

Workforce *Investment Act* (WIA)

Annual Report • Program Year 2007

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Workforce Investment Act Success

The State of North Dakota has implemented the North Dakota Talent Initiative, a statewide workforce strategy to attract, retain and expand the state's workforce. Service to Adult, Dislocated Worker and Youth program participants is targeted toward creating better job candidates to meet the current and emerging workforce needs of North Dakota. Workforce Investment Act Incentive grants support the North Dakota Talent Initiative by funding innovative workforce development and educational activities to expand, attract and retain the talent of North Dakota workers.

Examples of WIA Title I Incentive Grant activities include:

- **Recruitment**
Recruitment funds assisted Job Service North Dakota to partner with employers to develop and implement innovative, non traditional recruitment programs. Aligning recruitment strategies with business and industry and our state and federal workforce development programs enhanced the recruitment efforts within the State's One-Stop system.
- **Service through Interactive Video**
The state-of-the art interactive video network system has been expanded within Job Service North Dakota's One-Stop Career Centers. This allows more efficiency for both internal and external customers in the delivery of workforce services. This alternative delivery system meets changing workforce needs, maintains high quality and is more cost effective.

Example of WIA Title I Incentive Grant, Section 166 include:

- **Workforce Training Workshops**
Workforce training workshops were arranged by United Tribes Technical Center; four 1 ½ day entry level training workshops for members of each of North Dakota's four federally recognized tribes: (Three Affiliated Tribes, Standing Rock Sioux Tribe, Spirit Lake Nation, and Turtle Mountain Band of Chippewa) to better prepare participants for demand employment opportunities within or adjacent to reservations in North Dakota.

Examples of WIA Title II, Adult Education and Family Literacy Act and Carl D. Perkins Vocational and Applied Technology Act activities include:

Carl D. Perkins Vocational and Applied Technology Act

- **North Dakota Career Resource Network**
The NDCRN provides professional development and information to career development counselors statewide and produces the North Dakota Career Outlook tabloid which is the largest North Dakota produced source of career information that is used by students and teachers in the classroom.

- **Imagine ND**

This project updated the current ImagineND material to make it more informational to teachers, increase its use in the classroom, increase the number of business profiles contained in ImagineND, and increase the number of useful links to businesses and career information. This project updated the current ImagineND material to make it more informational to teachers, increase its use in the classroom, increase the number of business profiles contained in ImagineND, and increase the number of useful links to businesses and career information.
- **Increase Academic Rigor in CTE through Focused Professional Development**

Provided professional development funding for career and technical instructors that provides them with the knowledge and skills to better integrate core academics into their classes. Academic core teachers, such as math and language arts teachers, partnered with career and technical educators to provide CTE's with better tools to teach the academic standards that are embedded in all CTE curriculum. The Department of Career and Technical Education has been establishing standards for all of their program areas which align with all of the state's core academic standards. The new standard alignments create a need to not only teach the application of math, language arts, and science, but the teachers must now be able to teach the underlying academic concepts which will create a higher level of learning and understanding by students.
- **Nontraditional in Nano**

Establish an educational outreach program designed to 1.) Expose students to the various aspects of Nanoscience and how it impacts society, 2.) Document past and current nontraditional role models involved in Science, Technology, Engineering, and Mathematics (STEM), and 3.) Inform participants interested in pursuing careers in the Nanoscience/nanotechnology field as to the importance of math and science courses at the secondary level. The North Dakota State College of Science (NDSCS) Center for Nanoscience Technology Training (CNTT) developed and delivered marketing and educational materials through mailing and outreach events throughout the state in the spring of 2007.

Adult Education and Family Literacy Act

- **Language Training**

Intensive language training with a focus on workplace vocabulary, safety and math was held. Achieve Global is soft skill training including critical thinking skills, which includes decision making, problem solving, mental visualization and reasoning.
- **Skill Training in Manufacturing**

Training included safety, forklift training, power and hand tools, blueprint reading, measurement tools including calipers, micrometers, as well as

Achieve Global leadership training. In addition, skill training in welding and Certified Nursing Assistant occurred.

