

PY 2004 ANNUAL REPORT

Workforce Investment Act



**JOB
SERVICE**
North Dakota



Table of Contents

Continued WIA Success in North Dakota	2
North Dakota’s One-Stop Career Center System	4
Program Services, Cost Benefit, and Evaluation	7
Service to Adults and Dislocated Workers	8
Service to Youth	9
Level of Service	10
Cost Benefit and Evaluation	12
The Success of Workforce Investment Act Involvement	14
Reporting and Performance Measure Tables (Submitted to USDOL via electronic reporting system.)	

Continued WIA Success in North Dakota

The State of North Dakota was one of a few states to receive Workforce Investment Act Incentive Grants for the past four program years.

- Program Year 2000, one of twelve states
- Program Year 2001, one of sixteen states
- Program Year 2002, one of twenty-three states
- Program Year 2003, one of nineteen states

The incentive grants in the amount of \$750,000 or more each year support innovative workforce development and educational activities. With the PY 2002 Incentive Grant the state funded 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:

- Install a state-of-the-art Polycom system in each of the eight planning regions. The Polycom System enhances 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, booking the system, and maintaining the system.
- Develop and operate an Intensive Re-employment Demonstration Project in a minimum of one pilot area of the state. The goal is to test various services and methods of the deliver of those services to determine the impact on reducing the duration of unemployment insurance for Unemployment Insurance claimants. The project will evaluate innovative methods that promote rapid re-employment.
- Develop and deliver training to front line staff on awareness of cultural diversity and needs. The goal is to more readily understand how to serve One-Stop System customers by understanding their cultural diversity and needs. This includes youth cultural diversity and needs. This is especially important as we promote and implement active recruitment of individuals from minority populations, including persons with disabilities, to fulfill the workforce needs of the state.
- Install a North Dakota Occupational Information System (OIS) for use by One-Stop System partners in program planning. The OIS provides education and training program planners with easy access to information and data on occupational projections, wages, education/training program completers, location of existing training programs, and several other elements which are clustered around common groups of occupations and training programs.

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 marketing and tools to increase the awareness, and interest in Career & Technical Education (CTE) programming across the state. This project should increase the number of students in CTE and/or number of CTE program offerings available to students.
- 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.
- Provide training to instructors from all schools and institutions that add Information Technology (IT) courses to their curriculum offerings. During the summer of 2005, training sessions were conducted for all interested instructors. Additionally, in the summer of 2004, a statewide Graphical Information System (GIS) software and virtual networking software was purchased to enable all schools to utilize either software package for the IT course taught in the schools. In-service and initial IT course training was provided to 50 to 75 teachers through the summer of 2005, and have GIS and virtual networking software available for every school that would like to offer an IT course in these areas.

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 employment enhancement 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.

North Dakota's 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 is the state and local administrative entity that provides services under Title IB, which serves adults, dislocated workers, and youth.

The cornerstone of the North Dakota Workforce System is the One-Stop service delivery structure aimed at integrating programs, services, and governance structures. 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.

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 Native American reservations, and various college campus locations. 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/North American Free Trade Act (TAA/NAFTA)
- Senior Community Service Employment Program (SCSEP)

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

- Other WIA Title IB Programs
- Adult Education and 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)

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

North Dakota capitalizes on strengths each partner brings to the system while reducing or eliminating duplication of products and services. The simplicity in structure with defined roles and responsibilities of all partners allow case managers and providers to deliver the services necessary for North Dakota's growth and competitive edge.

The 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, if needed.

On-line services for Job Seekers include:

- Access to job openings for all types of occupations.
- Create, save, and send resumes, job application and cover letters.
- Labor market information for progressive career planning.
- Virtual Recruiter to notify job seekers of available jobs.
- 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. SHARE represents *Sharing How Awareness of Resources Empowers* – an innovative method of breaking down barriers to services and exposing all of North Dakota to critically needed resource information. To optimize utilization, the convenience of the SHARE Network enables One-Stop Career Center employees to make more informed referrals, and faith-based and community organizations to consistently refer clients throughout the One-Stop Delivery system.

