

# Workforce Investment Act Annual Report PY 2010



**JOB  
SERVICE**  
*North Dakota*

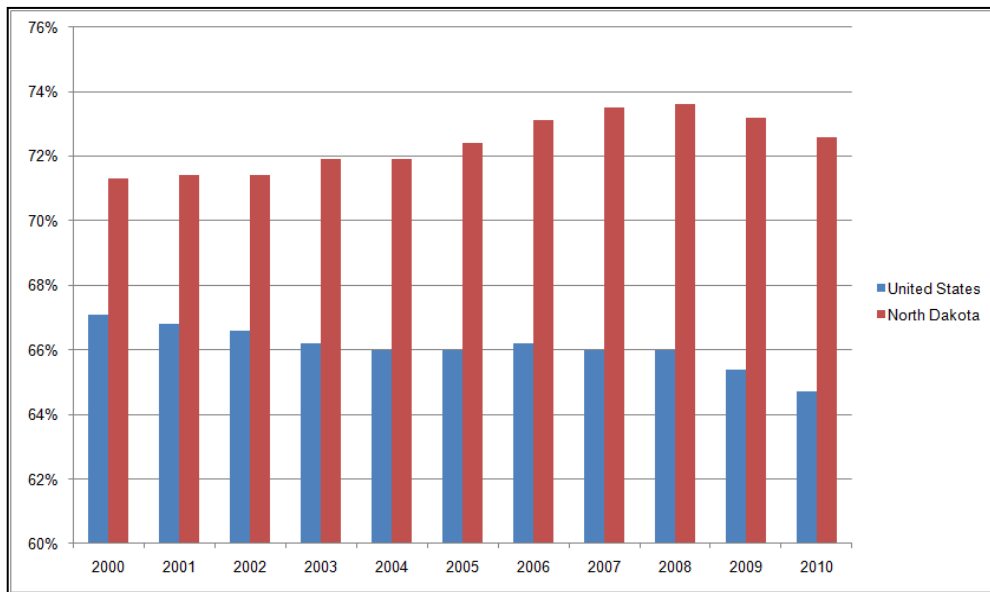


# Table of Contents

Employment Trends in North Dakota .....	2
Governor’s Vision for the Workforce System .....	6
One-Stop Career Center System .....	9
Successful WIA Partnerships .....	12
Program Services, Cost Benefit, and Evaluation .....	13
Service to Adults and Dislocated Workers .....	14
Service to Youth.....	15
Evaluation of Workforce Investment Activities .....	16
Level of Service .....	17
Cost Benefit and Evaluation.....	19
Workforce Investment Act Waivers .....	20
Success of Workforce Investment Act Involvement .....	21
Reporting and Performance Measure Tables .....	28

## Employment Trends in North Dakota

North Dakota is unique compared to other states when it comes to employment trends. It was one of only six states that showed an increase of covered employment from 2009 to 2010. It boasted a 2.35 percent change of covered employment, more than triple of Alaska's .67 percent change, the second highest state increase. North Dakota has also displayed a high labor force participation rate compared to the nation (Figure 1). The most recent (2010) annual Current Population Survey figures show North Dakota's labor force participation rate for resident's age 16 years and older was 72.6 percent, compared to 64.7 percent for the United States.



**Figure 1: Labor force participation as a percentage of the civilian noninstitutional population**

Source: Bureau of Labor Statistics, Current Population Survey

From 2007 to 2010 North Dakota's labor force participation rate was the highest in the nation. Not only was labor force participation high, but the unemployment rate was quite low compared to the United States. In 2010, the unemployment rate in North Dakota was 3.9 percent, while the United States had an unemployment rate of 9.6 percent. In fact, North Dakota has had the lowest unemployment rate in the nation since April 2009.

### Industry Projections

The 2008-2018 industry projections\* expect job growth for most industries in North Dakota. Table 1 displays the top ten industries expected to add the most jobs to North Dakota's economy while Table 2 displays the top ten industries with the highest projected growth rates. Healthcare and Social Assistance is expected to add 7,669 jobs in a ten year period, almost double the amount of any other industry. Mining is projected to grow 35.95 percent from 2008-2018 and with current labor force trends attributed to the oil boom in western North Dakota, it is likely to exceed its projected growth rate.

Industry Title	2008 Employment Estimate	2018 Employment Projection	Numeric Change
Total Employment, All Jobs	420,109	458,634	38,525
Health Care and Social Assistance	49,312	56,981	7,669
Accommodation and Food Services	29,872	33,747	3,875
Construction	20,827	24,048	3,221
Finance and Insurance	16,361	19,405	3,044
Educational Services	36,329	39,060	2,731
Mining, Quarrying, and Oil and Gas Extraction	6,803	9,249	2,446
Professional, Scientific, and Technical Services	12,962	15,324	2,362
Retail Trade	43,155	45,379	2,224
Wholesale Trade	19,882	21,836	1,954
Government	35,272	37,065	1,793

**Table 1: North Dakota industries with the highest projected numeric job growth from 2008-2018**

Source: Job Service North Dakota, Labor Market Information Center

Industry Title	2008 Employment Estimate	2018 Employment Projection	Percent Growth
Total Employment, All Jobs	420,109	458,634	9.17%
Mining, Quarrying, and Oil and Gas Extraction	6,803	9,249	35.95%
Management of Companies and Enterprises	4,287	5,703	33.03%
Finance and Insurance	16,361	19,405	18.61%
Professional, Scientific, and Technical Services	12,962	15,324	18.22%
Health Care and Social Assistance	49,312	56,981	15.55%
Construction	20,827	24,048	15.47%
Real Estate and Rental and Leasing	3,467	3,939	13.61%
Accommodation and Food Services	29,872	33,747	12.97%
Arts, Entertainment, and Recreation	3,706	4,178	12.74%
Transportation and Warehousing	13,676	15,206	11.19%

**Table 2: North Dakota industries with the highest projected percent growth from 2008-2018**

Source: Job Service North Dakota, Labor Market Information Center

\*The National Bureau of Economic Research (NBER) declared December 2007 as the official start of the national "great recession." The national unemployment rate stood at 7.1% in December 2008 resulting in estimated job losses of 3.7 million. North Dakota, on the other hand, reported an unemployment rate of 3.8% and actually experienced estimated job gains of 2,500 during the same time period. In fact, it took nearly a year after the start of the national recession for North Dakota's economy to begin feeling any trickle-down effects. Why is all this important when it comes to the 2008-2018 projections? Since this round of long-term projections uses 2008 as its base year, which was a net-gain year for jobs in North Dakota and an economic cycle employment peak year, the relative strength of our economy affects North Dakota's long term outlook a bit differently than the national outlook. Nationally, the 2008 base year already had recession related employment declines built in. However, for North Dakota, substantial employment declines began to materialize in early 2009 so these projections are beginning from a base where employment was at a cycle peak. Therefore, projections for some of the most recession-impacted industries may not be as robust as they could have been if projecting from a cycle trough.

## Occupational Projections

Occupational projections are calculated by looking at growth openings (number of anticipated openings due to new demand for that occupation) and replacement openings (number of anticipated openings due to workers who permanently leave an occupation due to retirement, death, change of job, etc.). Occupations with the highest projected percent growth typically correspond to the industries that expect a high level of growth. Occupations typically found in the mining industry are fast growing occupations as well as occupations typically found in the healthcare industry. Table 3 displays the top 20 fastest growing projected occupations in North Dakota. The table is just an example of the variety of fast growing occupations in the state.