- **Computer Training**
Level one, introduction to Computers and the internet. Level two included word processing and spreadsheets. Keyboarding included learning proper technique and improving speed and accuracy. Email included creating email accounts and learning to use the features of email.
- **Nurse Aide Training for Southwest Region**
Provided nurse aide training for the southwest region and moved a portion of CNA training into the education sector from the health-care sector. Increased visibility of nurse aide training and facilitate adequate reading skills for CNA training candidates.
- **Technology Needs Essential for Employment**
Students in Southeast North Dakota received instruction on technology needs essential for employment. Areas included basic computer skills necessary for entry level, maintaining positions, or career advancement. English Language Learners with a goal of transitioning to postsecondary education were provided with language instruction related to their field of interest. Employed English Language Learners were provided with language instruction specific to their needs for maintaining employment. Unemployed learners with a goal of entering employment were taught specific skills necessary for passing employment entrance tests.
- **Implementation of the Read Right Program**
The Read Right program was offered to all incoming Adult Learning Centers students who demonstrated either the need from TABE results or from their own requests. At times teachers would also refer students to the Read Right program in order to assist their students in becoming more proficient in reading.
- **Customer Service Training**
Customer Service training was provided for students to acquire the necessary computer skills for Customer Service positions; students were introduced to non-traditional careers; students experienced the proper use of business/office equipment; and students explored careers pertinent to their Interest Inventory.
- **Distance Learning**
Provide distance learning to adults outside the major cities. This project delivered GED preparation/improvement of academic skills via current technology available.

One-Stop Career Center System

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

Job Service North Dakota and the North Dakota Workforce Development Council recognize that a successful workforce development system requires partnership with all workforce development partners and organizations in the State. Our vision states, “Job Service North Dakota strengthens the economy of North Dakota as a strategic partner in the delivery of workforce services”. Job Service North Dakota’s mission identifies JSND as a provider of customer-focused services to meet the current and emerging workforce needs of the state. The North Dakota One-Stop structure gives business, students, job seekers, and the public One-Stop access to all federally-funded workforce development programs, as well as several state-funded programs.

Job Service North Dakota continues to implement enhancements to the One Stop Career Center’s service delivery to align with the North Dakota Talent Initiative. The North Dakota Talent Initiative is a single statewide strategic plan for education, workforce development and workforce training. The three pillars of the Talent Initiative are talent attraction, talent expansion and talent retention.

Job Service North Dakota’s newly aligned services are designed to meet the workforce needs of the State. North Dakota job seekers may receive skill assessment using tools such as KeyTrain™ and WorkKeys® to establish awareness of current skill levels. Skill levels of job seekers are compared to desired employment to ascertain how closely individual’s skills match those required for the occupational goal. The goal is that every job seeker who comes in contact with Job Service North Dakota will become a better job candidate.

Skill development opportunities are available through KeyTrain™, as well as other training programs administered, to increase the skill levels of job seekers when needed and desired. Workforce intelligence is compiled and disseminated to promote the careers in high demand in North Dakota offering high wages. North Dakota has identified five target industries including advanced manufacturing, energy, value added agriculture, technology based business and tourism services that are key to the North Dakota Talent Initiative.

The One-Stop Career Centers are the focal point of North Dakota’s One-Stop service delivery structure, supporting the human resource needs of business and the employment needs of job seekers. Employers use One-Stop Career Centers to help recruit workers they need for their businesses while job seekers and other participants can receive training and education, build their skills, and access federal assistance programs. Job Service North Dakota has sixteen Customer Service offices, with a presence on several Native American reservations. In addition, Job

Service North Dakota maintains a dynamic web presence. Business and job seeking customers benefit from accessing 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 IB
 - Adults
 - Dislocated Workers
 - Youth
- Wagner-Peyser
- Unemployment Insurance
- Job Opportunities and Basic Skills (JOBS)
- Labor Market Information (LMI)
- Veterans Employment and Training Programs
- Trade Adjustment Assistance
- Work Opportunity Tax Credit
- Parental Responsibility Initiative for the Development of Employment (PRIDE)
- Basic Employment Skills Training (BEST)
- North Dakota Workforce 20/20
- North Dakota New Jobs Training

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

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

North Dakota capitalizes on strengths each partner brings to the system while reducing or eliminating duplication of products and services. The simplicity in the 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. Program costs are based on the fair share allocation as determined by the State Memorandum of Understanding (MOU).

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) and *CareerOneStop* (www.careeronestop.org) is available at the One-Stop Career Centers. Well-trained One-Stop Career Center staff members ensure customers receive the appropriate 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 to aid in the identification of current skill levels and improvement of skills necessary for jobs within the targeted industries and demand occupations.

