

Workforce Investment Act Annual Report



PY 2009

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Workforce Investment Act (WIA) Success

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

WIA Title I Discretionary (15%) contract activities include:

- **Skills Development Project**
New Americans, underemployed or unemployed individuals will receive 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).
- **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 school districts 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 pilot programs.
- **Information Technology Career Awareness Program**
Information Technology is one of the Governor's targeted industries. 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. The classes targeted for the program include freshman career classes, science, math, English and communication. The IT program provided opportunities 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 developed and distributed to the state's Regional Educational Associations for dissemination to the school counselors.

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 Board as outlined in the Workforce Investment Act. 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. Our vision states,

“Job Service North Dakota strengthens the economy of North Dakota as a strategic partner in the delivery of workforce services.”

Job Service North Dakota’s mission is,

“Job Service North Dakota provides customer-focused services to meet the current and emerging workforce needs of the state.”

North Dakota 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, an online presence is available 24/7 for the convenience of the customers. Employers use JSND Customer Service Offices to recruit workers and obtain labor market information. 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 online services and assistance from trained professional staff members. In addition, Customer Service Offices provide general, seasonal or industry related job fairs.

Job Service North Dakota continues to implement enhancements to the JSND Customer Service Office’s service delivery to align with the North Dakota Talent Initiative. The North Dakota Talent Initiative is a single statewide strategic plan for education, workforce development and workforce training. The three pillars of the Talent Initiative are talent attraction, talent expansion and talent retention. North Dakota has identified five target industries including advanced manufacturing, energy, value added agriculture, technology based business and tourism services that are key to the North Dakota Talent Initiative.

Job Service North Dakota’s services are aligned to meet the workforce needs of the state. JSND’s goal is to help job seekers who use One-Stop services become better job candidates. North Dakota job seekers may receive skill assessment and skill enhancement using tools such as KeyTrain™ and WorkKeys® to establish awareness of current skill levels.

A Workforce Intelligence Council consolidates, analyzes and disseminates workforce information to all partners and stakeholders. JSND is a primary contributor of data to support decisions made regarding workforce training. In North Dakota, workforce intelligence is compiled and disseminated to promote the high demand careers offering high wages.

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 Title IB
 - Adults
 - Dislocated Workers
 - Youth
- Wagner-Peyser
- Unemployment Insurance (UI)
- Job Opportunities and Basic Skills (JOBS)
- Labor Market Information (LMI)
- Veterans' Employment and Training Programs
- Trade Adjustment Assistance
- Alien 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' funding sources include:

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

North Dakota capitalizes on 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) and *CareerOneStop* (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 Customer Service Office 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 online system (jobsnd.com) is a single job listing site that provides fast access to a database of thousands of jobs. Job Spidering is a powerful online employment search tool that captures job listings from other sources such as corporate websites, online 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.

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 real-time openings of competitors for wage and benefit comparisons. This information is useful in remaining competitive. Employers can see a very 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.

Online services for Job Seekers include access to:

- Job openings for all occupations from various sources.
- 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.
- Assistance in planning a career, obtaining education, and finding an employer.
- Listings of apprenticeship opportunities.
- Workforce intelligence with real time supply and demand data.

Online services for employers include access to:

- Thousands of resumes or job applications.
- Exposure of job openings to the largest applicant pool in North Dakota.
- Labor market information to gain a competitive advantage.
- A Virtual Recruiter to notify businesses of available applicants.
- Assistance in enhancing the current workforce with education and career planning opportunities.

The SHARE (Sharing How Access to Resources Empowers) Network is a web-based self-help referral system connecting the One-Stop system customers with providers of services for obtaining, retaining, or advancement in employment. The SHARE Network, developed by North Dakota, is the model utilized by the national Center for Faith-Based and Community Initiatives. The convenience of the SHARE Network enables JSND Customer Service Office staff members and faith-based and community organizations to make informed referrals throughout the One-Stop system.

Nearly 700 workforce development, faith-based organizations, community organizations, businesses, and government agencies offering 116 service options ranging from abuse counseling to youth services have joined the network. The primary focus of the SHARE Network is to provide a listing of agencies and services to help individuals overcome barriers to sustainable employment.

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.

