

# ***Workforce Investment Act***

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Annual Report  
Program Year 2006



**JOB  
SERVICE**  
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## Workforce Investment Act Success

The State of North Dakota continues to successfully serve Adult, Dislocated Worker and Youth program participants and strives to meet performance measures. Workforce Investment Act Incentive grants support innovative workforce development and educational activities. Throughout PY 2006 Incentive Grants were utilized to fund a variety of new workforce development activities to expand the services available in the One-Stop Delivery System.

Examples of WIA Title I Incentive Grant activities include:

- Develop a Workplace Skills Certification program and build awareness of the certification as a common metric for assessing and improving workers' skills. The Workplace Skills Certification is a portable certification that signifies to an employer that an individual has certain fundamental skills necessary for success in the workplace, according to three subject areas: Applied Mathematics, Reading for Information, and Locating Information.
- Enhance One-Stop Center resource room adaptive technology and access devices for individuals with disabilities.
- Expand the non-custodial parent pilot program to the North East region of the state. This partnership between the court systems, Child Support Enforcement and Job Service North Dakota, is designed to provide individuals in arrears on child support with case management services that assist with employment barriers.
- Install a state-of-the-art interactive video network system in each of the eight planning regions. This system will enhance the capacity of the partners of the One-Stop System to coordinate training and delivery of services to target populations. The partners will develop protocols for establishing priority system use, scheduling of the system, and maintaining the system.

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*

- Using the Jobs for Americas Graduates (JAG) principles, operate up to three demonstration sites targeting school districts with significant populations of dropouts or students at-risk. The at-risk factors leading to dropping out of school or not being able to transition into career employment will be benchmarked and demonstration results will be compared to benchmarks to document improvements.
- Develop and deploy an updated data collection system for schools. The goal of this project will be to have a functional data collection system that schools will use

to enter the required student data. The measurement is that all schools will be able to log onto the system and use the data collected for their school or institution.

- Identify skill gaps in the petroleum industry and devise solutions to address these gaps as workers are needed to expand the workforce and fill the pipeline.

#### *Adult Education and Family Literacy Act*

- Expand pilot programs in customer service and certified medication aide training. Expand English as a second language, to accommodate industry specific on-site training, designed to provide job seeking and job keeping employment strategies in addition to enhanced basic and skill training to unemployed, underemployed, and youth in target areas of the state.
- Develop two pilot sites to provide distance learning to adults outside the major cities. This project will deliver GED preparation/improvement of academic skills via current technology available.
- Provide capacity building and training to staff delivering services to adult populations with emphasis on new research and teaching methods in math, writing, and reading.
- Continue to provide additional skills building for GED graduates who plan to pursue higher education and/or career technical training.

## **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”. The 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 has implemented 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.

The newly aligned services are designed to meet the workforce needs of the state. All job seekers may receive skill assessment using the ACT's tools, 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. Every job seeker that 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.

In addition to the talent reclamation initiative described above, earlier this year North Dakota submitted an application for a Workforce Innovation for Regional Economic Development grant application (WIRED). This application demonstrates the efforts that have been undertaken to identify regional economies, leverage resources from public and private sector and further defines our focus on developing talent as evidenced by our 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 seventeen 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
- National Emergency Grants

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 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](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 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.

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.

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.
- Assistance in enhancing the current workforce with education and career planning opportunities.

The SHARE 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. To optimize utilization, 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 700 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-skill and high-demand occupation is the goal for all individuals and includes non-traditional choices. 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 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.



The full range of core, intensive, and training services is available to dislocated workers based upon 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:*

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.

## **Service to Youth**

The One-Stop Career Center operator develops and implements youth activities in accordance with recommendations of the 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 did not receive training may be in 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 results in targeting job seeker 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 —**

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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 is 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 slightly higher Average Earnings for individuals who received only core and intensive services than those individuals receiving training. Dislocated workers selected for training had a higher need for training and skill development than the dislocated workers enrolled in only core and intensive services. These newly trained individuals may enter employment at entry levels as opposed to experienced workers seeking employment in a similar occupation/industry following core or intensive services. Experienced workers typically enter employment at a higher wage than those with newly attained skills.
- **Adult Worker 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 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. Training strengthens retention rate by preparing workers for skill demands for the current job market.
- **Dislocated Worker Retention Rate—**  
Dislocated workers who received only core and intensive services had a slightly higher Retention rates 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 retain employment because they have not demonstrated application of the new skills in the workplace. Training and employment in an entirely new occupation/industry may result in lower satisfaction levels which may in lower retention rates.