A new capability has been added to the on-line services. Job Spidering is a powerful online employment search tool that provides fast access to a database of thousands of jobs, within the single web site jobsnd.com. Job Spidering is a process that extracts content from jobs posted on the internet from a wide variety of sources. This functionality provides fast and easy access to a database that stores thousands of jobs.

Job Spidering benefits employers by increasing the number of job seekers who will see their job listing. Employers may view their openings and compare their listing to similar listings of competitors. Employers will have a real-time tool to compare their wage and benefit offerings to that of their competitors and make knowledgeable and logical changes to their listing. Employers can see a very localized and specific view of workforce recruitment activities.

Job Spidering benefits job seekers by providing a single portal of access to jobs from multiple sources. This saves job seekers time by providing a single interface for job search and a standard display of job listings. Job Spidering provides easy access to a large number of jobs from a wide range of sites that job seekers may otherwise be unaware of. Job seekers have access to a wider variety of sources providing higher paying jobs.

Additional on-line services for Job Seekers include:

- Access to job openings for all types of occupations.
- Create, save, and send resumes, job applications, and cover letters.
- Labor market information for progressive career planning.
- Virtual Recruiter to notify job seekers of available jobs.
- Assistance in planning a career, obtaining an education, and finding an employer.

Additional on-line services for Employers 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.
- Assistance in enhancing the current workforce with education and career planning opportunities.

The SHARE (Sharing How Access to Resources Empowers) Network is a web-based self-help referral system connecting Job Service North Dakota's One-Stop Career Centers with providers of services that help people obtain, retain, or advance in employment. The SHARE Network, developed by North Dakota, is the model utilized by the national Center for Faith-Based and Community Initiatives. The convenience of the SHARE Network enables One-Stop Career Center employees to make more informed referrals, and for faith-based and community organizations to consistently refer clients throughout the One-Stop Delivery system.

Over 800 workforce development, faith-based organizations, community organizations, businesses, and government agencies offering over 115 service options ranging from Abuse Counseling to Youth Services have joined the Network. Because these service providers become SHARE Network members easily and free of charge, use is strong and the tool is highly valued. The primary focus of the SHARE Network is to enable individuals to overcome barriers to sustainable employment.

Program Services, Cost Benefit, and Evaluation

A customer-focused approach, including an initial assessment of skill levels, abilities, and support services for individuals, 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
- Job Opportunities and Basic Skills (JOBS) clients
- Non-custodial parents
- Low-income individuals
- Migrants and seasonal farm workers
- Minorities
- New Americans
- Older individuals
- School dropouts
- Young men and women
- Veterans, and
- Others with multiple barriers to employment and training

A high-wage and high-demand occupation is the goal for all individuals and includes non-traditional choices. The North Dakota Talent Initiative identifies five targeted

industries; Value-Added Agriculture, Energy, Advanced Manufacturing, Technology Based Business, and Tourism. The Governor has identified these five targeted industries based on their positive impact in supporting the North Dakota economy. In addition, attention is targeted to high wage/high demand support industries that grow North Dakota's economy.

Veterans are provided priority of service in all Department of Labor funded programs when eligibility criteria are met.

Service to Adults and Dislocated Workers

The full range of core, intensive, and training services is available to adult and dislocated worker participants based upon 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.

Dislocated workers 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:

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, and follow-up services.

Intensive Services:

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 Services:

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.

The Governor's vision for increasing training access and opportunities for individuals is identified as one of the areas of continued improvement under the North Dakota Talent Initiative. Staff focuses on workforce improvement, preparation, and lifelong learning by improving the quality and quantity of training and education available to North Dakota's residents, ensuring the offerings respond to employer and skill demand, and making these development opportunities affordable and accessible.

Service to Youth

The One-Stop Career Center operator develops and implements youth activities in accordance with recommendations of the North Dakota Youth Development Council. The youth are assessed to determine the program activities that best meet their needs. The One-Stop Career Center 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, including common measures, for identifying the most effective youth activities provided by the One-Stop Career Center 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 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; or

- 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; or
- Face serious barriers to employment as documented by the case manager.

Although a minimum of thirty percent of Youth Program funds must be spent on out-of-school youth, a greater focus continues to be placed on serving this population.