Occupation	2008 Estimated Employment	2018 Projected Employment	Percent Growth
Roustabouts, Oil and Gas	1,162	1,754	50.95%
Service Unit Operators, Oil, Gas, and Mining	764	1,147	50.13%
Network Systems and Data Communications Analysts	311	465	49.52%
Wellhead Pumpers	230	333	44.78%
Derrick Operators, Oil and Gas	623	856	37.40%
Financial Analysts	364	491	34.89%
Personal Financial Advisors	309	415	34.30%
Petroleum Pump System & Refinery Operators	120	159	32.50%
Home Health Aides	2,077	2,748	32.31%
Market Research Analysts	178	234	31.46%
Cost Estimators	679	892	31.37%
Cargo and Freight Agents	252	328	30.16%
Electrical & Electronics Repairers, Substation	141	183	29.79%
Heating, Air Conditioning, Refrigeration Mechanics	699	907	29.76%
Helpers--Electricians	156	202	29.49%
Computer Software Engineers, Applications	675	874	29.48%
Pharmacy Technicians	506	655	29.45%
Woodworking Machine Setters, Oprs., Except Sawing	582	750	28.87%
Veterinary Technologists and Technicians	167	215	28.74%
Civil Engineers	644	828	28.57%

**Table 3: North Dakota occupations with the highest projected percent growth from 2008-2018**

Source: Job Service North Dakota, Labor Market Information Center

Education can also play a role in predicting where employment trends are heading. It is projected that 13,425 new jobs will be created for occupations requiring some type of post secondary education from 2008-2018. Occupations that require an associates' degree are expected to grow by 17.1 percent and occupations that require a doctoral degree are expected to grow by 19.0 percent. Occupations requiring short-term on-the-job training (<30 days) are projected to grow by 7.8 percent, moderate-term on-the-job training (1-12 months) by 11.7 percent and long-term on-the-job training (>12 months) by 4.1 percent.

## North Dakota Job Openings Data

Online job openings statistics provide a timely overview of the current supply/demand dynamic of North Dakota's labor market. Job Service North Dakota online labor exchange system is the underlying source for the job openings and resume data produced. The latest online job openings totaled 14,580 open and available positions (Figure 2). Openings were 49.9 percent higher (+4,853) than one year ago. Of the 22

non-military major occupational groups, sales and related reported the largest number of openings with 1,836, followed by transportation and material moving with 1,822 and office and administrative support with 1,248. Eleven major occupational groups reported over-the-year gains of 50 percent or more.

Active resumes totaled 15,835 (Figure 3). Active resumes were 7.1 percent lower (-1,206) than one year ago. Of the 22 non-military major occupational groups, office and administrative support reported the largest number of active resumes with 3,502, followed by construction/extraction with 1,600 and transportation/material moving with 1,432.

North Dakota's rate of active resumes per job opening (supply/demand rate) was 1.1. One year ago it was 1.8. North Dakota's rate of unemployed per job opening was 1.0 compared to the United States rate of 4.6.

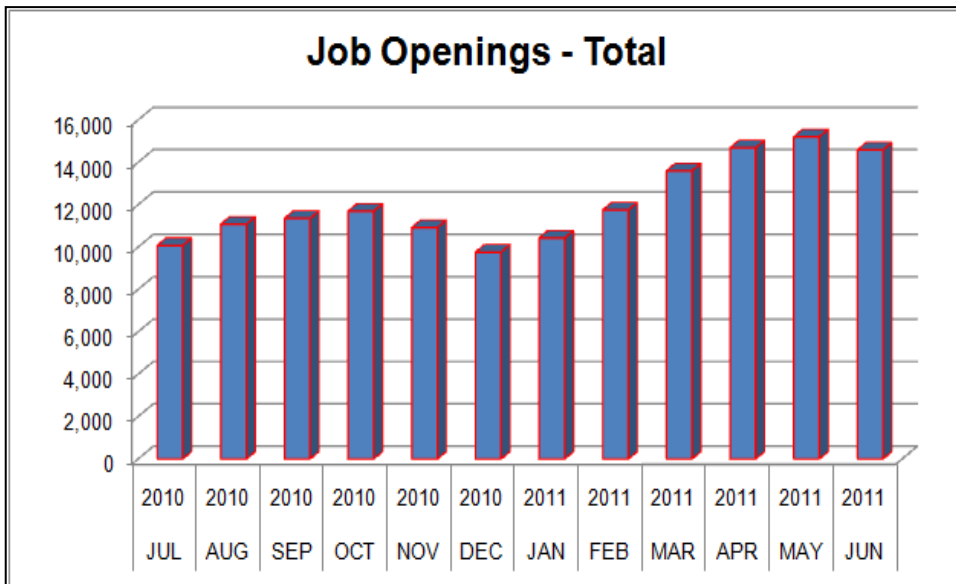


Figure 2: North Dakota's total job openings from July 2010 - June 2011

Source: Job Service North Dakota, Labor Market Information Center

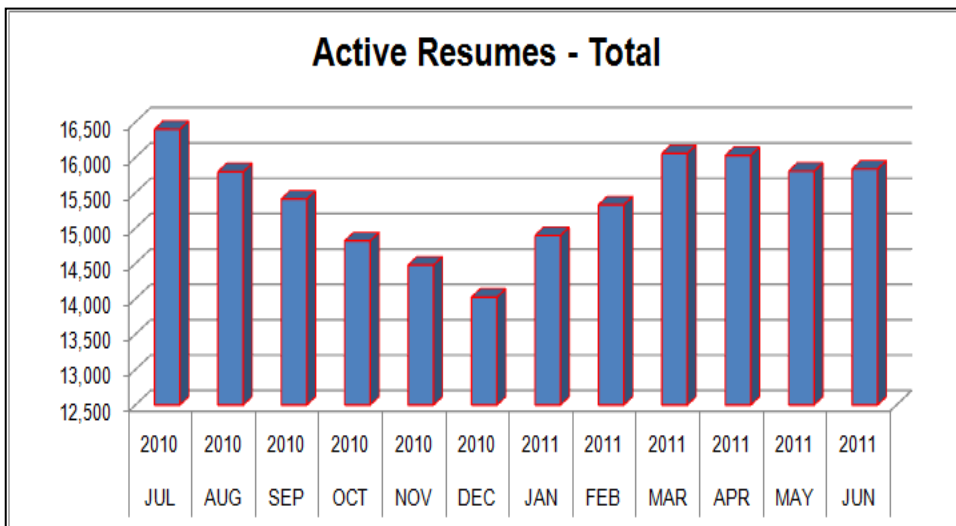


Figure 3: North Dakota's total active resumes from July 2010 - June 2011

Source: Job Service North Dakota, Labor Market Information Center

## **Governor's Vision for the Workforce System**

Governor Jack Dalrymple has been proactive in his efforts to help drive the North Dakota economy by ensuring that North Dakota has both a favorable business climate and workforce climate that is ready and able to respond to the changing needs of the citizens, business, and industry in the state.

The Governor's vision of bringing together all key players is illustrated through his leadership in working with key industries in the State and effectively addressing specific workforce issues. North Dakota has taken additional steps to ensure that education, workforce and economic development efforts are fully integrated and working toward the same goals by development of a Single Biennial State Strategic Plan for all of workforce development, workforce training and talent attraction.