Program Services, Cost Benefit, and Evaluation

A customer-focused approach, including an initial assessment of skill levels, abilities, and support services for individuals, is available through the Job Service North Dakota Customer Service Offices. 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 09 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	62	18%	15	15%	25	11%	102
Advanced Manufacturing	13	4%	17	16%	22	9%	52
Value-added Agriculture	1	>1%	0	0%	3	1%	4
Technology	17	5%	9	9%	21	9%	47
Healthcare	158	45%	23	22%	95	41%	276
Transportation	46	13%	23	22%	30	13%	99
Support Occupations ¹	11	3%	7	9%	17	7%	35
Other ²	37	11%	9	9%	20	9%	66
Total	345	100%	103	100%	233	100%	681

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

² Includes occupations such as social service workers, legal, plumbers, carpenters, and peace officers.

Ninety percent (90%) of the total training enrollments are specific to the Governor's targeted industries and high-wage/high-demand occupations.

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

Service to Adults and Dislocated Workers

The full range of core, intensive, and training services is available to adult and dislocated worker participants based upon results of ongoing assessment of needs. The funds provide support, employment/employability assistance, and training to eligible participants.

A priority of service is offered to economically disadvantaged individuals seeking and unable to locate employment leading to self-sufficiency.

Dislocated workers qualifying for eligibility may include those who have been laid off, notified of layoff, 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. The DWO supplies packets of information to JSND Rapid Response Coordinators to conduct Rapid Response activities. JSND Rapid Response Coordinators around the state utilize an established framework for conducting informational meetings.

The DWO maintains an electronic spreadsheet listing the 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 spreadsheet is shared at JSND's monthly economic briefing meetings attended by internal staff as well as partners from the ND Department of Commerce and higher education. This provides information to those partners whose activities directly impact North Dakota's economic health.

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 and 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 those who complete core and intensive services but are still unable to attain self-sufficiency. These services are available to increase participant's skill levels and may include occupational training by way of classroom instruction, customized and on-the-job training (OJT).

The Governor's vision for increasing training access and opportunities for individuals is identified as one of the areas of continued improvement under the North Dakota Talent Initiative. Staff focuses on workforce improvement, preparation, and lifelong learning by educating participants on the training and educational programs available.

Efforts have been made to improve the partnership between WIA and Registered Apprenticeship programs in the state. JSND staff members have been trained, website information has been enhanced and communication has increased between the WIA staff and the Registered Apprenticeship office resulting in 27 co-enrolled apprenticeships. WIA funds were utilized for OJTs, support services and funding for educational expenses.

The following table illustrates the increased number of individuals who received 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 07.

INDIVIDUALS ENROLLED IN WIA TRAINING IN PY 09

	PY 07	PY 08	PY 09
Adult	195	298	256
Dislocated Worker	99	123	158
Youth	100	111	103
Total	294	532	517

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 individual 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 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 leadership potential of young people. Funds provide support, employment/employability assistance, and training to eligible participants age fourteen to twenty-one.

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

- Deficient in basic literacy skills
- School dropout
- Homeless, runaway, or foster child
- Pregnant or parenting

- Offender; or
- An individual (including a youth with a disability) who requires additional assistance to complete an educational program or secure and hold employment.

“Individual who requires additional assistance to complete an educational program or to secure and hold employment” is defined as:

1. Individual youth who resides in a county designated as an area of substantial unemployment (LAUS), and
2. Has limited employment opportunities as defined by not having been able to obtain employment after a four-week employment search, or
3. Is a youth who has one or more parents incarcerated, or
4. Has a record of not being able to hold employment as demonstrated by being fired for two or more jobs in the past six months, or
5. Youth who has been identified as at risk of dropping out of school as documented by school professionals.

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
- Possess one or more disabilities, including learning disabilities
- Homeless or runaway
- Offender; or
- Face serious barriers to employment as defined below:

“Individual who requires additional assistance to complete an educational program or to secure and hold employment” is defined as:

1. Individual youth who resides in a county designated as an area of substantial unemployment (LAUS), and
2. Has limited employment opportunities as defined by not having been able to obtain employment after a four-week employment search, or
3. Is a youth who has one or more parents incarcerated, or
4. Has a record of not being able to hold employment as demonstrated by being fired for two or more jobs in the past six months, or
5. Youth who has been identified as at risk of dropping out of school as documented by school professionals.

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 as the 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 monthly desk reviews and 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 2009, staff from Systems Management conducted the annual on-site WIA monitoring of the One-Stop Career Centers for PY 2008. WIA adult, dislocated worker, and youth client 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 PY 2008 monitoring results showed overall compliance with federal WIA regulations. On-site WIA monitoring for PY 2009 will start in October 2010.