Over 650 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. This created dramatic growth in collaboration efforts in a short time period. Because these service providers become SHARE Network members easily and free of charge, use is strong and the tool is highly valued. The SHARE Network embodies the vision of the One-Stop Delivery system and enables 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 each individual, is available through the One-Stop Career Centers. This approach is used to determine the needs of various population groups such as:

- Individuals with a disability
- Dislocated workers
- Displaced homemakers
- Individuals with multiple barriers to employment
- JOBS clients
- Non-custodial parents
- Low-income individuals
- Migrants and seasonal farm workers
- Minorities
- New Americans
- Older individuals
- School dropouts
- Young women
- Veterans
- Women, and
- Others with multiple barriers to employment and training

A High-skill and high-demand occupations 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 is 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:

(Tier One) 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.

(Tier Two) 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.

(Tier Three) Individual Training:

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 would 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, for identifying the most effective and ineffective 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 may include those who are economically disadvantaged. Individuals must also face a defined barrier to academic or employment success by demonstrating inclusion in one of the following categories:

- Deficient in basic literacy skills
- School dropout
- Homeless, runaway, or foster child
- Pregnant or parenting
- Offender; 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 is 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 and Dislocated Worker 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. The state continues to explore potential tools to better assess individual skills and to better analyze skills in demand.
- **Adult Earnings Change in Six Months—**
There is a significant difference in the Earnings Change in Six Months. Skills attained through participation in training services enable the customers to become employed at a higher skill level than prior to participation. The earnings change for individuals who do not receive training services is often lower due to pre-program income. These individuals may be seeking other job factors, such as, working conditions, job satisfaction, skill utilization, etc.
- **Adult and Dislocated Worker Retention Rates—**
Individuals who receive only core and intensive services have higher Retention rates than those receiving training services. This is consistent with the WIA concept of providing services based on individual need. Those receiving only core and intensive services need only minimal assistance to become re-employed and retain employment because they have the skills desired in the current job market. Individuals receiving training may find it more difficult to retain employment because they have not demonstrated application of the new skills in the workplace.
- **Dislocated Worker Earnings Replacement Rate—**
Skills attained through participation in training services, enabled customers to become re-employed at a higher skill level resulting in higher wages. In addition, due to the direct relationship between skill level and wage, customers receiving

training services to upgrade skill levels have a much higher Dislocated Worker Earnings Replacement Rate because their pre-participation wage levels were much lower than the pre-participation wage levels of customers receiving only core and intensive services.

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 negotiated level 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 \$1,939. This reflects an increase of \$111 per participant from PY 2003. The overall cost per positive outcome for participants from all programs was \$1,753, an increase of \$52 from PY 2003.

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 Served	Cost per Participant	Total Positive Outcomes	Cost per Positive Outcome
Adult	\$1,663,795	916	\$1,816	786	\$2,117
Dislocated Worker	\$708,413	292	\$2,426	423	\$1,675
Youth	\$1,828,573	959	\$1,907	1,187	\$1,540
TOTAL	\$4,200,781	1,167	\$1,939	2,396	\$1,753

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 78.7 (out of 100) indicates program participants are satisfied with the results of their personal investment in the WIA Programs. This slight reduction in the participant customer satisfaction actual performance level from PY 2003 indicates continued satisfaction with the program.

The actual performance level for the employer customer satisfaction rate in PY 2004 was 79.3. This slight reduction from PY 2003 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 all negotiated levels of performance. This is an improvement over PY 2003 when sixteen of the seventeen measures were exceeded.

The Success of Workforce Investment Act Involvement

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

Adult Success Stories

(Excerpts reprinted with permission from The Bismarck Tribune, Sunday, May 15, 2005 Edition. Kayla Cogdill, Reporter. Anita Burris was a past One-Stop Career Center client, and Workforce Investment Act program participant.)

- Four years ago, they left on a train at midnight returning to North Dakota. With only pieces of mismatched luggage and no home, Anita Burris and her three children were starting a new life after her troubled marriage. They left a bad situation and unfulfilled dreams in North Carolina.