This concept was further strengthened by legislation enacted by the 2009 Legislature which sets the requirement that annually, Job Service North Dakota, the Department of Career and Technical Education, the Department of Commerce, and the State Board of Higher Education, submit a report to the Division of Workforce Development relating to their respective current workforce initiatives and activities and their plan for future workforce initiatives and activities.

Governor Dalrymple is providing state leadership focused on expanding the economy of the state, expanding high-skill employment opportunities, creating new wealth and increasing the personal income of the State's residents. Governor Dalrymple has focused resources on six pillars to support building North Dakota's future. These six pillars are education, economic development, agriculture, energy, technology, and quality of life. These six pillars are important to preparing the state and tribal workforce for economic development.

The Governor supports a demand-driven workforce system which ensures North Dakota business and industry have access to an available and qualified pool of talent, workers have access to life-long learning, and no worker is left behind.

By expanding the North Dakota workforce system's capacity to be market-driven, responsive to local economic needs, and a contributor to the economic well-being of the state, Governor Dalrymple is promoting North Dakota's workforce quality, enhanced productivity, and economic competitiveness.

The North Dakota Demand Driven Workforce System supports a collaborative response to the workforce challenges of North Dakota business and industry and the North Dakota workforce which includes:

- Targeting investment of resources and support for private and public sector partnerships to ensure the development of workers' skills in high-growth demand occupations based on industry need;
- Increasing integration of education and training providers' efforts with business and the public workforce system activities to meet the training needs for the skills required in high growth targeted industries; and

- Providing workers with career ladders to opportunities in high growth demand occupations and expanding the North Dakota workforce system's capacity to be market driven and responsive to local economic needs.

To support the Governor's vision for a demand driven workforce system, WIA training funds are focused on individuals interested in the following Target Industries and high wage/high demand occupations:

- Advanced Manufacturing
- Value-Added Agriculture
- Energy
- Technology
- Tourism
- Healthcare
- Transportation
- Construction

The state of North Dakota is a single local area under the Workforce Investment Act (WIA). The Workforce Development Council serves as both the state and local Workforce Investment Board. Job Service North Dakota (JSND) is the designated State Workforce Agency 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.

The One-Stop Delivery System Memorandum of Understanding establishes cooperative and mutually beneficial relationships between the required partners and other WIA partners. Partner programs collaborate to create a seamless system of service delivery that enhances customer access to program services and long-term employment outcomes for individuals receiving assistance. This participation is vital to the success of the One-Stop Delivery System. The partners have adopted the following guiding principles to support the MOU.

- Informed Customer Choice will be available. All services, policies and actions will be designed to include informed customer choice whenever possible.
- Services will be comprehensive. All job seekers, workers, and employers will be served comprehensively in a seamless system which addresses their needs, coordinates service across programs, and minimizes duplication.
- Services will be integrated. All functions will be coordinated and integrated where feasible. This will be accomplished through partner agencies jointly serving common customers, supporting interagency in-service training to one another, and providing information and services that most directly meet the customer's needs.
- Services will be customer focused. Provide the means for customers to judge the quality of services and make informed choices about which services will meet their unique and individual needs.

These partnerships build a system that supports the mission of the Workforce Development Council.

**Mission - North Dakota Workforce Development Council**

*"North Dakota's workforce – educated and prepared to successfully compete in a dynamic economy"*

## One-Stop Career Center System

Job Service North Dakota (JSND), the designated State Workforce Agency that provides services under Title IB, which serves adults, dislocated workers and youth has 16 One Stop Career Centers known as Job Service North Dakota Customer Service Offices; one is located on a Native American Reservation. These 16 offices are the focal point of North Dakota's One-Stop service delivery system. In addition to the physical locations, [www.jobsnd.com](http://www.jobsnd.com), the agency website, offers an online presence available 24/7 for the convenience of all customers.

Businesses use JSND Customer Service Offices to post jobs, recruit workers, obtain labor market information, and access business resources. Job seekers utilize employment listings, participate in job search workshops, and have access to training services to build their skills. Businesses and job seekers benefit from a combination of the on-line, self-service system or from the assistance of trained professional staff members. In addition, Customer Service Offices provide general, seasonal or industry related job fairs.

The North Dakota One-Stop system gives all stakeholders including businesses, students, job seekers, researchers, and public officials access to all federally-funded workforce development programs, as well as several state-funded programs.

Funding streams for One-Stop Career Center services include:

- Workforce Investment Act (WIA) Title IB-Adults, Dislocated Workers and Youth
- Wagner-Peyser
- Unemployment Insurance
- Job Opportunities and Basic Skills (JOBS)
- Labor Market Information (LMI)
- Veterans Employment and Training Programs (VETS)
- Trade Adjustment Assistance
- Foreign Labor Certification
- 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' 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 the 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](http://www.jobsnd.com)) and *Career OneStop* ([www.careeronestop.org](http://www.careeronestop.org)) is available from any location that has internet access, and is available through resource rooms located at the JSND Customer Service Offices. Well-trained JSND staff members ensure customers receive the appropriate services to meet their needs.

One-on-one assistance is available from JSND staff members. Job seekers are assessed to identify current skill levels and gaps. The assessment information is used to determine skill development opportunities within the targeted industries and high demand occupations.

Information gathered from business assessments is used to identify workforce strategies included in a service plan for the business. A new feature of the JSND on-line system is the capability to design business usage reports. These reports and the workforce strategies allow JSND staff to offer additional services beyond self service, such as improved job description and recruitment methods.

JSND's on-line system ([jobsnd.com](http://jobsnd.com)) is a single job listing site that provides fast access to a database of thousands of jobs. Job Spidering is a powerful on-line employment search tool that captures job listings from other sources such as corporate web sites, on-line newspaper listings, and other private job boards. These job openings are added to Job Service North Dakota's internal job listings and displayed in the same format as internal listings. Since the implementation of job spidering in January 2008, the total number of job listings has increased by as much as 50 percent.



Job Service North Dakota compiles the *Online Job Openings Report*, providing real-time information identifying the supply of skilled individuals seeking employment compared to employers demand. The identification of skills gaps in the supply and demand chain is critical. Training decisions are targeted to meet employer needs, while skilled workers are connected to jobs in demand.

The number of job openings available has gained national media attention for the State of North Dakota. This has contributed to a 32% increase in the number of out-of-state individuals registering and looking for jobs in ND during the 2nd quarter of 2011 when compared to the 2nd quarter of 2010.

Employers benefit from Job Spidering as more job seekers view job openings on jobsnd.com than would otherwise be viewed on the individual corporate website. Employers may compare their job openings to similar openings of competitors for wage and benefit comparisons. This information allows employers to remain competitive and see a localized and specific view of workforce recruitment activities.

Job Spidering benefits job seekers by providing a single portal for access to jobs from multiple sources. This saves job seekers time by providing a single site for job search and a standard job listing format.

On-line services for Job Seekers include access to:

- Job openings for all occupations from various sources.
- Ability to create, save, and send resumes, job applications, and cover letters.
- Labor market information for progressive career planning.
- A Virtual Recruiter to notify job seekers of available jobs.

On-line services for Employers include access to:

- Exposure of job openings to the largest applicant pool in North Dakota.
- A Virtual Recruiter to notify businesses of available applicants whose resumes meet their specific needs
- Labor market information to gain a competitive advantage.

