

Workforce Investment Act

PY 2005 ANNUAL REPORT



**JOB
SERVICE
North Dakota** 
Your Workforce Connection

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North Dakota's Labor Situation

North Dakota is in the Upper Great Plains of the United States, bordered by the Canadian provinces of Manitoba and Saskatchewan on the north, Minnesota on the east, South Dakota on the south, and Montana on the west. North Dakota is a sparsely populated state with only 636,677 people in 2005 spread over 70,700 square miles with 1,724 square miles of the total consisting of water. North Dakota is the 19th largest state in land area and 48th largest in population.

Even though fewer people are living in North Dakota, more jobs are available, more people are working, and personal income is increasing.

- North Dakota's total personal income increased 6.5% between 2004 and 2005. North Dakota's increase was greater than the 5.6% that the nation as a whole increased between 2004 and 2005. The same can also be said for the time period 2000 to 2005 in which the state increased 24.2% while the nation increased only 21.7%. During the 2004 to 2005 period the inflation rate was 3.4%.
- Based on per capita income, North Dakota increased by 6.4% between 2004 and 2005, placing the state's increase at third in the nation. Between 2000 and 2004 North Dakota's per capita income rose by 25.0%, placing the state's increase fourth in the nation.
- North Dakota has been faced with the problem of losing population. Between the 2000 census and 2005, North Dakota lost 5,527 persons, a 0.9% decrease. During the same time period, only six counties had population increases. Three of those counties contained Native American reservations. The other three counties are associated with the state's two largest metropolitan statistical areas.
- North Dakota's population grew only slightly over the past decade. Data from the 2000 Census indicate that the state grew by 0.5% between 1990 and 2000, reaching a population of 642,200. That was the smallest relative growth of all 50 states. Population continued to decline until July 1, 2004 when it increased to 636,308. In 2005, the population grew to 636,677, an increase of 369 people from the year before.
- Three trends seem to underlie our future county populations. The first is rural depopulation, the second is the out-migration of young adults and young families and the third is the increasing proportion of elderly.
- Decades of movement of rural residents to the larger cities have depopulated much of North Dakota. This is a trend affecting the entire Great Plains. In the last decade, population growth has occurred mainly in the metropolitan and Native American reservation counties. Therefore, the majority of counties will continue to lose population. Currently, more than half of the 53 counties have a population

base below 5,000 residents. By 2020, it is projected that nearly half of the counties will have a population base below 4,000 residents.

- Out-migration of young adults and young families will be another significant pattern in the state. The loss of residents in their twenties and early thirties has increased markedly over the past two decades. The trend has created an age imbalance. The loss of young adults means that there will be fewer parents of childbearing age and therefore fewer children.
- A historical analysis of birth records indicates a steady decline in North Dakota births throughout the 1990s. In 1987 there were 10,303 births in North Dakota. By 1999 this number had dropped to 7,635. However, beginning in 2002, the number of births began to increase, and in 2005, the number increased to 8,179. This misleading growth is most likely due to an age-cohort “bulge” phenomenon referred to as the echo of the echo of the baby boomers”. This means that a larger number of women (a reflection of being the children, or “echo,” of the baby boomers) are currently in child-bearing years and are having children themselves. The upward trend in births will more than likely stabilize or decline once again when this group of adults ages past typical child-bearing age.
- The third trend was the aging of North Dakota’s population. In 1980, 12.3% of the state’s population was age 65 or older; in 2000, the proportion had increased to 14.7%. In addition, 27 of the state’s 53 counties had more than 20% of their population older than 64 in the 2000 Census. Nationally, the proportion of elderly is only 12.4%. North Dakota also has the highest proportion in the nation of elderly 85 years and older. If current trends continue, the number of elderly in the state will grow by 58% over the next 20 years and represent nearly 23 percent of the state’s population. In addition, the number of older seniors (ie. 85 years of age and older) will grow by nearly two-thirds during that time frame.
- North Dakota’s annual average unemployment rate was 3.4% of the labor force in 2005, which was down 0.1% from the 3.5% in 2004. The National annual average rate was 5.1% in 2005, which was down from the 5.5% from the previous year. In 2005, 21 counties were below the statewide average of 3.4%. Ten counties were more than 1.5 times the statewide average. Twenty-two counties ranged from 3.5% to 5.0%. The highest rate was 9.5% in Rolette County which contains an Indian reservation while the lowest rate was 2.3% in Williams County (one of the counties affected by the current oil activity in the state)
- Unemployment Insurance Covered Employment increased by 18,898 jobs from 2000 to 2005, reaching 328,121. This is an increase of 6.1%. What this indicates is a slow steady growth over the years. Within the industry mix has been some large changes over this time period, some of them actual employment changes and some of them are the result of changing certain firms from one industry to another.