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 achieving less than the required 100 percent overall average for all youth performance measures.

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 \$2,237. This reflects an increase of \$94 per participant from PY 2005. The overall cost per positive outcome for participants from all programs was \$2,206, an increase of \$331 from PY 2005.

The positive outcomes for Adults, Dislocated Workers, and Older Youth Programs include individuals who met the criteria for the entered employment, employment retention and employment and credential performance measures. For younger youth, the positive outcomes include individuals who met the criteria for skills attainment, diploma or equivalent attainment, and retention 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 <sup>1</sup> Served	Cost per Participant	Total Positive Outcomes	Cost per Positive Outcome
Adult	\$1,502,906	741	\$2028	647	\$2323
Dislocated Worker	\$610,920	245	\$2494	320	\$1909
Youth	\$1,665,403	703	\$2369	746	\$2232
<b>TOTAL</b>	<b>\$3,779,229</b>	<b>1689</b>	<b>\$2237</b>	<b>1,713</b>	<b>\$2,206</b>

<sup>1</sup>Includes WIA Staff Assisted Enrollments

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 82.6 (out of 100) indicates program participants are satisfied with the results of their personal investment in the WIA Programs. This slight increase in the participant customer satisfaction actual performance level from PY 2005 level of 82.5 indicates continued satisfaction with the program.

The actual performance level for the employer customer satisfaction rate in PY 2006 was 81.5. This significant increase from PY 2005 level of 79.4 indicates continued employer satisfaction with the program.

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 and Dislocated Worker. Youth performance measures were a challenge in North Dakota with a focus on servicing increased numbers of at-risk Youth. Since the implementation of the Workforce Investment Act, North Dakota has exceeded the required 100 percent overall average for WIA Adult and Dislocated performance measures.

### **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. Several examples of successful WIA involvement are as follows:

#### Adult Success Stories

- A local roadway maintenance department was having difficulty filling a job opening for a position within their GIS project when they became aware of the WIA training programs. Jay had just recently completed the GIS technician certificate program at a local college and was having difficulty finding employment without experience.

Jay had not been involved in many employment situations in his past, so a WIA Work Experience was pursued with the road maintenance department as the worksite.

When Jay learned that his supervisor was leaving for employment in a different position with the state, Jay was very interested in filling the position as supervisor. With Jay's education, he was a shoo-in for the job. With the aid of WIA On-the-Job training, Jay is now being training in his supervisor's job. Jay started out as a temporary employee earning \$12/hr and now is a full-time, permanent employee earning \$16.97/hr, plus benefits and working in his area of educational training.

Jay is elated and the roadway maintenance department is sold on the programs Job Service North Dakota has to offer.

- Jacob was a veteran of the Navy trained as an electronics technician. In the civilian sector he had worked in maintenance and repair of office machines, in machinery maintenance for a large pasta manufacturing firm in the state that subsequently closed, and as a supervisor of construction laborers. Jacob was now seeking employment in electronics.

An employer in the television broadcasting business was looking for a chief engineer and the Job Service North Dakota business services staff discussed the workplace skills testing that could be administered. Jacob completed the assessment and his results in “observation”, a high skill demand for the chief engineer position were considered. Following the interview, the employer was impressed enough for Jacob to be placed on an on-the-job training contract. Jacob successfully completed the OJT.

Jacob continues to work at the television broadcasting business, and has increased his wage by 65% since beginning the training. This is an incredible success story not only for Jacob, an unemployed veteran, but for the business and for the newly implemented Workplace Skills testing administered by the Skill Development unit of Job Service North Dakota. Jacob now has the potential to earn \$40,000 this year.