As in previous years, the PY 2008 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 2008, a sample of 517 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 PY08 WIA data element validation 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, and (3) maintenance and retention of source documentation. All One-Stop Career Center managers and supervisors were informed of the results in their areas.

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 or PY 2009 will start in October 2010.

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 and customers receiving training services. The following is an analysis of the differences in results:

Adult Entered Employment

Individuals who received only core and intensive services had a lower Entered Employment rate than those individuals who received training services. When training is provided, it is for occupations currently in demand. JSND utilizes 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.

Dislocated Worker Entered Employment

Individuals who received only core and intensive services had a higher Entered Employment rate than those individuals who received training services. This is consistent with the WIA concept of providing services based on individual need. Those receiving only core and intensive services need only minimal assistance to become reemployed and retain employment because they have the skills in demand in the current job market. Individuals receiving training may find it more difficult to find and retain employment because they have not demonstrated application of new skills in the workplace.

Adult Average Earnings

There is a significant difference in the Average Earnings between individuals who received training and those who did not. Skills attained through participation in training services enable 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 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 availability of jobs in the state. In PY 09, all dislocated workers fared well in average earnings.

Adult 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.

Dislocated Worker Retention Rate

Dislocated workers who received only core and intensive services had slightly higher retention rates than those individuals who received training services. This is consistent with the WIA concept of providing services based on individual need. Those receiving only core and intensive services need only minimal assistance to become reemployed and retain employment because they have the skills in demand in the current job market. Individuals receiving training may find it more difficult to retain employment because they have not demonstrated application of the new skills in the workplace. Training and employment in an entirely new occupation/industry may result in lower satisfaction levels which may result in lower retention rates.

The level of involvement in the ten Youth Program elements or activities correlates with the level of program expenditures for an individual. Although participation in each activity cannot be evaluated separately, the level of services provided resulted in the state exceeding the required 100 percent overall average for all youth performance measures.

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

Cost Benefit and Evaluation

The state of North Dakota is a single local area, therefore, no allocation method is needed for distribution of adult, dislocated worker, and youth funds. All funds not reserved for statewide activities, including rapid response, are distributed to the single local area. The Governor reserves \$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 Adult, Dislocated Worker, and Youth Programs. The overall cost per participant served for all programs was \$2,365. This reflects a decrease of \$448 per participant from PY 2008. The overall cost per positive outcome for participants from all programs was \$3,303 a decrease of \$674 from PY 2008.

The positive outcomes for Adult (Table B), Dislocated Worker (Table E), and Youth Programs (Table H.1) include individuals who met the criteria for the entered employment and employment retention performance measures. For youth, the positive outcomes include individuals who met the criteria for placement in employment or education, attainment of degree or certificate and literacy and numeracy gains performance measure.

An individual may have more than one positive outcome. Each positive outcome enhances the individual's ability to achieve and sustain long-term employment. The statewide data for expenditures, cost per participant, and positive outcome is displayed in the following table.

Program	Program Expenditures	Total ¹ Served	Cost per Participant	Total Positive Outcomes	Cost per Positive Outcome
Adult	1,496,466	848	\$1,764	647	\$2,313
Dislocated Worker	676,184	256	\$2,641	212	\$3,190
Youth	1,734,878	548	\$3,166	324	\$5,355
TOTAL	3,907,528	1,652	\$2,365	1,183	\$3,303

¹Includes WIA staff-assisted services.

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

Workforce Investment Act Waivers

Existing waivers give North Dakota flexibility to design and deliver services that meet the needs of employers and job seekers. Waivers constitute a vital part of the improvement of service delivery to our 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 businesses 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 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 youth performance reflected in Table O.

The Prohibition of ITAs for Youth

Eligible Youth will utilize Individual Training Accounts (ITAs) available through the Workforce Investment Act. 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.

The Success of Workforce Investment Act Involvement

The Workforce Investment Act programs positively impact the lives of JSND Customer Service Office 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

This is a continuation of the Jordan Kay success story featured in the 2008 Annual Report. Jordan Kay was paralyzed at an early age and confined to a wheelchair. He successfully completed the welding program at the North Dakota State College of Science (NDSCS). While attending NDSCS, Jordan assisted the faculty in the design of a lift wheelchair which allowed him to stand and complete his welding tasks. He began seeking permanent employment but found that his disability was a barrier even with the specially-designed wheelchair.