Another online tool for both job seekers and employers is the SHARE (Sharing How Awareness of Resources Empowers) Network. This is a web-based, self-help referral system connecting the One-Stop system customers with providers of services to help individuals overcome barriers to sustainable employment. Over 700 workforce development, faith-based organizations, community organizations, businesses, and government agencies offering 116 service options have joined the Network.

Job Service North Dakota participates as a stakeholder in the Transition from Prison to Community Initiative (TPC). The TPC is the statewide initiative to transition inmates back to the community from incarceration at the Department of Corrections and Rehabilitation in a safe, effective manner. The efforts include work on issues that impede successful inmate transition.

## Successful WIA Partnerships

The state of North Dakota continued several contracts as part of a statewide workforce strategy. WIA Title I Discretionary (15%) contract activities include:

- **Skills Development Project**  
New Americans, underemployed and unemployed individuals were provided manufacturing and healthcare industry job skill training through the Skills Development Project located in the Skills and Technology Training Center. Eligible participants received instruction in one or more of the following programs: Workplace Language, Manufacturing Sector Training Skills Development Project or Certified Nursing Assistant (CNA). During PY 2010, 19 individuals participated in the program. Of these 19 individuals, all 19 successfully completed their training activities.
- **Jobs for America's Graduates (JAG) Pilot Programs**  
The pilot programs serve at-risk youth with the goal of keeping them in school or assisting them to return to school and connecting them to career employment at the end of their high school education. The JAG pilot programs were established in public school districts and colleges with significant numbers of drop-outs and at-risk students using the JAG, Inc. model and principles. The expectation is to meet or exceed established performance measures. An advisory group was established to manage the JAG pilots.
- **Information Technology Career Awareness Program**  
Due to a significant IT workforce shortage, the Information Technology (IT) Career Awareness program was developed to inform students, parents and educators of IT career opportunities in North Dakota. Freshman career classes, science, math, English and communication were targeted. Opportunities were provided for interaction with students, parents and educators through classroom visits, job fairs, teacher in-services and conventions, and Marketplace for Kids and Entrepreneurs. Promotional information was distributed to the state's Regional Educational Associations for dissemination to the school counselors. As of June 30, 2011, 8,737 students, 1,000 parents, and 250 educators were reached.
- **Community Reentry Program for Prisoners**  
In addition to the WIA Title I Discretionary funding, this pilot program included a Workforce Enhancement grant. Partners included the ND Department of Commerce, ND Department of Corrections and Rehabilitation, Bismarck State College, and Job Service North Dakota with the purpose of providing welding skills training to soon to be released prison inmates. The goal is to reduce prisoner recidivism by providing education and work programs that lead to high-wage, high-skilled employment. Successful completion of the training program will enable inmates to transition into society as productive citizens while helping reduce a growing workforce labor shortage in North Dakota.

## Program Services, Cost Benefit, and Evaluation

The JSND Customer Service staff members provide individuals with a customer-focused approach to initial assessment of skill levels, abilities, and support services. This approach is used to determine the needs of various population groups including:

- Dislocated workers including displaced homemakers
- Individuals with multiple barriers to employment including disabilities
- Job Opportunities and Basic Skills (JOBS) clients
- Low-income individuals
- Migrants and seasonal farm workers
- Minorities
- New Americans
- Older individuals
- School dropouts
- Young men and women
- Veterans

A high-wage/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 focused on the high-wage/high-demand support industries including but not limited to transportation and healthcare.

### PY 10 ACTIVE WIA TRAINING ENROLLMENT NUMBERS WITHIN TARGETED INDUSTRIES AND HIGH WAGE/HIGH DEMAND OCCUPATIONS

	Adult		Dislocated Worker		Youth		Total Training
	Number	Percent	Number	Percent	Number	Percent	
Energy	38	12%	33	16%	14	13%	85
Advanced Manufacturing	30	9%	16	8%	7	7%	53
Value-added Agriculture	4	1%	3	1%	3	3%	10
Technology	12	4%	21	10%	3	3%	36
Healthcare	151	48%	52	25%	49	46%	252
Transportation	44	14%	30	15%	12	11%	86
Support Occupations <sup>1</sup>	29	9%	40	19%	11	10%	80
Other <sup>2</sup>	10	3%	12	6%	8	7%	30
<b>Total</b>	<b>318</b>	<b>100%</b>	<b>207</b>	<b>100%</b>	<b>107</b>	<b>100%</b>	<b>632</b>

<sup>1</sup> Includes occupations supporting all targeted industries including financial, administrative, human resources, and marketing.

<sup>2</sup> Includes occupations such as social service workers, legal, plumbers, and carpenters.

Ninety-five percent (95%) of the total training enrollments are specific to or supportive of the Governors targeted industries and high-wage/high-demand occupations.

**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 as follows to individuals seeking and unable to locate employment leading to self-sufficiency:

- Veterans or a military spouse who are low-income
- Individuals with disabilities who are low-income
- Public assistance recipients
- Other low-income individuals
- Individuals who are not self-sufficient

Eligible dislocated workers may include those who have been laid off, notified of layoff, profiled, terminated, are displaced homemakers, and self-employed individuals who for various reasons are unable to sustain their business. The Dislocated Worker Office (DWO) within JSND, functions as a centralized point of contact for receiving notices of layoffs or closures. JSND Rapid Response Coordinators around the state utilize established materials and a framework for conducting informational meetings.

The DWO maintains a list of reported business dislocations with specific impacted occupations. This allows JSND staff members to access information regarding the availability of skilled workers, thereby providing opportunities for these workers to find suitable employment within the state. The information is shared at JSND's monthly economic briefing meetings attended by staff from the ND Department of Commerce and the University system. This provides information to those partners whose activities directly impact North Dakota's economy.

The 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 performance information, information on support services, information on completing Unemployment Insurance claims and certifications, and follow-up services.

*Intensive Services:*

Available for 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: support services, 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 for individuals who complete core and intensive services but are still unable to attain self-sufficiency. The services to increase participant's skill levels may include occupational training by way of classroom instruction, on-the-job and customized training.

Staff members focus on workforce improvement, preparation, and lifelong learning by educating participants on the training and educational programs available.

Emphasis continues to be placed on the partnership between WIA and Registered Apprenticeship programs in the state. During PY 2010, there were 11 co-enrolled apprenticeships. WIA funds were utilized for OJTs, support services and funding for educational expenses.

The table below illustrates the individuals receiving training for the current program year and the two previous program years. The American Recovery and Reinvestment Act funds afforded North Dakota the ability to significantly increase the number of individuals enrolled in training in PY 08 and PY 09 when compared to PY 10.

**INDIVIDUALS ENROLLED IN WIA TRAINING IN PY 10**

	PY 08	PY 09	PY 10
Adult	298	256	223
Dislocated Worker	123	158	73
Youth	111	103	63
Total	532	517	359

**Service to Youth**

The JSND Customer Service Offices develop and implement youth activities in accordance with recommendations of the North Dakota Youth Development Council. JSND Youth coordinators assess youth to determine the program activities that best meet their needs. Job Service North Dakota ensures that youth receive appropriate program elements as needed, whether provided by JSND or a service provider.

The Youth Development Council uses the following criteria, along with WIA Common Measures, for identifying the most effective youth activities provided by Job Service North Dakota 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 exposure to the world of work through career focused 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
- 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 leadership potential of young people. Funds provide support, employment/employability assistance, and training to eligible participants age fourteen to twenty-one.