#### Dislocated Worker Success Stories

- Cheryl, a 20 year old young woman, was receiving unemployment benefits following her layoff from a downtown retail store. While employed, she earned \$7.10/hour and received no benefits. Cheryl was also taking online classes, working toward an Associate degree in Accounting and Business Management. She was utilizing funding for her education through federal Pell grant and student loans.

During an in-person eligibility review for her unemployment benefits Cheryl commented that she'd like to get a job in an office so she could start gaining experience for the future. An assessment took place and an opportunity for WIA enrollment was immediately presented. A career interest assessment supported her career interests. A Work Experience opportunity as a Receptionist/Office Clerk was pursued. A worksite was located, the request to utilize Dislocated Worker funding was approved, and Cheryl started her full-time experience with a wage of \$7.50 per hour. Cheryl caught on quickly to job tasks and was extremely helpful to the customers.

After only 205 hours on work experience, Cheryl gave her two-week notice and was off to better things! She was hired by a finance and lease firm in the community to work full-time as a Customer Service Representative. She now earns \$8.55/hour with full benefits. With her full-time job she continues to take a full-time online class schedule. The final evaluation she received from the

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worksite manager stated, “She did an outstanding job and was a wonderful addition to our staff.”

- Tom is a veteran who had been dislocated from the New Town Correctional facility during the large layoff by the Three Affiliated Tribes in first quarter of 2007. He was also in the process of a divorce and was devastated by the additional loss of his employment. He met with WIA staff at the Rapid Response session held in New Town, and was encouraged to complete his labor exchange registration with Job Service North Dakota and prepare several resumés in the different areas he felt he could work.

Veteran and WIA staff traveled to New Town to meet with Tom and provided him with career counseling, explanation of Veterans benefits, out of area job search assistance, and relocation assistance once a job was obtained.

Tom had an interview with a correctional facility in southwestern North Dakota that hired him on the spot with work to begin as quickly as possible. Tom received WIA assistance for transportation and housing expenses. Tom loves his job and expressed appreciation for all the Veteran and WIA staff provided to assist him. He continues to work at the correctional facility and has completed his probationary period. Tom now receives full benefits and will have the potential to earn \$25,000 to \$30,000 within the first one to two years of employment.

- Tyler is a young man that was dislocated from employment following the Four Bears Bridge building project in New Town. He was referred to WIA for possible assistance to attend Bismarck State College (BSC) in the Electrical Lineman program.

Tyler interviewed with a local Electric Co-op and was offered summer employment. Following the summer of work, Tyler was strongly encouraged to pursue the training in Bismarck and WIA provided assistance with the cost of the training.

Upon completion of the Electrical Lineman Certificate program at BSC, Tyler is now successfully employed by the Electric Co-op. He has the potential to earn \$28-35,000 in the first year.

### Youth Success Stories

- Jamal was referred to the Minot Job Service office by his probation officer. He was fresh out of the county jail where he was placed after his arrest and conviction for theft of property. His sentence was one year in county jail with fines and restitution.

Jamal had been on his own since he was 15 years old. Following his brother, Jamal moved to Minot, started in school and also started to get in trouble with the



law. Jamal continued to spiral downward losing his drivers license and getting arrested during his senior year of high school.

During the first meeting with Jamal, the WIA Youth Coordinator could see he was intelligent and his TABE scores verified it. He needed to obtain his GED, so this set the stage for his employment development plan of action.

The first priority was a referral to the Adult Learning Center in Minot. Within a month Jamal had passed all of his tests. He was referred to the electrical apprentice program; however, he was not accepted. Keeping our spirits high, we moved ahead to look at employment opportunities as the next step.

Jamal expressed interest in the building trades, but had no work history in this field. With Jamal's conviction, probation status, and no driver's license, employment in the building trades seemed a stretch.

The WIA Youth Coordinator was able to convince a contractor to provide a work site under the WIA Youth Employment and Training Program. The contractor agreed and even provided transportation for Jamal. This paid work experience lasted until Minot Job Service hosted a construction job fair. Jamal was encouraged to attend and to bring copies of his resume. The job fair was successful for Jamal. He was hired by one of the companies and has maintained his employment, gotten his drivers license back, and is working on becoming an independent contractor.