The Minot community had recently welcomed a new business to the area with a welding position available. Staff in the Minot Customer Service Office started advocating for Jordan to secure this position. The first time the company CEO was in the Job Service Office he learned about the Workforce Investment Act (WIA) Work Experience program and about Jordan. The CEO was impressed with the local, state, national and international attention Jordan had received and agreed to provide him with a work experience. A WIA-funded work experience allowed Jordan to enhance his welding skills.

In order for Jordan to have access to the parts he would weld, accommodations were needed. He contacted the North Dakota division of Vocational Rehabilitation for assistance. Vocational Rehabilitation provided funds to purchase supplies for the accommodations and it allowed Jordan to effectively complete his work.

The work experience ended in March 2010. Jordan then applied for and was successful in obtaining the welding position as a permanent employee.

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Nathan Belgarde first came to Job Service at the age of 16 with his mother who was in the Job Opportunity Basic Skills, TANF program. As a participant in the JOBS program he was required to complete his GED. By regularly attending classes at the Adult Learning Center he was able to graduate in May 2007.

After graduation Nathan returned to the Grand Forks Customer Service Office to explore careers and discovered an interest in the nursing and medical field. WIA funds allowed him to start the Certified Nursing Assistance (CNA) course at Northland Technical College, which he successfully completed to receive his CNA certificate.

Using the Job Service website Nathan searched for CNA work for over three months and was unsuccessful. Nathan again visited Job Service to request assistance for a WIA-funded work experience at Valley Memorial Homes for three months. The Assistant Director of Nursing at Valley Memorial Homes said that he was one individual they didn't think would work out, but he turned out to be one of the best employees. He was always on time, showed compassion for the residents and their families, was an excellent member of their team, and very friendly. Nathan was hired as a permanent full-time member of their team earning \$11.30 per hour with benefits.

In July 2010 Valley Memorial Homes recommended Nathan as a good candidate for the Certified Medication Administration (CMA) course at a state community and technical college. He received WIA Youth funds and completed the course in August 2010.

Currently Nathan is employed at Valley Memorial Homes as a CNA and a CMA earning \$13.25 per hour with full benefits. He is also attending Embry-Riddle Aeronautical University at the Grand Forks Air Force base part-time working towards his general education requirements. He then plans to transfer to a technical college to begin a pharmacy technician program.

Over the past four years Nathan overcame a challenging environment to become a successful and respectful young man. He continues to succeed in all that he strives to achieve. Nathan is an excellent example of a youth who took advantage of the WIA Youth program opportunities.

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Adult Success Stories

Joanne* a 27-year-old single mother applied for WIA services at the Devils Lake Customer Service Office to help with the cost of gas to attend college. She anticipated a drive of 80 miles round trip daily and also asked about computer access. She was employed as a CNA in a skilled care facility in a small rural community. Her goal was to become a Registered Nurse and continue caring for the elderly or children.

Joanne was ready to begin classes in August 2008. She had applied for all services available through her county social service office and was eligible for a Pell grant and

student loans. In completing the WIA assessment process it was determined that this ambitious mother needed more than just gas money!

She submitted a request for assistance with tuition, books, and fees to complete the practical nursing program. She was approved and completed the 2008-2009 academic year on the President's List. She passed the practical nursing certification, relocated to Devils Lake and started working part-time at the local skilled care facility. Job Service staff considered this WIA participant for an additional year of nursing.

After updates to her assessment and based on resources and income the decision was made to fund tuition and fees for the Associate Degree Nursing (RN) Program as well. The RN program is very challenging due to the intense clinical rotation. She had two children by this time and successfully handled the pressures of parenting, class attendance and homework, clinical rotations, and working 1-2 days per week. She was elected by fellow nursing students to be the President of the Student Nursing Organization.

She graduated in May 2010 with two degrees, an Associate in Science (Liberal Arts Transfer) and an Associate in Applied Science (Associate Degree Nurse). Her final GPA was 3.5. She immediately took her registered nursing exam and passed. She continued to work as an RN at the same skilled care facility until recently when she was hired to be the Nurse/Coordinator providing care for an elderly woman in our community. In addition to caring for the elderly woman, she coordinates other care staff and takes care of all medical-related appointments. In the fall of 2010 she began her education (online) through Minot State University with a goal of obtaining her bachelor's degree in nursing.