Level of Service

The assessed needs, existing skills, and personal situation of the customer determines the level of services provided to customers, whether adults, dislocated workers, or youth. 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 with 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**

Individuals who received only core and intensive services had a lower Entered Employment rate than those individuals who received training services. When training is provided, it is for occupations currently in demand. The skills of individuals who opted for no training may be more suitable for lower demand occupations. This may require a longer time period to find suitable employment and may result in an individual leaving employment if skills don't meet job expectations. JSND is currently training staff to utilize KeyTrain to better assess the skill levels of individuals. Workforce Intelligence, aimed at skills in demand, helps influence decisions of a job seeker to seek skill development to meet employer needs.

- **Dislocated Worker Entered Employment**

Individuals who received only core and intensive services had a higher Entered Employment rate than those individuals who received 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 reemployed and retain employment because they have the skills in demand 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 new skills in the workplace.

- **Adult Average Earnings**

There is a significant difference in the Average Earnings. Skills attained through participation in training services enable the customers to become employed at a higher skill level than prior to participation. The average earnings for individuals who do not receive training services are often lower due to lower skill levels. A correlation exists between average earnings and training as higher skill levels result in earning potential.

- **Dislocated Worker Average Earnings**

There is a higher Average Earnings for individuals who received training than those individuals receiving only core and intensive services. Skills attained through participation in training services enable the customers to become employed at a higher skill level and higher wage. The average earnings for individuals who do not receive training services is often lower due to lower skill levels. A correlation exists between average earnings and training as higher skill levels result in earning potential.

- **Adult Retention Rate**

Individuals who received only core and intensive services had lower 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 opted for no training may be more suitable for 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. Training strengthens retention rate by preparing workers for skill demands for the current job market. Workforce Intelligence, aimed at skills in demand, helps influence decisions of a job seeker to seek skill development to meet employer needs.

- **Dislocated Worker Retention Rate**

Dislocated workers who received only core and intensive services had slightly lower Retention rates than those individuals who received training services. While it would be expected that those who were more "job ready" might be able to more successfully enter employment in a short span, it would also seem that those who receive differing service packages (core, intensive and training) would fare better in

the long term measure of retention. Training strengthens retention rate by preparing workers for skill demands for the current job market.

The level of involvement in the ten Youth Program elements or activities correlates with 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 exceeding the required 100 percent overall average for all youth performance measures with the exception of the literacy/numeracy measure. Per TEGL 09-07, outcomes against the literacy/numeracy measure will only be considered in the determination of incentives or sanctions if the state has implemented the measure for two or more years as a minimum of two years is needed to get valid data for this measure. The State plans to conduct training and develop best practices to ensure an increased Literacy/Numeracy performance result.

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 a maximum of twenty-five percent of the dislocated worker funds for statewide rapid response activities.

North Dakota evaluates the effectiveness of program activities and costs based upon 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 \$2,317. This reflects an increase of \$80 per participant from PY 2006. The overall cost per positive outcome for participants from all programs was \$3,254, an increase of \$1,048 from PY 2006.

The positive outcomes for Adults, Dislocated Workers, and Older Youth Programs include individuals who met the criteria for the entered employment and employment retention performance measures. For youth, the positive outcomes include individuals who met the criteria for placement in employment or education, attainment of degree or certificate and literacy and numeracy gains performance measure.

An individual may have more than one positive outcome. Each positive outcome enhances the individual'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 ¹ Served	Cost per Participant	Total Positive Outcomes	Cost per Positive Outcome
Adult	\$1,474,256	733	\$2,011	572	\$2,577
Dislocated Worker	\$713,210	260	\$2,743	230	\$3,101
Youth	\$1,502,770	600	\$2,505	332	\$4,526
TOTAL	\$3,690,236	1,593	\$2,317	1,134	\$3,254

¹Includes WIA Staff Assisted Services

Analysis of WIA performance measures is the primary method of program evaluation used this program year. North Dakota exceeded the required 100 percent overall average for the Adult, Dislocated Worker and Youth measures considered in determination of incentives and sanctions.

The Success of Workforce Investment Act Involvement

The Workforce Investment Act programs positively impact the lives of One-Stop Career Center customers on a daily basis. WIA success benefits both the individuals in becoming increasingly self-sufficient and North Dakota businesses seeking skilled job candidates. Several examples of successful WIA involvement follow:

Adult Success Stories

- Michael applied with Job Service in Rolla, our Customer Service Office located near the Turtle Mountain Indian Reservation. This area of the state experiences one of the highest unemployment rates within North Dakota.