- When Jackie came into the Wahpeton office in November 2006, she was seeking financial assistance in obtaining her GED. Her sense of purpose and the goals she had for herself was very impressive. After she completed her GED, Jackie wanted to find work to assist her in paying her way through college. Jackie eventually wants to complete her PhD in Child Psychology.



Jackie was living with her sister and providing childcare for her sister's children when she became involved with the Workforce Investment Act (WIA) Youth program. Jackie indicated she had dropped out of high school a year and a half before because she was having a difficult time dealing with the deaths of numerous family members within a short period of time.

Jackie completed her GED within just a few weeks. She felt the best way for her to earn enough money to attend college was to become trained as a Certified Nurse Assistant (CNA). Through the WIA Youth Program, tuition assistance, testing fees and a transportation allowance were provided for Jackie to attend CNA training in Fargo three evenings each week. Jackie's perseverance enabled her to commute the 100 mile round trip in the middle of winter and complete the CNA training. The Youth program also provided part-time work experience for

Jackie at St. Catherine's Living Center, a long-term care facility. Jackie passed her CNA certification and was immediately hired by St. Catherine's Living Center as a full-time CNA. In addition, Jackie received assistance through the WIA Youth Program for uniforms needed for work.

Jackie is a very positive person and has such a sunny personality. It has been a joy working with her. Jackie has been able to move out of her sister's home and into a place of her own. She works hard and is well liked by the residents, administration and co-workers at *St. Catherine's Living Center*. College is still her goal and Jackie is well on her way to the independent and successful life she wants for herself.

## Reporting and Performance Measure Tables

### Table A – Workforce Investment Act Customer Satisfaction Results

Exit Period Covered by Measures—January 2006 through December 2006

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level — American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	79	82.6	623	882	882	70.6
Employers	77.5	81.5	838	7,038	954	87.8

### Table B - Adult Program Results At-A-Glance

<sup>1</sup>Exit Period Covered by Measures—October 2005 through September 2006

<sup>2</sup>Exit Period Covered by Measures—April 2005 through March 2006

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate <sup>1</sup>	74.5	75.8	260
			343
Employment Retention Rate <sup>2</sup>	83.0	77.4	304
			393
Average Earnings <sup>2</sup>	8,500	9,235	2,807,440
			304
Employment and Credential Rate <sup>1</sup>	58.0	61.0	83
			136

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

<sup>1</sup>Exit Period Covered by Measures—October 2005 through September 2006

<sup>2</sup>Exit Period Covered by Measures—April 2005 through March 2005

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services <sup>3</sup>		Veterans <sup>4</sup>		Individuals With Disabilities		Older Individuals <sup>4</sup>	
Entered Employment Rate <sup>1</sup>	73.7	42	81.8	18	66.7	10	40.5	17
		57		22		15		42
Employment Retention Rate <sup>2</sup>	80.2	85	65.2	15	79.3	23	78.6	11
		106		23		29		14
Average Earnings <sup>2</sup>	9,419.50	800,660	11,796.90	176,953	8,905	204,814	7,371.20	81,083
		85		15		23		11
Employment and Credential Rate <sup>1</sup>	69.0	20	50.0	N/A	53.3	8	80.0	N/A
		29		N/A		15		N/A

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

<sup>4</sup>The number in numerator and denominator was too small to report

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

<sup>1</sup>Exit Period Covered by Measures—October 2005 through September 2006

<sup>2</sup>Exit Period Covered by Measures—April 2005 through March 2006

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate <sup>1</sup>	82.3	65	73.9	195
		79		264
Employment Retention Rate <sup>2</sup>	82.6	123	74.2	181
		149		244
Average Earnings <sup>2</sup>	10,568.90	1,299,978	8,328.50	1,507,462
		123		181

**Table E – Dislocated Worker Program Results At-A-Glance**<sup>1</sup>Exit Period Covered by Measures—October 2005 through September 2006<sup>2</sup>Exit Period Covered by Measures—April 2005 through March 2006

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate <sup>1</sup>	82.0	82.3	130
			158
Employment Retention Rate <sup>2</sup>	89.0	88.7	149
			168
Average Earnings <sup>2</sup>	11,300	12,388.30	1,845,859
			149
Employment and Credential Rate <sup>1</sup>	62.0	57.7	41
			71

