Jamie is a shining example of what is right with today's youth.



**Job Service North Dakota is an equal opportunity employer/program provider.  
Auxiliary aids and services are available upon request to individuals with disabilities.**

## WIA Annual Report Data

State Name: ND

Program Year: 2002

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	66	81.9	1,036	1,479	1,479	70
Employers	64	82.1	723	4,104	970	74.5

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72	77.2	338
			438
Employment Retention Rate	83	77.8	386
			496
Earnings Change in Six Month	2,816	2,297	1,134,856
			494
Employment and Credential Rate	47	56.4	102
			181

**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	70	35	83.3	30	78.5	62	72.2	13
		50		36		79		18
Employment Retention Rate	69.2	27	71.9	23	80	64	100	17
		39		32		80		17
Earnings Change in Six Months	3,393	132,309	1,327	42,464	3,686	294,889	2,092	35,565
		39		32		80		17
Employment and Credential Rate	44.4	12	100	13	62.2	23	100	2
		27		13		37		2

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	81.5	97	75.5	241
		119		319
Employment Retention Rate	81.6	124	76.2	262
		152		344
Earnings Change in Six Months	3,182	483,664	1,904	651,192
		152		342

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	79	86.7	260
Employment Retention Rate	90	85.8	223	260
Earnings Replacement in Six Months	94	107.1	2,477,950	2,314,173
Employment and Credential Rate	48	58.9	56	95

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	80	20	82.9	34	78.9	15	100
		25		41		19		2
Employment Retention Rate	65	13	82.4	28	80	12	50	1
		20		34		15		2
Earnings Replacement Rate	84.5	145,893	120.1	325,453	59.1	117,792	0	0
		172,561		270,939		199,450		1
Employment And Credential Rate	62.5	5	63.6	7	33.3	2	0	0
		8		11		6		1

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	81.1	77	89.3
	95		205	
Employment Retention Rate	80.5	62	88	161
		77		183
Earnings Replacement Rate	174.1	695,597	93.1	1,782,353
		399,616		1,914,557

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	62
			60
Employment Retention Rate	78	75.5	37
			49
Earnings Change in Six Months	3,321	2,815	137,952
			49
Credential Rate	38	39	32
			82

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	50	5	0	0	81.3	13	67.6
10			1		16		34	
Employment Retention Rate	40	2	0	0	78.6	11	70.4	19
		5		1		14		27
Earnings Change in Six Months	3,910	19,549	0	0	2,304	32,261	2,706	73,069
		5		1		14		27
Credential Rate	23.1	3	0	0	30.4	7	30.8	12
		13		1		23		39

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	68
			770
Diploma or Equivalent Attainment Rate	57	68.1	141
			207
Retention Rate	74	68.3	125
			183

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	60.8	45	65.2	262	51.9	28
		74		402		54
Diploma or Equivalent Attainment Rate	65	13	72.6	69	46.9	15
		20		95		32
Retention Rate	71.4	15	63	51	62.9	22
		21		81		35

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	81.8	247	3,151	942,092	2.7	9	3,455	1,167,630	56.7	55
		302		299		338		338		97
Dislocated Workers	80.3	110	269.2	1,271,590	1.9	5	5,317	1,382,522	61	47
		137		472,378		260		260		77
Older Youth	67.2	39	4,277	188,186	2.3	1	2,766	118,939		
		58		44		43		43		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>1,176</b>	<b>733</b>
<b>Dislocated Workers</b>	<b>581</b>	<b>346</b>
<b>Older Youth</b>	<b>253</b>	<b>133</b>
<b>Younger Youth</b>	<b>918</b>	<b>400</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$1,950,741.00</b>
<b>Local Dislocated Workers</b>		<b>\$1,048,019.00</b>
<b>Local Youth</b>		<b>\$2,724,124.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$110,567.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$1,625,622.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	<b>Program Activity Description</b>	
<b>Total of All Federal Spending Listed Above</b>		<b>\$7,459,073.00</b>



# WIA Annual Report Data

State Name: ND

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> North Dakota Workforce Development Division	<b>Total Participants Served</b>	Adults	1,176
		Dislocated Workers	581
		Older Youth	253
		Younger Youth	918
	<b>Total Exiters</b>	Adults	733
		Dislocated Workers	346
		Older Youth	133
		Younger Youth	400

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	81.9
	Employers	64	82.1
Entered Employment Rate	Adults	72	77.2
	Dislocated Workers	79	86.7
	Older Youth	62	71.7
Retention Rate	Adults	83	77.8
	Dislocated Workers	90	85.8
	Older Youth	78	75.5
	Younger Youth	74	68.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,816	2,297
	Dislocated Workers	94	107.1
	Older Youth (\$)	3,321	2,815
Credential / Diploma Rate	Adults	47	56.4
	Dislocated Workers	48	58.9
	Older Youth	38	39
	Younger Youth	57	68.1
Skill Attainment Rate	Younger Youth	68	63.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		7	10