Continued WIA Success in North Dakota

The State of North Dakota continues to successfully serve Adult, Dislocated Worker and Youth program participants, exceed performance measures, and receive Workforce Investment Act Incentive grants.

Incentive grants support innovative workforce development and educational activities. Throughout PY 2005 Incentive Grants were utilized to fund a variety of new workforce development activities to expand the services available in the One-Stop Delivery System.

Examples of WIA Title I Incentive Grant activities include:

- Develop a Workplace Skills Certification program and build awareness of the certification as a common metric for assessing and improving workers' skills. The Workplace Skills Certification is a portable certification that signifies to an employer that an individual has certain fundamental skills necessary for success in the workplace, according to three subject areas: Applied Mathematics, Reading for Information, and Locating Information.
- Enhance One-Stop Center resource room adaptive technology and access devices for individuals with disabilities.
- Expand the non-custodial parent pilot program to the North East region of the state. This partnership between the court systems, Child Support Enforcement and Job Service North Dakota, is designed to provide individuals in arrears on child support with case management services that assist with employment barriers.
- Install a state-of-the-art interactive video network system in each of the eight planning regions. This system will enhance the capacity of the partners of the One-Stop System to coordinate training and delivery of services to target populations. The partners will develop protocols for establishing priority system use, scheduling of the system, and maintaining the system.
- Develop and operate an Intensive Re-employment Demonstration Project in a minimum of one pilot area of the state. The goal is to test various services and methods of the deliver of those services to determine the impact on reducing the duration of unemployment insurance for Unemployment Insurance claimants. The project will evaluate innovative methods that promote rapid re-employment.
- Develop and deliver training to front line staff on awareness of cultural diversity and needs. The goal is to more readily understand how to serve One-Stop System customers by understanding their cultural diversity and needs. This includes youth cultural diversity and needs. This is especially important as we promote and implement active recruitment of individuals from minority populations, including persons with disabilities, to fulfill the workforce needs of the state.

- Install a North Dakota Occupational Information System (OIS) for use by One-Stop System partners in program planning. The OIS provides education and training program planners with easy access to information and data on occupational projections, wages, education/training program completers, location of existing training programs, and several other elements which are clustered around common groups of occupations and training programs.

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

Carl D. Perkins Vocational and Applied Technology Act

- Using the Jobs for Americas Graduates (JAG) principles, operate up to three demonstration sites targeting school districts with significant populations of dropouts or students at-risk. The at-risk factors leading to dropping out of school or not being able to transition into career employment will be benchmarked and demonstration results will be compared to benchmarks to document improvements.
- Develop marketing and tools to increase the awareness, and interest in Career & Technical Education (CTE) programming across the state. This project should increase the number of students in CTE and/or number of CTE program offerings available to students.
- Develop and deploy an updated data collection system for schools. The goal of this project will be to have a functional data collection system that schools will use to enter the required student data. The measurement is that all schools will be able to log onto the system and use the data collected for their school or institution.
- Provide training to instructors from all schools and institutions that add Information Technology (IT) courses to their curriculum offerings. During the summer of 2005, training sessions were conducted for all interested instructors. Additionally, in the summer of 2004, statewide Graphical Information System (GIS) software and virtual networking software was purchased to enable all schools to utilize either software package for the IT course taught in the schools. In-service and initial IT course training was provided to 50 to 75 teachers through the summer of 2005, and have GIS and virtual networking software available for every school that would like to offer an IT course in these areas.
- Identify skill gaps in the petroleum industry and devise solutions to address these gaps as workers are needed to expand the workforce and fill the pipeline.

Adult Education and Family Literacy Act

- Expand pilot programs in customer service and certified medication aide training. Expand English as a second language, to accommodate industry specific on-site training, designed to provide job seeking and job keeping employment strategies in

addition to enhanced basic and skill training to unemployed, underemployed, and youth in target areas of the state.

- Develop two pilot sites to provide distance learning to adults outside the major cities. This project will deliver GED preparation/improvement of academic skills via current technology available.
- Provide capacity building and training to staff delivering services to adult populations with emphasis on new research and teaching methods in math, writing, and reading.
- Continue to provide additional skills building for GED graduates who plan to pursue higher education and/or career technical training.

North Dakota's One-Stop Career Center System

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

The Job Service North Dakota mission is to provide customer-focused services to meet the current and emerging workforce needs of the state. Our vision, "Job Service North Dakota strengthens the economy of North Dakota as a strategic partner in the delivery of workforce services" provides the direction and understanding to the members of the Workforce Development System that the system is interdependent upon all partner programs. The success of the Workforce Development System will rely on its ability to attract, retain, and expand the workforce pipeline in the state.