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Josh* came to the Bismarck Customer Service Office as a referral from a local electrical apprenticeship and training committee after being incarcerated for drug possession and possession of stolen property. He is currently at a transitional center awaiting full release into the community. Josh had an associate's degree in diesel mechanics, but his skills were not current.

Josh received WIA Adult funds for books, tools and clothing and to complete 520 hours of on-the-job training as an apprentice electrician. He began his training at \$14.31 and is now earning \$15.31 per hour. He will continue his training under the Joint Apprenticeship Training Committee. He is on his way to becoming a journeyman electrician.

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Dislocated Worker Success Stories

Norman* is a 59-year-old dislocated worker who moved back to North Dakota after an economic decline in Nevada. He has extensive experience as a trainer/manager for business firms and banks. He accepted a job with the trucking industry as a

business manager/truck broker. Unfortunately the company closed after six months and he was a dislocated worker again.

He struggled to secure employment and was receiving extended UI benefits when he visited the Minot Customer Service Office to ask for WIA assistance for a Commercial Drivers License (CDL). Truck driving is a high-demand, high-wage occupation in North Dakota, so WIA Dislocated Worker funds were used to assist with the three-week CDL training in Minot. He successfully completed the training and obtained his Class A CDL license. He attempted to secure employment, but experienced what he believed to be age discrimination.

After many applications and unsuccessful interviews, he finally secured employment as a CDL truck driver with an oilfield company. The company plans to double the manpower in the near future and Norman is being considered for a trainer position. Even though his wage, \$14.00 per hour is low for the oil industry, there is potential for increased income once he becomes a trainer. His income is supplemented with many overtime hours.

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Karen* was laid off from a direct sales position in August 2007. Her family counted on her full-time income, so being unemployed was very challenging. She spent the next few months looking for work in the sales field and for on-the-job training opportunities locally. After several months of a frustrating job search, she decided to visit the Wahpeton Customer Service Office and apply for WIA Dislocated Worker funds to begin pharmacy technician training.

With so few job opportunities and a slowing economy, she felt the financial struggle during training would pay off for them in the end. She started school at North Dakota State College of Science (NDSCS) in January in the Pharmacy Technician program.

Karen completed her training in December 2009 with an associate of applied science degree and graduated with honors achieving an overall grade point average above 3.5. She successfully completed the National Pharmacy Technician registration exam and started a full-time position in January 2010.

Karen completed coursework for two degrees; an associate of applied science degree in pharmacy technician and an associate of science degree in liberal arts, which she completed online while working a full-time job. Her husband and children were very proud to see her graduate during the NDSCS commencement ceremony.

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

Reporting and Performance Measure Tables

(Because North Dakota is a waiver state required to report common measures only, Tables A, H.2, I, J, and K have been omitted from this report.)

Table B – Adult Program Results At-A-Glance

¹Exit Period Covered by Measures—October 2008 through September 2009

²Exit Period Covered by Measures—April 2008 through March 2009

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate ¹	77.0%	75.5%	320
			424
Employment Retention Rate ²	83.5%	77.1%	327
			424
Average Earnings ²	\$9,400.00	\$10,903.40	\$3,565,411
			327

Table C – Outcomes for Adult Special Populations

¹Exit Period Covered by Measures—October 2008 through September 2009

²Exit Period Covered by Measures—April 2008 through March 2009

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services ³		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment Rate ¹	78.8%	82 104	76.9%	20 26	73.0%	27 37	61.3%
Employment Retention Rate ²	80.5%	62 77	91.3%	21 23	80.9%	38 47	71.4%	10 14
Average Earnings ²	\$9,179.80	\$569,145 62	\$13,929.80	\$292,526 21	\$12,745.90	\$484,345 38	\$11,472.40	\$114,724 10

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

Table D – Other Outcome Information for the Adult Program

¹Exit Period Covered by Measures—October 2008 through September 2009

²Exit Period Covered by Measures—April 2008 through March 2009

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate ¹	80.5%	95 118	73.5%
Employment Retention Rate ²	87.0%	114 131	72.7%	213 293
Average Earnings ²	\$12,774.30	\$1,456,268 114	\$9,902.10	\$2,109,143 213

Table E – Dislocated Worker Program Results At-A-Glance¹Exit Period Covered by Measures—October 2008 through September 2009²Exit Period Covered by Measures—April 2008 through March 2009