Two dreams became a reality as mother and daughter graduated. Anita Burris graduated from Bismarck State College and oldest daughter, Jenny Burris, graduated from Bismarck High School. Although the road has been bumpy, both worked to make their dreams a reality.

Starting over was challenging for Anita, but Jenny said the change wasn't earth shattering. Instead, she takes her past with a grain of salt. "Everything happens for a reason, and I truly believe that," Jenny said. "Bad stuff happens, but good stuff happens, too."

After graduation, both women are pursuing careers in the medical field. Anita, with an Associate of Science degree, hopes to become a clinical laboratory technician. Jenny is attending North Dakota State University this fall, majoring in radiological science.

Jenny always knew she wanted to go to college, and so did her mother. But Anita didn't know if she'd ever have the chance. "I always knew I wanted to be a nurse since I was a little girl, but I got married and had children. I didn't think I could devote that much time to school," she said. "Especially now as a single mother of three." She said becoming a lab tech was her best option considering nurses' stress level and the amount of time it would have taken her to graduate.

Education wasn't even an option for Anita when the family moved to Bismarck. She said she had little work history and people skills, but had to get a job. "I was scared and didn't have a lot of self-confidence," Anita said. Her sister-in-law took her to JC Penney, and she was hired on the spot. After four years, Anita doesn't know how to thank them enough for giving her a chance—or if she will ever leave Penney's. People ask me if I can't wait to leave JC Penney when I'm a lab tech. I tell them I'll always stay, even if it is only part-time on the weekends," she said.

When looking back on how life used to be, both agree their lives are better in Bismarck. "I always tell Jenny, 'Don't repeat my mistakes, make your own.'" Anita said. "It (her marriage) was always a rough relationship and people ask, 'Why doesn't she leave?' I can't explain how difficult it is with the feelings of helplessness, isolation and depression. It's not black and white, and it's not that simple. For me, I couldn't have made it without my daughter."

- Steve is a 28-year-old individual who suffers from Tourette's Syndrome. He graduated from high school eleven years ago; however, Steve continues to be academically challenged, especially in math. Although he had worked bagging birdseed for the same employer since 1993, Steve was economically disadvantaged due to the seasonal nature of his position.

Steve was having great difficulty finding full-time employment, perhaps because of occasional involuntary use of inappropriate words, a common condition of Tourette's. He longed to live on his own, but due to his financial situation, he had to continue living with his parents.

Steve enjoys physical activities and working with mechanics or in a manufacturing setting. He describes himself as a hard worker, on time, and steady. He knew he wasn't the fastest worker but he keeps on working and tries to get as much done as he can. Steve was looking for a training opportunity to develop his job skills and was very interested in a welding position with a local company.

The Jamestown Job Service Customer Service Office enrolled Steve into the Workforce Investment Act Adult program and placed him in on-the-job training in a welding position in November of 2004. He began in a training position as a welder in November of 2004 with a starting wage of \$12.57/hour. Steve successfully completed his training in May of 2005 and continues to work with the same employer as a full-time employee at \$14.57/hour with company benefits!

Dislocated Worker Success Stories

- When a bus manufacturing company in a rural area of the state transferred motor coach production positions to the Canadian branch of the business operation, a husband and wife pair of employees lost their jobs. Both individuals qualified as Dislocated Workers under the Trade Adjustment Assistance (TAA) program.

They each decided to further their education. After serious consideration of positions in demand in the nearby communities of their rural home, they decided to take the same classes and get the same degree. Each of them decided to pursue a two-year degree in the Computer and Network Technician field from Northland Community and Technical College in East Grand Forks, Minnesota. Both husband and wife did very well in their on-line classes. They graduated in May of 2005 and found permanent, full-time employment in the wind energy industry.

Although they commute to their new jobs, they made the decision to remain living in the rural community of Grafton, North Dakota. Each day, they travel the 40 miles together. They are excited about their new careers with a growing company.