The cornerstone of the North Dakota Workforce System is the One-Stop service delivery structure aimed at integrating programs, services, and governance structures. The North Dakota One-Stop structure gives business, students, job seekers, and the public One-Stop access to all federally-funded workforce development programs, as well as several state-funded programs.

The One-Stop Career Centers are the focal point of North Dakota's One-Stop service delivery structure, supporting the human resource needs of business and the employment needs of job seekers. Employers use One-Stop Career Centers to help recruit workers they need for their businesses while job seekers and other participants can receive training and education, build their skills, and access federal assistance programs.

Job Service North Dakota has seventeen Customer Service offices, with a presence on several Native American reservations. In addition, Job Service North Dakota maintains a dynamic web presence. Business and job seeking customers benefit from accessing workforce services through a customer-friendly, self-service system with the assistance of trained professional staff members.

Funding streams for One-Stop Career Center services include:

- Workforce Investment Act Title IB
 - Adults
 - Dislocated Workers
 - Youth
- Wagner-Peyser
- Unemployment Insurance
- Job Opportunities and Basic Skills (JOBS)
- Labor Market Information (LMI)
- Veterans Employment and Training Programs
- Trade Adjustment Assistance/North American Free Trade Act (TAA/NAFTA)
- National Emergency Grants

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

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

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

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

The Wagner-Peyser and Unemployment Insurance Programs are fully integrated within Job Service North Dakota. Both programs are integral components of the One-Stop Career Center system.

Internet access to Job Service North Dakota (www.jobsnd.com) and *CareerOneStop* (www.careeronestop.org) is available at the One-Stop Career Centers. Well-trained One-Stop Career Center staff members ensure customers receive the appropriate services to meet their needs.

The enhanced on-line services for job seekers and businesses offer additional self-directed services, with one-on-one assistance available from One-Stop Career Center staff members, if needed.

On-line services for Job Seekers include:

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

On-line services for Businesses include:

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

The SHARE Network is a web-based self-help referral system connecting Job Service North Dakota's One-Stop Career Centers with providers of services that help people obtain, retain, or advance in employment. To optimize utilization, the convenience of

the SHARE Network enables One-Stop Career Center employees to make more informed referrals, and for faith-based and community organizations to consistently refer clients throughout the One-Stop Delivery system.

Over 700 workforce development, faith-based organizations, community organizations, businesses, and government agencies offering over 115 service options ranging from Abuse Counseling to Youth Services have joined the Network. Because these service providers become SHARE Network members easily and free of charge, use is strong and the tool is highly valued. The primary focus of the SHARE Network is to enable individuals to overcome barriers to sustainable employment.

Program Services, Cost Benefit, and Evaluation

A customer-focused approach, including an initial assessment of skill levels, abilities, and support services for individuals, is available through the One-Stop Career Centers. This approach is used to determine the needs of various population groups such as:

- Individuals with a disability
- Dislocated workers
- Displaced homemakers
- Individuals with multiple barriers to employment
- Job Opportunities and Basic Skills (JOBS) clients
- Non-custodial parents
- Low-income individuals
- Migrants and seasonal farm workers
- Minorities
- New Americans
- Older individuals
- School dropouts
- Young women

- Veterans
- Women, and
- Others with multiple barriers to employment and training

A high-skill and high-demand occupation is the goal for all individuals and includes non-traditional choices. Veterans are provided priority of service in all Department of Labor funded programs when eligibility criteria are met.

Service to Adults and Dislocated Workers

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

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

The full range of core, intensive, and training services is available to dislocated workers based upon the results of ongoing assessment of needs. The funds provide support, employment/employability assistance, and training to eligible participants. Individuals qualifying for eligibility may include those who have been laid off, notified of layoff, terminated, displaced homemakers, and self-employed individuals who for various reasons are unable to sustain the business.

The One-Stop Career Center services provided to adults and dislocated workers follow a three-tiered approach to service delivery:

Core Services:

Determination of eligibility for services, intake and orientation services, assessment of skills, job search to include placement and career counseling, labor market information, program and program performance information, information on support services, information on completing Unemployment Insurance forms, and follow-up services.

Intensive Services:

Available for unemployed individuals who have completed core services but are unable to attain self-sufficiency or those employed but need assistance in order to reach a sustainable wage. The services include: comprehensive and specialized assessment; individual employment planning; group, individual, and career counseling; case management for training services; out of area job search assistance; relocation assistance; short-term vocational services; and basic skills training.

Individual Training Services:

Available only to those who complete core and intensive services and are still unable to attain self-sufficiency. The services may include: occupational training, customized instruction, cooperative education, employability training, and private sector upgrade and retraining.

Service to Youth

The One-Stop Career Center operator develops and implements youth activities in accordance with recommendations of the Youth Development Council. The youth are assessed to determine the program activities that would best meet their needs. The One-Stop Career Center operator ensures that individual youth receive appropriate program elements as needed, whether provided by the operator or a service provider.