After eligibility for the WIA Adult program was determined, Michael was selected for training. He completed 80 hours of Floor Hand Well Servicing Training at Williston State College in Williston, ND in August of 2008. The training consisted of 40 hours of safety instruction where he received various certifications including First Aid and CPR. The second portion of the training consisted of hands on training located on the actual oil rig drilling site.

Following the completion of training, Michael applied at various oil companies and has two interested prospects where he may be hired once he gets his drivers license reinstated. In the interim, Michael received and accepted a job offer from a pipeline company. He is currently working 60 to 70 hours a week laying pipe. The wage Michael receives is \$15 an hour up to 40 hours and time and a half for

the rest of the week. There are currently no benefits until he becomes a Union Member, which will occur at the end of September. At this time, he will also receive higher wages and benefits. Michael is grateful for the WIA assistance he received. He says he would never be where he is now if it weren't for the Rolla Job Service and the opportunity to improve his skills and find employment in the energy industry.

- Josh was a single, divorced father of two paying child support and not making enough income to be self sufficient. He transferred to a position in the Transportation Industry and was promised that working as a dispatcher, he would make twice his current salary. When this promise did not materialize, Josh decided to get his CDL license. He contacted the local Job Service Office for assistance. A review and assessment of his situation resulted in WIA Adult funding approval for CDL training, an occupation in high demand in the state. Upon successful completion of his CDL, Josh went to work for a former employer in Watford City as a CDL driver at \$20 per hour. After working for this employer for one month, Josh found a new job. Still working in the oilfields of Watford City, Josh is now enjoying his position as a Safety Trainer/CDL driver at \$27.50 per hour. He has worked in this position for two months and loves his job. WIA helped him increase his skills and obtain a required certification so that he truly is earning twice what he was earning as a dispatcher.

Dislocated Worker Success Stories

- Many employment opportunities are available in Mercer County to work in the energy industry. Since a local power plant recently adopted a new hiring practice that requires entry level laborers to have a degree in power plant technology, local residents, including high school graduates, are deciding to further their education to be able to stay in the area.

Temporary work was all a Beulah farmer could find even though he had some equipment operation experience. He applied at all the coal mines but was unsuccessful in being hired as a permanent employee. While he was receiving unemployment insurance, he was referred to a power plant as a temporary laborer during their spring turnaround. A permanent position was posted while he was working as a temporary, but he could not qualify without the necessary education. Because his work ethic was so commendable, one of the supervisors asked the power plant's headquarters personnel to see if the company would make an exception for him. The human resources director would not consider him for a laborer position due to the new policy.

After he was laid off from this position, he was encouraged to take the power plant technology online course so he could still farm and complete his education. Since he was a struggling western ND farmer, the cost of school was overwhelming. He qualified as a dislocated worker and WIA helped fund his education. Going back to school was very scary for him since the only education he had was a GED, and that was completed over 20 years ago. Because he was

very motivated and worked hard, he graduated on the president's honor roll. While he was in his last semester of school, the power plant had another temporary laborer position open to work a turnaround, and requested that he apply. Within a month of graduating with a certificate in power plant technology, a permanent position opened and he was hired.

- John had been working for manufacturing firm in Valley City when the business closed in April of 2007. John was trained as a mechanical drafter and had been working as such for the employer for 14 years. The building which housed the manufacturing firm was purchased by the Valley City Development Corporation and was scheduled to be leased to two Canadian manufacturing firms. Neither of these companies was in need of a mechanical drafter but one of the companies was hoping to find someone who could become an on-site manager for their US operation. If John was unable to find comparable work in Valley City, he and his family were going to have to relocate.

John had some of the skills they felt were necessary for the manager position but lacked knowledge of machining and the operation of a "job shop" manufacturing environment. The firm felt that with training in Solidworks CAD software and Mastercam machining software plus, working under the supervision of the shop manager from their Winnipeg operation, John would not only be able to contribute as a machinist to the new U.S. operation, but would also be "better able to estimate production costs, create more efficient part designs for customers, and optimally perform the administrative duties of a CNC shop manager".