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.

### **Evaluation of Workforce Investment Activities**

North Dakota is a single State service delivery area with Job Service North Dakota (JSND) as the State Workforce Agency, designated WIA Title I Fiscal Agent, Grant Sub-recipient, and the One-Stop Career Center Operator. Within JSND is the Systems Management unit. Systems Management is the internal program monitoring unit responsible for the reporting of WIA program performance data and monitoring of WIA activities. Systems Management uses a number of methods to evaluate WIA activities. These methods include: 1.) Monthly desk reviews; and 2.) Annual on-site visits to the One-Stop Career Centers to conduct WIA program monitoring and WIA data element validation.

Monthly desk reviews include the monthly monitoring of participant WIA expenditures. This monthly monitoring is conducted to ensure the One-Stop Career Centers are using program funds responsibly and the payment process policies and procedures are adhered to by all staff. The results of the monthly participant WIA expenditure reviews are documented and compiled in a formal report and disseminated to the WIA managers, supervisors, and customer service staff for response and, as warranted, corrective action.

In the fall of 2010, staff from Systems Management conducted the annual on-site WIA monitoring of the One-Stop Career Centers. WIA adult, dislocated worker, and youth customer files were sampled and reviewed for compliance with federal WIA regulations, and JSND WIA policy and procedure directives. At the conclusion of each on-site visit, staff from Systems Management shared the results and recommendations of the monitoring with the One-Stop Career Center managers and supervisors. Also, a written report identifying deficiencies and recommendations for improvement was disseminated to the managers, supervisors, and customer service staff for response and, as warranted, corrective action. This monitoring enables WIA managers, supervisors, and customer service staff to readily see how well the One-Stop Career Centers are performing in case management and where improvements are needed. Despite minor non-compliance issues involving JSND WIA policy and procedures, the 2010 monitoring results showed overall compliance with Federal WIA regulations. During PY 2011, annual on-site WIA monitoring will be conducted from October to December 2011.

As in previous years, the PY 2009 WIA data element validation coincided with the annual on-site WIA monitoring visits. WIA data element validation verifies the accuracy of WIA participant data used to generate the WIA performance reports. The

process requires states to locate specified source documentation and to verify that the state's case management MIS system participant record is correct as compared to the source documentation. For PY 2009, a sample of 481 WIA adult, dislocated worker, and youth participant files were reviewed at the One-Stop Career Centers in accordance with USDOL ETA policy. The results for the PY2009 WIA data element validation review revealed areas that need improvement. These areas include:

1. Collecting source documentation consistent with USDOL ETA acceptable source documentation;
2. Accuracy of data entered into the WIA case management MIS system;
3. Maintenance and retention of source documentation.

All One-Stop Career Center managers and supervisors were informed of the results in their area. In addition, the deficiencies and recommendations for improvements were documented in a formal report and disseminated to WIA managers, supervisors, and customer service staff as a tool to improve data quality. WIA data element validation for PY 2010 will start in October 2011.

Workforce Program staff conduct additional WIA on-site monitoring. The monitoring concentrates on recent training and the results of previous WIA and Data Validation monitoring. The intent is to determine how case managers are responding to training and the need for improved written guidance. The results of the Workforce Programs monitoring will translate into future training agendas.

## 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. JSND utilized KeyTrain to better assess the skill levels of individuals. Workforce Intelligence, aimed at skills in demand, helps influence decisions of a job seeker to locate skill development within a training component to meet employer needs.

**Adult Average Earnings**

There is a significant difference in the Average Earnings of individuals who received only core and intensive services compared to customers receiving training services. 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**

Individuals who received training had similar Average Earnings than those individuals receiving only core and intensive services. The low unemployment rate in the state afforded individuals who attained skills through participation in training services to become employed at a high skill level and high wage. The average earnings for individuals who do not receive training services is also high due to the robust economy and availability of jobs in the state. In PY 10, all dislocated workers fared well in average earnings.

**Adult and Dislocated Worker Retention Rate**

Individuals who received only core and intensive services had significantly lower retention rates than those individuals who received training services. When training is provided, it is for occupations currently in demand. Training strengthens the 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.

The level of involvement in the ten WIA 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.

WIA 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 \$125,000 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 WIA Adult, Dislocated Worker, and Youth programs. The PY 2010 overall cost per participant served for all programs was \$1,738. This reflects a decrease of \$627 per participant from PY 2009. The PY 2010 overall cost per positive outcome for participants from all programs was \$2,333 a decrease of \$970 from PY 2009.

The positive outcomes for WIA Adults (Table B), Dislocated Workers (Table E), and Youth programs (Table H.1) include individuals who met the criteria for the entered employment and employment retention performance measures. For the WIA Youth program, 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 <sup>1</sup> Served	Cost per Participant	Total Positive Outcomes	Cost per Positive Outcome
Adult	1,571,251	975	\$1,612	777	\$2,022
Dislocated	533,484	417	\$1,279	367	\$1,454
Youth	1,616,239	749	\$2,158	451	\$3,584
<b>TOTAL</b>	<b>3,720,974</b>	<b>2,141</b>	<b>\$1,738</b>	<b>1,595</b>	<b>\$2,333</b>

<sup>1</sup>Includes 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 WIA Adult, Dislocated Worker and Youth program measures considered in determination of incentives and sanctions.

## Workforce Investment Act Waivers

Existing waivers give North Dakota flexibility to design and deliver services that meet the needs of businesses and job seekers. Waivers constitute a vital part of the improvement of service delivery to customers. Existing waivers are described below.

### Common Performance Measures

North Dakota has an approved waiver that replaced the 17 (15 core and two customer satisfaction) indicators of performance for employment and training activities authorized under Section 136(b) of the Workforce Investment Act with the new common performance measures articulated by the U.S. Department of Labor in TEGL 17-05. Utilization of this waiver enabled North Dakota to achieve positive outcomes for employment, retention and wage gain.

North Dakota strives to simplify and streamline the performance accountability system for all stakeholders, and focus on workforce development. Job Service North Dakota staff members strive to meet the needs of business and job seekers by making each job seeker a better candidate and connecting the right workers to the right jobs. This focus results in job attainment, retention and earnings gain, and reduced time and energy spent managing performance outcomes. This waiver supports North Dakota's Talent Initiative to expand, attract and retain workers to meet the current and emerging needs of business. North Dakota has moved from individual program measures to integrated services, and utilizes the simplified reporting of only Common Measures as the method of accomplishing the integration.

### Eligible Training Providers - Subsequent Eligibility

North Dakota has an approved waiver to postpone the implementation of the subsequent eligibility process for Eligible Training Providers as described in the Workforce Investment Act, Section 122 (c)(5).

North Dakota's smaller population facilitates strong relationships between Job Service North Dakota and the state's training institutions. Tracking training outcomes at the level of detail required without the waiver is burdensome to these providers with a proven history of positive performance. This waiver eliminates the subsequent eligibility requirements from training providers to ensure continued participation from a greater number of providers. This increases healthy competition among providers.

### Youth Competitive Procurement

North Dakota is currently working under an approved waiver that removed the requirement for competitive procurement of training providers for three youth program elements: 1) paid and unpaid work experience, including internships and job shadowing; 2) supportive services; and 3) follow-up services for not less than 12 months after the completion of participation.