- Laurie McGlone, worked as a trainer in a local inbound telecommunicating business. When the business closed, the One-Stop Career Center staff met Laurie as she participated in the Rapid Response workshops and re-employment activities. Although Laurie had some concerns about returning to school, based on past experiences and her current age of 40 years old, Laurie decided to return to college for additional training. Workforce Investment Act funds were utilized and Laurie enrolled in the newly available Licensed Practical Nurse program at Lake Region State College (LRSC). Laurie graduated in May 2005 as a Licensed Practical Nurse (LPN) with a cumulative GPA of 3.0.

During the time she was in training, Laurie experienced many family-related events including issues with children, an ill and subsequent death of her father-in law, and the job loss and unemployment of her husband. During these difficult times, Laurie's faith, friends and family helped her through.

Laurie is currently employed in the surgical department of a hospital in a community within commuting distance. She is also enrolled in the Registered Nurse program that evolved from the LPN program at LRSC. Through all this, Laurie has maintained her positive attitude and contagious smile. She was a joy to work with and was very appreciative of all the assistance she received while enrolled in the Workforce Investment Act program. Laurie has earned the utmost respect and admiration for her commitment to success from the staff at the Devils Lake One-Stop Career Center.

Youth Success Stories

- Brian was 17 years of age and a junior in high school when he was referred to the WIA Youth Program at Job Service North Dakota. He had been receiving special education services since he was four years of age.

Brian was a hard worker and had a good work history of summer jobs. His long-range career plans were very uncertain. His limitations would perhaps make it difficult to obtain permanent employment after graduation.

The Job Service WIA case manager and Brian's resource room teacher worked together providing career exploration along with training in life skills, including money management, which utilized budgeting assistance available on the jobsnd.com website.

In Brian's senior year he was referred to Rehabilitation Consulting & Services. Based on this referral, he received a comprehensive vocational assessment at the Productive Alternatives Center in Fergus Falls, MN.

A meeting was held with Brian, his resource room teacher, Job Service case manager, vocational rehabilitation counselor, Productive Alternatives counselor, and his mother.

Brian indicated interest in a position as a production laborer. His assessment through Productive Alternatives indicated the likelihood of success in this area.

A plan was put in place for the Job Service case manager to contact manufacturing firms and share information from Brian's assessment and details on his solid work history.

The Job Service staff member would also be able to advise potential employers of Brian's eligibility for an on-the-job training program or work experience. Brian had been applying for production openings on his own as well.

A local manufacturer of wood products hired Brian as a production laborer with a starting wage of \$8.80 per hour. The company chose to hire him without using an on-the-job training program or work experience.

According to the human resource coordinator at this company, Brian is performing well in his position. He has been with the company for six months and states he likes the work and feels he is doing a good job.

- Jacob, a 16-year old high school student, was an only child living with his mom, a single parent. He has a diagnosis of Attention Deficit Disorder and received special education services to help him with his concentration and classroom performance. Jacob had low self-esteem and preferred to be alone. His high school counselor referred him to the Workforce Investment Act (WIA) Program when he was 16 years old. When the WIA staff started working with Jacob he was extremely shy and had a difficult time sharing any kind of information.

Jacob attended the *Pieces of Life* classes at the Anne Carlsen Center for Children and was taught personal-social skills including self-awareness, self-confidence, behaving responsibly, interpersonal skills, independence, decision-making, and communication.

In addition to attending this class, Jacob attended Jamestown High School. The *Pieces of Life* class helped Jacob, develop his communication skills and improve his self-confidence. Jacob's instructor stated that he participated in class and added a lot to the class discussions. When asked about the *Pieces of Life* class, Jacob stated, "My instructor, was a very good teacher. She explained things to where I could understand stuff, and I am very grateful for this class. It helped me a lot."

After working on a dairy farm for one summer, Jacob decided he would not return to school. However, after taking a tour of the Quentin Burdick Job Corps Center through the *Pieces of Life* class, he changed his mind, applied, and was accepted into the Job Corps Center. During his time at Job Corps, he obtained his GED and completed the Welding program.

Jacob's WIA Case Manager assisted him in finding employment as a Production Welder receiving \$11 per hour, and the Job Corps Center assisted Jacob with moving expenses.

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