John completed the requested formal training with the help of a state funded training program and worked under the supervision of the Winnipeg production manager for six months under a WIA OJT contract. He is now the general manager of the U.S. operation and is earning a salary of \$25 per hour. John, his wife, and two children are so thankful that they were able to stay in their community.

Youth Success Stories

- Dylan was enrolled in the WIA Youth program as a high school student with a physical disability in March of 2006. His career goal at the time of enrollment was to work as a respiratory therapist. After graduating from high school, Dylan enrolled in North Dakota State University's (NDSU) Respiratory Therapy program and worked with the WIA Youth program in obtaining work experience in his field of study.

He was placed in a work experience in May 2007 at sleep clinic in Fargo with the assistance of the WIA program. Upon completion of his work experience, he was hired part time as a polysomnographic technician while continuing his studies at NDSU.

Dylan had the following to say about his experience: “I just wanted to let you know that I appreciated your assistance, and the work experience program has given me a priceless experience that puts me leaps and bounds ahead of my fellow classmates that are pursuing similar careers in this field of study. My [work experience] supervisors commented on how easy the program was and enjoyed having my help on many projects. In return, I learned and progressed in this scientific field. The employer has acknowledged my abilities and offered me a part-time position within their company, which is wonderful for me to continue my work experience as an employee. Thank you and all involved that make this program possible.”

- Ann is a 19 year-old married female who was working part-time as a hotel maid. Her husband is serving a one-year sentence in the county jail. Ann had no training and was now responsible for the rent, utilities, and all aspects of daily life. Ann had received her GED but had very limited work experience. She was without food, had received eviction notices and was getting very depressed.

Ann came into the Job Service Office looking for a new job. She was referred to the WIA Youth Coordinator. The WIA Youth program provided assistance with rent, referral to Social Service for food stamps and information about local food pantries. In addition, information was provided to Ann regarding C.N.A. training along with labor market information showing the demand in the area. Ann decided that she needed to gain some occupational skills and was enrolled in the program. She excelled in the C.N.A. training. Ann started working as a C.N.A. as soon as she received notice of passing the state certification test. Ann reports feeling very satisfied with her decision and enjoys working with the residents of the Long Term Care facility.

Reporting and Performance Measure Tables

Table B - Adult Program Results At-A-Glance

¹Exit Period Covered by Measures—October 2006 through September 2007

²Exit Period Covered by Measures—April 2006 through March 2007

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate ¹	76.0	74.8	300
			401
Employment Retention Rate ²	82.5	81.9	272
			332
Average Earnings ²	9,300	10,499.10	2,824,259
			269

Table C – Outcomes for Adult Special Populations

¹Exit Period Covered by Measures—October 2006 through September 2007

²Exit Period Covered by Measures—April 2006 through March 2007

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services ³		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate ¹	63.2	24	79.2	19	67.7	42	70.0	14
		38		24		62		20
Employment Retention Rate ²	85.2	23	86.4	19	89.5	34	83.3	15
		27		22		38		18
Average Earnings ²	10,394	228,667	13,387.30	254,359	9,941.20	328,058	10,983.60	164,754
		22		19		33		15

³Public assistance is determined at the time of registration and is not updated during enrollment.

Table D – Other Outcome Information for the Adult Program

¹Exit Period Covered by Measures—October 2006 through September 2007

²Exit Period Covered by Measures—April 2006 through March 2007

Reported Information	Individuals Who Received Training Services	Individuals Who Received Only Core and Intensive Services		
Entered Employment Rate ¹	78.1	50	74.2	250
		64		337
Employment Retention Rate ²	90.4	104	77.4	168
		115		217
Average Earnings ²	12,515.10	1,276,540	9,267.80	1,547,719
		102		167

Table E – Dislocated Worker Program Results At-A-Glance

¹Exit Period Covered by Measures—October 2006 through September 2007

²Exit Period Covered by Measures—April 2006 through March 2007

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate ¹	84.0	86.2	100
			116
Employment Retention Rate ²	90.0	90.3	130
			144
Average Earnings ²	12,100	12,041.50	1,541,315
			128

Table F – Outcomes for Dislocated Worker Special Populations

¹Exit Period Covered by Measures—October 2006 through September 2007

²Exit Period Covered by Measures—April 2006 through March 2007

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers ³	
Entered Employment Rate ¹	85.7	18	90.9	10	85.7	12	50.0	N/A
		21		11		14		N/A
Employment Retention Rate ²	92.9	13	93.8	15	100.0	14	83.3	5
		14		16		14		6
Average Earnings ²	13,425.50	161,106	8,997.70	134,965	12,436.60	174,112	6,488.80	32,444
		12		15		14		5

³ The number in numerator and denominator was too small to report.