JSND WIA Youth coordinators provide case management for all services to WIA Youth program participants. Although participants may be enrolled in multiple elements, they receive services coordinated by one case manager. Based on this case management approach, relationships are formed between participants and WIA

Youth coordinators. This service delivery method fosters a strong connection that is maintained throughout the duration of the program enrollment. This continuity of service enhances our ability to understand the needs of each participant and better meet their needs. This is demonstrated with the successful measures of WIA Youth program performance reflected in Table O.

### **Prohibition of ITAs for Youth**

Eligible youth will utilize Individual Training Accounts for Workforce Investment Act occupational skills training. This waiver will maximize the service delivery capacity of the Workforce Investment Act Youth program within the One Stop Career Center delivery system. Youth are allowed to have the same access as adults and dislocated workers to the advantages of Individual Training Accounts.

## **Success of Workforce Investment Act Involvement**

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

### Youth Success Stories

Kate\*, a single mom with one infant, came to Job Service North Dakota in January 2009. She was seeking financial assistance to reach her employment goal of becoming a Registered Nurse. She had been working as a call center representative making \$9.50 an hour, and struggling to make ends meet. Kate had been in school taking one or two classes on her own while trying to work.

Job Service North Dakota staff determined that Kate was eligible for the WIA Youth program. WIA assisted in the cost of tuition for Kate's training. Kate began her career path by attaining her Certified Nurse Assistant (CNA) credential which was required for acceptance into the Licensed Practical Nurse (LPN) program. She went to work as a CNA at a local Nursing Home while studying for her LPN. She continued her education completing her Registered Nurse (RN) requirements in May of 2011. Kate was immediately hired by a local hospital and health system earning \$22.00 per hour and absolutely loves her job.

Kate sent a thank you note to her WIA case manager stating: *"Thank you so much for all of your help. If it wasn't for your hard work and dedication, I would never have made it this far. I want you to know how much you are appreciated! Thank you!"*

☆☆☆

Tammie\* came to the Bismarck Job Service as an 18-year-old high school dropout. At that time, she was working part time as a hostess in a restaurant. During the same time frame she was working on completing her GED and initially wanted Certified Nurse Assistant (CNA) training. During her initial enrollment in the WIA Youth program she was not driven to complete the training.

After having a baby Tammie returned to the WIA Youth program motivated to succeed. She quickly attained her GED and with her new-found motivation, she enrolled and completed CNA classes. She passed the CNA exam on the first attempt.

Working closely with her case manager, Tammie completed job searches, developed a resume and saved it on-line, and learned some interview skills/tips. In no time she was working as a CNA in her home town hospital where she continues to work today. At the time of application Tammie was living with her mother. Tammie's participation in the WIA Youth program had several positive outcomes – she is a CNA, lives independently and supports her child.



Jason\* came to the Bismarck Job Service Office at the end of his senior year in high school. School was always difficult for him, especially reading and comprehension. Jason had to overcome significant learning disabilities throughout his academic life and the family income would not have allowed Jason to receive any further training.

Jason hoped for training that would allow him to learn hands-on skills, rather than in a classroom setting. Jason took three years of welding in high school, and felt this would be a good career match. He maintained part-time employment throughout high school and felt he was ready to go to work full time. Jason was enrolled in the WIA Youth program and requested training in a 12-week combination welder course.

Jason completed the 12-week training. After completion, he worked with his case manager to find a welding position in the area. He obtained full-time employment, continues to work for the same employer and is an independent young man.



James lived in a small rural community with very limited employment opportunities. He was 16 years old and a sophomore in high school when he enrolled in the Workforce Investment Act (WIA) Youth program. American Recovery and Reinvestment Act (ARRA) funds were used for James' first job, a summer work experience in the city maintenance shop. His monthly evaluations were very positive and indicated he was a hard worker.

The city auditor, James' supervisor, was very pleased with his work. He encouraged James to apply for a permanent, full-time position upon graduation from high school but in the meantime, he needed to fulfill the hands-on training requirement, turn eighteen years of age and test for certifications. James worked part-time hours through the school year (4-5 hours a week) and full-time hours during the summer.

Upon graduation from high school James studied for several water treatment certifications and became eligible to test. WIA funds were used to purchase study manuals and helped cover the costs associated with the certifications. James was officially hired in April 2011, as a full-time city maintenance employee. He continues employment with the city making \$12.00/hour with benefits.



Kevin\* graduated from high school in May 2007. He wanted to attend college but could not afford it, so after graduation he went to work for a local manufacturing firm. He never gave up on his dream to attend college.

In 2009 Kevin decided he was going to make this dream come true. He applied for acceptance into North Dakota State College of Science (NDSCS) for the Liberal Arts Engineering program. He was accepted to start the fall 2009 and moved to Wahpeton. For nine months, he looked for work to help pay for his college expenses.

During his initial visit to the Grafton Job Service office, Kevin said he hadn't been without work since high school. Now that he was in college, he was finding it hard to find work to pay the bills. He heard that nursing homes and hospitals were often looking for Certified Nurse Assistants (CNAs). He requested and was approved for WIA funding to assist with the cost of CNA training. With a CNA license, Kevin was able to find a job earning a sufficient wage to assist with college expenses.

He will graduate from the NDSCS in 2012 and transfer to a university to complete a Bachelor of Science degree in Engineering. With his CNA license and experience Kevin will be able to find work throughout his college career and earn enough to supplement his college education.

A \$600 WIA training investment provided ongoing income for Kevin to attend college and will ultimately yield a return in tax dollars when he is a full-time engineer.

☆☆☆

#### ND WIA Dislocated worker Success Stories

Melanie\* an unemployed married woman was searching for work in the oilfield as a truck driver or heavy equipment operator. She had experienced seasonal layoffs and wanted to get her commercial drivers license (CDL) to enhance her skills and work full time, year round. She was conducting a thorough work search based on her current skills and was even willing to relocate for work, but was just not successful.

During this time period Melanie experienced domestic violence and was referred to a local shelter. She also received assistance from Vocational Rehabilitation. As an ex-offender, Melanie was encouraged to use the federal bonding program if needed.

Melanie remained resolute in her desire to get her license for truck driving. She was selected for the WIA Dislocated Worker program and received assistance to cover the costs of training in the next CDL Class A license in her community.

This spring when road building and oilfield work increased, Melanie was hired on the Devil's Lake road building project earning \$29.98/hr. Melanie is a valuable employee as she can operate heavy equipment as well as drive trucks. She loves her job and attributes her success to the assistance she received through the WIA program.

☆☆☆



Brian came to the Grand Forks Job Service office as a dislocated worker who was also a veteran. The circumstances surrounding his job loss (through no fault of his own) did now allow him to return to law enforcement in his home community.

Brian requested assistance with truck driver training. He had experience farm driving, but he needed to obtain his commercial drivers license (CDL) to be competitive.

After assessing Brian's skills, it was determined that he was an excellent candidate for CDL training. He came to the WIA program with his CDL learners permit. Working with Northland Community & Technical College, a customized CDL class was developed that met Brian's needs and allow a quick return to gainful employment. Transportation and temporary housing assistance was provided to facilitate this time-sensitive training, as he lived 70 miles from the training site. The Veteran Employment Services representative was also a key player in assisting Brian.