**Table F – Outcomes for Dislocated Worker Special Populations**<sup>1</sup>Exit Period Covered by Measures—October 2005 through September 2006<sup>2</sup>Exit Period Covered by Measures—April 2005 through March 2006

Reported Information	Veterans <sup>3</sup>		Individuals With Disabilities <sup>3</sup>		Older Individuals <sup>3</sup>		Displaced Homemakers <sup>3</sup>	
Entered Employment Rate <sup>1</sup>	81.3	13	85.7	12	66.7	8	66.7	N/A
		16		14		12		N/A
Employment Retention Rate <sup>2</sup>	81.8	18	78.9	15	84.6	11	100.0	N/A
		22		19		13		N/A
Average Earnings <sup>2</sup>	18,222.30	328,002	10,704.40	160,566	16,264.80	178,913	8,609.50	N/A
		18		15		11		N/A
Employment and Credential Rate <sup>1</sup>	66.7	N/A	66.7	N/A	50.0	N/A	37.5	N/A
		N/A		N/A		N/A		N/A

<sup>3</sup> The number in numerator and denominator was too small to report.

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

<sup>1</sup>Exit Period Covered by Measures—October 2005 through September 2006

<sup>2</sup>Exit Period Covered by Measures—April 2005 through March 2006

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate <sup>1</sup>	81.7	49	82.7	81
		60		98
Employment Retention Rate <sup>2</sup>	88.3	68	89.0	81
		77		91
Average Earnings <sup>2</sup>	12,164.40	827,176	12,576.30	1,018,683
		68		81

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

<sup>1</sup>Exit Period Covered by Measures—October 2005 through September 2006

<sup>2</sup>First Reporting Period—July 1, 2006 - June 30, 2007

	Negotiated Performance Level <sup>3</sup>	Actual Performance Level	
Placement in Employment or Education <sup>1</sup>	N/A	66.9	174
			260
Attain Degree or Certificate <sup>1</sup>	N/A	50.2	114
			227
Literacy or Numeracy Gains <sup>2</sup>	N/A	45.5	5
			11

<sup>3</sup>No negotiated levels for PY 2006

**Table H.2 - Older Youth Results At-A-Glance**

<sup>1</sup>Exit Period Covered by Measures—October 2005 through September 2006

<sup>2</sup>Exit Period Covered by Measures—April 2005 through March 2006

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate <sup>1</sup>	77.0	69.6	39
			56
Employment Retention Rate <sup>2</sup>	84.0	88	66
			75
Six Month Earnings Increase <sup>2</sup>	2,900	3,706.60	277,993
			75
Credential Rate <sup>1</sup>	43.0	42.9	36
			84

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

<sup>1</sup>Exit Period Covered by Measures—October 2005 through September 2006

<sup>2</sup>Exit Period Covered by Measures—April 2005 through March 2006

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate <sup>1</sup>	66.7	12	0	0	78.6	11	71.7	33
		18		0		14		46
Employment Retention Rate <sup>2</sup>	80	24	0	0	91.3	21	88.9	48
		30		0		23		54
Six Month Earnings Increase <sup>2</sup>	2,644.40	79,333	0	0	3,648.90	83,924	3,790.40	204,684
		30		0		23		54
Credential Rate <sup>1</sup>	54.2	13	0	0	41.7	10	42.9	30
		24		0		24		70

**Table J – Younger Results At-A-Glance**<sup>1</sup>Exit Period Covered by Measures—April 2006 through March 2007<sup>2</sup>Exit Period Covered by Measures—April 2005 through March 2006

	Negotiated Performance Level	Actual Performance Level	
Skills Attainment Rate <sup>1</sup>	73.0	70.0	397
			567
Diploma or Equivalent Attainment Rate <sup>1</sup>	75.0	54.8	80
			146
Retention Rate <sup>2</sup>	76.0	81.3	148
			182

**Table K – Outcomes for Younger Special Populations**<sup>1</sup>Exit Period Covered by Measures—April 2006 through March 2007<sup>2</sup>Exit Period Covered by Measures—April 2005 through March 2006