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate ¹	84.5%	81.5%	123
			151
Employment Retention Rate ²	90.5%	84.8%	89
			105
Average Earnings ²	\$11,400	\$14,833.60	\$1,305,353
			88

Table F – Outcomes for Dislocated Worker Special Populations¹Exit Period Covered by Measures—October 2008 through September 2009²Exit Period Covered by Measures—April 2008 through March 2009

Reported Information	Veterans		Individuals With Disabilities ³		Older Individuals		Displaced Homemakers ³	
	Entered Employment Rate ¹	66.7%	12	55.6%	5	70.4%	19	33.3%
18			9		27		N/A	
Employment Retention Rate ²	72.7%	8	83.3%	5	84.6%	11	100.0%	N/A
		11		6		13		N/A
Average Earnings ²	\$19,310	\$154,480	\$18,161.40	\$90,807	\$13,359	\$146,949	\$18,689.70	N/A
		8		5		11		N/A

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

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

¹Exit Period Covered by Measures—October 2008 through September 2009

²Exit Period Covered by Measures—April 2008 through March 2009

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate ¹	83.3%	55	80.0%	68
		66		85
Employment Retention Rate ²	82.9%	34	85.9%	55
		41		64
Average Earnings ²	\$14,741.70	\$486,475	\$14,888.70	\$818,878
		33		55

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

¹Exit Period Covered by Measures—October 2008 through September 2009

	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education ¹	64.0%	68.8%	132
			192
Attain Degree or Certificate ¹	43.5%	55.8%	115
			206
Literacy or Numeracy Gains	20.0%	51.3%	77
			150

Table L – Other Reported Information¹Exit Period Covered by Measures—January 2007 through December 2008²Exit Period Covered by Measures—October 2008 through September 2009

	12-Month Employment Retention Rate ¹		12-Month Earnings Change (Adults) ¹ or 12-Month Earnings Replacement (Dislocated Workers) ¹		Placements for Participants in Nontraditional Employment ^{2,3}		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment ²		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services ²	
Adults	78.7%	339	\$2,441.10	\$1,052,130	.3%	N/A	\$4,535.60	\$1,437,793	34.7%	33
		431		431		N/A		317		95
Dislocated Workers	87.9%	87	98.7%	\$1,166,176	.8%	N/A	\$6,626.60	\$781,936	52.7%	29
		99		\$1,181,588		N/A		118		55

³ The number in numerator and denominator was too small to report**Table M – Participation Levels**¹Period Covered by Measures—July 2009 through June 2010²Period Covered by Measures—April 2009 through March 2010

	Total Participants Served ¹	Total Exiters ²
Total Adult Customers	67,179	51,085
Total Adult Self Service only	65,651	50,138
WIA Adults	66,744	50,887
WIA Dislocated Workers	494	234
Total Youth (14-21)	935	348
Out-of-School Youth	396	196
In-School Youth	539	152

Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$1,496,466
Local Dislocated Workers		\$ 676,184
Local Youth		\$1,734,878
Rapid Response (up to 25%) §134 (a) (2) (A)		\$ 112,540
Statewide Required and Allowable Activities ¹ (up to 15%) §134 (a) (2) (B)		\$ 769,491
Statewide Allowable Activities §134 (a) (3)		
Total of All Federal Spending Listed Above		\$4,789,559

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

Table O – Local Performance

Local Area Name <u>State of North Dakota</u>	Total Participants Served	Adults	67,179
		Dislocated Workers	494
		Youth	935
ETA Assigned # <u>38005</u>	Total Exiters	Adults	51,085
		Dislocated Workers	234
		Youth	348
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate (%)	Adults	77.0	75.5
	Dislocated Workers	84.5	81.5
Retention Rate (%)	Adults	83.5	77.1
	Dislocated Workers	90.5	84.8
Average Earnings (Adults/DWs) Six Months Earnings Increase (\$)	Adults	9400	10,903
	Dislocated Workers	11,400	14,833.60
Placement in Employment or Education (%)	Youth (14 – 21)	64.0	68.8
Attain Degree or Certificate (%)	Youth (14 – 21)	43.5	55.8
Literacy or Numeracy Gains (%)	Youth (14 – 21)	20.0	51.3
Description of Other State Indicators of Performance (WIA §136 (d)(1))		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	0	5

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