Upon completion of CDL training, Brian was offered a job with a local construction company. The position offered similar compensation to his previous employment. Since that initial job, Brian has changed employers with a similar salary, but is eligible for medical benefits after six months rather than one year. Brian thanked Job Service for assisting in getting his CDL. He stated, "The CDL has opened doors for me."



Ryan Foley first came into the Wahpeton Job Service office in June 2009. He was a 34-year-old unemployed auto worker from Illinois. He recently moved to North Dakota with his family for increased employment and training opportunities.

Before his layoff, Ryan worked in the auto industry for 12 years. He had taken only a few general college courses and hadn't obtained a degree. According to Ryan, the local unemployment rate in his previous community was about 20 percent. Not having a degree or experience in another industry made finding work almost impossible.

After moving to Wahpeton, Ryan applied and received approval for the Workforce Investment Act (WIA) Dislocated Worker assistance for training in the Electrical Technology program at the North Dakota State College of Science (NDSCS). During the WIA application process, Ryan mentioned there was a TAA petition pending regarding the massive layoff at his former employer. Ryan was notified of the TAA petition approval and the application process was immediately started. His Job Service case manager worked closely with the Illinois and North Dakota TAA staff to help Ryan complete the required application forms for TAA training approval.

Ryan was an exemplary student, averaging more than 17 credits per semester. He was named to the President's Honor Roll each semester and graduated with honors earning an Associate of Applied Science degree in Electrical Technology.

A manufacturing company in Fargo appreciated Ryan's academic excellence and manufacturing experience. He was hired in their robot technician position. Ryan started this full-time job in June of 2011 making \$25.66 per hour plus benefits. The

Foley family moved to West Fargo with the help of TAA relocation assistance. Ryan contacted Job Service and stated, "Everything is going wonderfully and we are starting to finally get settled in the new place. Thanks again for all the help these past two years. I don't know where I would have ended up without your help."

☆☆☆

When Jennifer came to the Bismarck Job Service office she was 45 years old and unemployed for the first time since she was a junior in high school. Jennifer had a one year certificate in data processing that she received when punch cards were still in use. She had been looking for employment for several months, however employers told her they were looking for someone with an associate's degree or higher.

Jennifer had a passion for computers and wanted training as a computer support specialist. She was approved for WIA Dislocated Worker assistance to complete an associate's degree. Jennifer completed her training and received an associate's degree in computer support specialist.

Jennifer immediately began looking for employment. She was ready to accept an entry level job but wanted to find employment with opportunities for advancement. She began on-the-job training with a local title company as an abstracter. Since the completion of her training, Jennifer has taken on several burdensome projects and has found she really loves this kind of work.

☆☆☆

In 2008 my husband and I received life changing news when we were told that the company we had been employed with for many years would be closing and moving out of the country. My husband had been employed with Imation, Inc. for sixteen years, and I had worked there for twelve. Our employer had provided us with good benefits as well as a good yearly income for many years. Our employer treated us very fairly by giving us plenty of warning along with a nice severance package. But, when all was said and done we were still unemployed.

We learned prior to the plant closing that our employer had petitioned for TAA benefits for their employees. I am so thankful for the staff at the Wahpeton Job Service. After visiting with them about the opportunities for me through the TAA program, I decided to attend the North Dakota State College of Science (NDSCS), and enroll in the Occupational Therapy Assistant program. It was a tough decision to make, but one that I will forever be glad that I made! I had always regretted not getting a college degree. I thoroughly enjoyed my college classes, my instructors, and all the opportunities given to me at NDSCS. I was able to graduate with honors, pass my national exam, and find a job I love. I couldn't be happier!!

The staff at the Wahpeton Job Service far exceeded my expectations and always went the extra mile for me! I truly believe that without them I would not be where I am today. Thanks so much!!

--Janelle

☆☆☆

ND Adult WIA Success Story

A 29 year-old Native American male who was on parole and living in a halfway house came to the Fargo Job Service office seeking employment or training assistance. He is a felon who spent six years in a federal correctional facility. He is also the non-custodial parent of one child and wanted to contribute to the support of his child, but was only working sporadically doing day labor. He had some welding experience, and was very interested in pursuing that occupation.

He was eligible for the WIA Adult program, received support services for transportation and was funded for three weeks of welding training. He excelled in the class and was hired as a welder/fabricator at a wage of \$13.00 per hour shortly after completing training. He has maintained that employment into the second quarter after exit.

☆☆☆

Amanda was a single parent with two children receiving Temporary Assistance to Needy Families (TANF) benefits when she enrolled in the WIA Adult program. She had a GED, but had some barriers to employment.

Amanda desired to obtain training and employment in the medical field. With the assistance of the Fargo Job Service staff and the WIA Adult program, Amanda obtained Certified Nurse Assistant (CNA) and Licensed Practical Nurse (LPN) credentials. She worked part time as a CNA while working on her college degree to become an LPN. Amanda graduated from a community college in August 2010 with her Associate of Applied Science degree in Practical Nursing.

Amanda is currently working full time as an LPN for a local nursing home and plans to go continue school in the fall of 2011 and work toward a degree as a Registered Nurse. By completing a degree in Practical Nursing, Amanda reached one of her many goals. She enjoys her job and just bought a house for her family.

☆☆☆

Bill's\* full-time job was reduced to part time due to a budget shortfall with his employer. He filed for Unemployment Insurance (UI) in January 2011, but was not eligible for benefits until March 2011. Then, an error was made in the wages reported which resulted in a \$297.00 overpayment, and he did not have the means to repay it.

Bill contacted the Devils Lake Job Service to inquire about retraining. He was interested in attending the local Commercial Driver Training (CDL) program.

Initially it was quite difficult to talk with Bill as he was very negative following his recent experiences. One more difficulty arose when Bill was told he was not eligible for Workforce Investment Act (WIA) services until his UI debt was paid or he entered into a specific repayment plan. Bill was quite upset.

A few days later he set up the repayment plan for the overpaid UI benefits. We were now ready to proceed with the WIA application process. The assessment revealed

that Bill had low self-esteem as well as reading and learning disabilities. In March 2011 Bill was approved for training to attend the CDL class. He was also approved to receive UI benefits while in the training. The classroom training was difficult for Bill, but with persistence he successfully completed it and he passed the CDL permit test. He failed the initial driving test and due to the many road projects in area, he could not retake the test for two months. Bill worked out the issues that caused the initial test failure, and in May he passed the CDL test.

On May 23, 2011, Bill ended his \$8.84/hour part-time job with no benefits and started full time as a truck driver. He earns \$17.00/hour and will earn full benefits after he logs 1,000 hours with the company. In a follow-up conversation in June Bill's case manager could "hear" the growth in self-confidence. He stated, "I am very happy and very grateful for the assistance of WIA; thank you". Bill had two goals when he requested WIA assistance: 1) to be a truck driver and, 2) to work, stay in his small home town and be home every night. He persevered and is successfully doing both!

☆☆☆

Mona\* had recently been released from a women's correctional facility to a local transition center. While incarcerated, she attended a JSND informational session. Mona contacted Job Service and applied for the Workforce Investment Act. She was approved to attend welding training.

Mona rode the bus to the nearest bus stop and then walked the final mile to the training facility every day, even in -30 degree weather. The instructor commented that Mona was one of the most dedicated students he'd ever taught. She completed the training and took the welding test for a local company in the energy industry. Mona was hired at \$23.00/hour, averaging 60+ hours per week. Mona was able to buy a nice vehicle and rent an apartment. When the job ended after a few months, the experience she gained allowed her to secure another job quickly.