Reported Information	Public Assistance Recipients <sup>3</sup>		Individuals With Disabilities		Out-of-School Youth	
Skills Attainment Rate <sup>1</sup>	71.0	76	72.6	251	52.4	55
		107		346		105
Diploma or Equivalent Attainment Rate <sup>1</sup>	46.2	12	54.3	44	32.5	13
		26		81		40
Retention Rate <sup>2</sup>	70.6	24	83.9	73	71.0	44
		34		87		62

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



**Table L - Other Reported Information**<sup>1</sup>Exit Period Covered by Measures—January 2004 through December 2005<sup>2</sup>Exit Period Covered by Measures—October 2005 through September 2006

	12 Month Employment Retention Rate <sup>1</sup>		12 Month Earnings Change (Adults & Older Youth) <sup>1</sup> or 12 Month Earnings Replacement (Dislocated Workers) <sup>1</sup>		Placements for Participants in Nontraditional Employment <sup>2,3</sup>	Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment <sup>2</sup>		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services <sup>2</sup>		
Adults	82.5	339	3,293.90	1,353,778	0.4	N/A	3,790.00	985,404	64.6	42
		411		411		N/A		260		65
Dislocated Workers	92.5	161	98.1	1,910,450	.8	N/A	5,650.40	734,551	63.3	31
		174		1,947,614		N/A		130		49
Older Youth	80.6	75	2,791.30	259,595	2.6	N/A	2,753.70	107,396		
		93		93		N/A		39		

<sup>3</sup> The number in numerator and denominator was too small to report.**Table M - Participation Levels**<sup>1</sup>Period Covered by Measures—July 2006 through June 2007<sup>2</sup>Period Covered by Measures—April 2006 through March 2007

	Total Participants Served <sup>1</sup>	Total Exiters <sup>2</sup>
Total Adult Customers	15,813	11,147
Total Adult Self Service only	14,827	10,569
WIA Adults	15,568	10,995
WIA Dislocated Workers	245	152
Total Youth (14-21)	702	330
Younger Youth (14-18)	545	251
Older Youth (19-21)	157	79
Out-of-School Youth	258	144
In-School Youth	444	186

**Table N - Cost of Program Activities**

Program Activity		Total Federal Spending
Local Adults		1,502,906
Local Dislocated Workers		610,920
Local Youth		1,665,403
Rapid Response (up to 25%) §134 (a) (2) (A)		109,207
Statewide Required and Allowable Activities <sup>1</sup> (up to 15%) §134 (a) (2) (B)		550,979
Statewide Allowable Activities §134 (a) (3)		
<b>Total of All Federal Spending Listed Above</b>		<b>4,439,415</b>

<sup>1</sup>Includes 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	15,568
		Dislocated Workers	245
		Older Youth	157
		Younger Youth	546
ETA Assigned # <u>38005</u>	Total Exiters	Adults	10,995
		Dislocated Workers	152
		Older Youth	79
		Younger Youth	251
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	79	82.6
	Employers	77.5	81.5
Entered Employment Rate	Adults	74.5	75.8
	Dislocated Workers	82.0	82.3
	Older Youth	77.0	69.6
Retention Rate	Adults	83.0	77.4
	Dislocated Workers	89.0	88.7
	Older Youth	84.0	88.0
	Younger Youth	76.0	81.3
Average Earnings/Earnings Change/Earnings Replacement in Six Months	Adults	8,500	9,235.00
	Dislocated Workers	11,300	12,388.30
	Older Youth	2,900	3,706.60
Credential/Diploma Rate	Adults	58.0	61.0
	Dislocated Workers	62.0	57.7
	Older Youth	43.0	42.9
	Younger Youth	75.0	54.8
Skill Attainment Rate	Younger Youth	73.0	70.0
Placement in Employment or Education <sup>1</sup>	Youth (14 – 21)	N/A	66.9
Attain Degree or Certificate <sup>1</sup>	Youth (14 – 21)	N/A	50.2
Literacy or Numeracy Gains <sup>1</sup>	Youth (14 – 21)	N/A	45.5
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
	7		10

<sup>1</sup>No negotiated levels for PY 2006

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