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

¹Exit Period Covered by Measures—October 2006 through September 2007

²Exit Period Covered by Measures—April 2006 through March 2007

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate ¹	79.2	42	92.1	58
		53		63
Employment Retention Rate ²	91.1	51	89.8	79
		56		88
Average Earnings ²	12,741.20	637,060	11,593.00	904,255
		50		78

Table H.1 – Youth (14-21) Results At-A-Glance

¹Exit Period Covered by Measures—October 2006 through September 2007

	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education ¹	63.0	63.8	187
			293
Attain Degree or Certificate ¹	43.0	53.4	140
			262
Literacy or Numeracy Gains ²	30.0	11.1	5
			45

²The Literacy and Numeracy Gains measure will only be considered in incentive and sanction determinations once ND has implemented the measure for two or more years. Since PY 2007 is only the beginning of the 2nd year of implementation, this measure is not included in the calculation of the Percent of Negotiated Level Achieved column. Reporting period is July 1, 2006 – June 30, 2007.

Table L - Other Reported Information¹Exit Period Covered by Measures—January 2005 through December 2006²Exit Period Covered by Measures—October 2006 through September 2007

	12 Month Employment Retention Rate ¹		12 Month Earnings Change (Adults & Older Youth) ¹ or 12 Month Earnings Replacement (Dislocated Workers) ¹		Placements for Participants in Nontraditional Employment ^{2,3}		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment ²		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services ^{2,3}	
Adults	86.6	284	3,992.40	1,297,526	0.00	0	4,556.90	1,367,075	0.00	0
		328		325		300		300		50
Dislocated Workers	91.0	142	107.30	1,784,065	0.00	0	6,437.30	643,726	0.00	0
		156		1,662,299		100		100		42

³During this last reporting year, North Dakota changed their management information systems. Due to differences in data collection systems, we are unable to accurately report the number of non-traditional employment and training related exiters.

Table M - Participation Levels¹Period Covered by Measures—July 2007 through June 2008²Period Covered by Measures—April 2007 through March 2008

	Total Participants Served ¹	Total Exiters ²
Total Adult Customers	11,093	13,283
Total Adult Self Service only	10,145	12,617
WIA Adults	10,933	13,185
WIA Dislocated Workers	193	123
Total Youth (14-21)	713	361
Out-of-School Youth	272	168
In-School Youth	441	193

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		1,474,256
Local Dislocated Workers		713,210
Local Youth		1,502,770
Rapid Response (up to 25%) §134 (a) (2) (A)		126,380
Statewide Required and Allowable Activities ¹ (up to 15%) §134 (a) (2) (B)		905,863
Statewide Allowable Activities §134 (a) (3)		
Total of All Federal Spending Listed Above		4,722,488

¹Includes expenditures for required and allowable activities. North Dakota does not account separately for individual statewide activities.

**Table O - Local Performance
(Include This Chart for Each Local Area in the State)**

Local Area Name <u>State of North Dakota</u>	Total Participants Served	Adults	10,933
		Dislocated Workers	193
		Youth	713
ETA Assigned # <u>38005</u>	Total Exiters	Adults	13,185
		Dislocated Workers	123
		Youth	361
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	76.0	74.8
	Dislocated Workers	84.0	86.2
Retention Rate	Adults	82.5	81.9
	Dislocated Workers	90.0	90.3
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9,300	10,499.10
	Dislocated Workers	12,100	12,041.50
Placement in Employment or Education	Youth (14 – 21)	63.0	63.8
Attain Degree or Certificate	Youth (14 – 21)	43.0	53.4
Literacy or Numeracy Gains ¹	Youth (14 – 21)	30.0	11.1
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance"))		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	0	5

¹The Literacy and Numeracy Gains measure will only be considered in incentive and sanction determinations once ND has implemented the measure for two or more years. Since PY 2007 is only the beginning of the 2nd year of implementation, this measure is not included in the calculation of the Percent of Negotiated Level Achieved column.

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