☆☆☆

Sixty-three year old, Helen\* came to the Bismarck Job Service office for job search assistance following seasonal retail employment. Helen had recently moved to North Dakota after working at a window and door manufacturing company for many years in Minnesota. Having only a GED and limited transferable skills, Helen applied for the WIA program in pursuit of becoming a certified nurse's assistant. Helen quickly completed the request for training and was approved for CNA training.

Helen expressed anxiety about being able to pass the exam, once the course began she became very excited about her career choice. She started studying for the final licensing exam right away. On the day of the exam, she was very nervous and missed passing by three points, but she did not let that discourage her. She took the exam again the following month and her studying paid off. She passed! Helen recently contacted her WIA case manager and was very happy to announce she had just been hired in the pediatrics unit of a local hospital.

☆☆☆

*To protect the identity of the participants, the names followed by an asterisk\* are fictitious.*

## Reporting and Performance Measure Tables

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

<sup>1</sup>Exit Period Covered by Measures—October 2009 through September 2010

<sup>2</sup>Exit Period Covered by Measures—April 2009 through March 2010

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate <sup>1</sup>	77.0%	76.4%	327
			428
Employment Retention Rate <sup>2</sup>	83.5%	82.3%	450
			547
Average Earnings <sup>2</sup>	\$9,400.00	\$12,365.50	\$5,515,020
			446

**Table C – Outcomes for Adult Special Populations**<sup>1</sup>Exit Period Covered by Measures—October 2009 through September 2010<sup>2</sup>Exit Period Covered by Measures—April 2009 through March 2010

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services <sup>3</sup>		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment Rate <sup>1</sup>	76.5%	130	76.5%	26	70.4%	38	62.1%
		170		34		54		29
Employment Retention Rate <sup>2</sup>	80.5%	124	87.8%	36	74.0%	37	85.7%	24
		154		41		50		28
Average Earnings <sup>2</sup>	\$10,544.10	\$1,307,469	\$14,375.30	\$517,510	\$11,606.60	\$417,836	\$11,103.30	\$266,480
		124		36		36		24

<sup>3</sup>Public assistance is determined at the time of registration and is not updated during enrollment.**Table D – Other Outcome Information for the Adult Program**<sup>1</sup>Exit Period Covered by Measures—October 2009 through September 2010<sup>2</sup>Exit Period Covered by Measures—April 2009 through March 2010

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate <sup>1</sup>	80.2%	146	73.6%
		182		246
Employment Retention Rate <sup>2</sup>	86.5%	217	78.7%	233
		251		296
Average Earnings <sup>2</sup>	\$14,813.80	\$3,170,143	\$10,107.20	\$2,344,877
		214		232

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

<sup>1</sup>Exit Period Covered by Measures—October 2009 through September 2010

<sup>2</sup>Exit Period Covered by Measures—April 2009 through March 2010

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate <sup>1</sup>	84.5%	85.4%	181
			212
Employment Retention Rate <sup>2</sup>	90.5%	90.7%	186
			205
Average Earnings <sup>2</sup>	\$11,400	\$15,461.40	\$2,844,890
			184

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

<sup>1</sup>Exit Period Covered by Measures—October 2009 through September 2010

<sup>2</sup>Exit Period Covered by Measures—April 2009 through March 2010

Reported Information	Veterans		Individuals With Disabilities <sup>3</sup>		Older Individuals		Displaced Homemakers <sup>3</sup>	
	Entered Employment Rate <sup>1</sup>	81.8%	18	81.8%	9	84.6%	22	50.0%
22			11		26		N/A	
Employment Retention Rate <sup>2</sup>	88.2%	15	88.9%	8	89.7%	26	100.0%	N/A
		17		9		29		N/A
Average Earnings <sup>2</sup>	\$17,597.70	\$263,966	\$15,267.40	\$122,139	\$14,506	\$362,651	\$10,479.50	N/A
		15		8		25		N/A

<sup>3</sup> The number in the 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 2009 through September 2010

<sup>2</sup>Exit Period Covered by Measures—April 2009 through March 2010

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate <sup>1</sup>	86.9%	93	83.8%	88
		107		105
Employment Retention Rate <sup>2</sup>	93.7%	89	88.2%	97
		95		110
Average Earnings <sup>2</sup>	\$15,457.10	\$1,344,766	\$15,465.20	\$1,500,123
		87		97

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

<sup>1</sup>Exit Period Covered by Measures—October 2009 through September 2010

	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education <sup>1</sup>	64.0%	67%	197
			294
Attain Degree or Certificate <sup>1</sup>	43.5%	57.7%	194
			336
Literacy or Numeracy Gains	20.0%	50.4%	60
			119



**Table L - Other Reported Information**<sup>1</sup>Exit Period Covered by Measures—January 2008 through December 2009<sup>2</sup>Exit Period Covered by Measures—October 2009 through September 2010

	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	84.5%	386	\$3,939.30	\$1,776,623	1.8%	6	\$5,199.90	\$1,689,977	54.8%	80
		457		451		327		325		146
Dislocated Workers	92.0%	138	90.2%	\$2,153,873	1.7%	N/A	\$7,892.70	\$1,428,576	73.1%	68
		150		\$2,388,012		N/A		181		93

<sup>3</sup> The number in the numerator and denominator was too small to report.**Table M - Participation Levels**<sup>1</sup>Period Covered by Measures—July 2010 through June 2011<sup>2</sup>Period Covered by Measures—April 2010 through March 2011

	Total Participants Served <sup>1</sup>	Total Exiters <sup>2</sup>
Total Adult Customers	79,028	66,597
Total Adult Self Service only	77,903	65,829
WIA Adults	78,635	66,397
WIA Dislocated Workers	445	230
Total Youth (14-21)	675	399
Younger Youth (14-18)	503	273
Older Youth (19-21)	172	126
Out-of-School Youth	254	204
In-School Youth	421	195

**Table N - Cost of Program Activities**

Program Activity		Total Federal Spending
Local Adults		\$1,571,251
Local Dislocated Workers		\$ 533,484
Local Youth		\$1,616,239
Rapid Response (up to 25%) §134 (a) (2) (A)		\$ 86,971
Statewide Required and Allowable Activities <sup>1</sup> (up to 15%) §134 (a) (2) (B)		\$ 914,073
Statewide Allowable Activities §134 (a) (3)		
<b>Total of All Federal Spending Listed Above</b>		<b>\$4,722,018</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	78,635
		Dislocated Workers	445
		Older Youth (19-21)	172
		Younger Youth (14-18)	503
ETA Assigned # <u>38005</u>	Total Exiters	Adults	66,397
		Dislocated Workers	230
		Older Youth (19-21)	126
		Younger Youth (14-18)	273
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Entered Employment Rate	Adults	77.0%	76.4%
	Dislocated Workers	84.5%	85.4%
Retention Rate	Adults	83.5%	82.3%
	Dislocated Workers	90.5%	90.7%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$ 9,400.00	\$12,365.50
	Dislocated Workers	\$11,400.00	\$15,461.40
Placement in Employment or Education	Youth (14 – 21)	64%	67.0%
Attain Degree or Certificate	Youth (14 – 21)	43.5%	57.7%
Literacy or Numeracy Gains	Youth (14 – 21)	20%	50.4%
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	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	2	0	7

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