The Youth Development Council uses the following criteria, along with WIA performance measures, including common measures, for identifying the most effective youth activities provided by the One-Stop Career Center operator and the contracted service providers:

- Offer youth a comprehensive menu of program activities;
- Focus on the educational needs of youth, especially completion of high school or the equivalent;
- Provide youth exposure to the world of employment through appropriate work experience;
- Provide youth support in meeting career goals;
- Offer preparation for post-secondary education and employment;
- Offer linkages between academic and occupational learning;
- Focus on developmental needs of youth;
- Provide follow-up support; and
- Collect data to assess and evaluate effectiveness.

Within the program foundation are the concepts of improving educational achievement, preparing for and succeeding in employment, supporting youth, and offering services in an effort to develop the potential of young people as citizens and leaders. Funds provide support, employment/employability assistance, and training to eligible participants age fourteen to twenty-one.

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

- Deficient in basic literacy skills
- School dropout
- Homeless, runaway, or foster child
- Pregnant or parenting
- Offender; or
- An individual who requires additional assistance to complete an educational program, or to secure and hold employment.

Up to five percent of youth participants served by youth programs may be individuals who do not meet the income criterion for eligible youth, provided that they are within one or more of the following categories:

- School dropout
- Basic skills deficient
- Are one or more grade levels below the grade level appropriate to the individual's age
- Pregnant or parenting
- Homeless or runaway
- Offender; or
- Face serious barriers to employment as documented by the case manager.

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

Level of Service

The assessed needs, existing skills, and personal situation of the customer determines the level of services provided to customers, whether adults, dislocated workers, or youth. Job Service North Dakota accounts for the cost categories required by the Workforce Investment Act, not for the costs by activity.

Under the Adult and Dislocated Worker Programs, the comprehensive array of services provided (those described in core, intensive, and training services) correlate

with the level of program expenditures for an individual. Each level of service results in additional expenditures.

Tables D and G show the comparison between customers receiving core and intensive services with customers receiving training services. The following is an analysis of the differences in results:

- **Adult and Dislocated Worker Entered Employment —**
Individuals who received only core and intensive services had a lower or equal Entered Employment rate than those individuals who received training services. When training is provided, it is for occupations currently in demand. The skills of individuals who did not receive training may be in lower demand occupations. This may require a longer time period to find suitable employment and may result in an individual leaving employment if skills don't meet job expectations. The state continues to explore potential tools to better assess individual skills and to better analyze skills in demand.
- **Adult Earnings Change in Six Months—**
There is a significant difference in the Earnings Change in Six Months. Skills attained through participation in training services enable the customers to become employed at a higher skill level than prior to participation. The earnings change for individuals who do not receive training services is often lower due to pre-program income. These individuals may be seeking other job factors, such as, working conditions, job satisfaction, skill utilization, etc. This reflects North Dakota's current economic climate as noted earlier in this report.
- **Adult Retention Rate—**
Individuals who received only core and intensive services had lower Retention rates than those individuals who received training services. When training is provided, it is for occupations currently in demand. The skills of individuals who didn't receive training may be in lower demand areas. This may require a longer time period to find suitable employment and may result in an individual leaving employment if his skills don't meet expectations once he is on the job.
- **Dislocated Worker Retention Rates—**
Dislocated workers who receive only core and intensive services have higher Retention rates than those receiving training services. This is consistent with the WIA concept of providing services based on individual need. Those receiving only core and intensive services need only minimal assistance to become re-employed and retain employment because they have the skills desired in the current job market. Individuals receiving training may find it more difficult to retain employment because they have not demonstrated application of the new skills in the workplace.

- Dislocated Worker Earnings Change in Six Months—

Skills attained through participation in training services, enabled customers to become re-employed at a higher skill level resulting in higher wages. In addition, due to the direct relationship between skill level and wage, customers receiving training services to upgrade skill levels have a much higher Dislocated Worker Earnings Replacement Rate because their pre-participation wage levels and skill levels were lower than the pre-participation wage levels and skill levels of customers receiving only core and intensive services. Dislocated workers selected for training had a higher need for training and skill development than the dislocated workers enrolled in only core and intensive services.

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

North Dakota evaluates the effectiveness of program activities and costs based upon an individual's positive results for WIA performance measures. The outcomes are for the same reporting periods utilized for the corresponding WIA performance measures. Cost per participant and cost per positive outcome is computed for the Adult, Dislocated Worker, and Youth Programs. The overall cost per participant served for all programs was \$2,143. This reflects an increase of \$204 per participant from PY 2004. The overall cost per positive outcome for participants from all programs was \$1,875, an increase of \$122 from PY 2004.

The positive outcomes for Adults, Dislocated Workers, and Older Youth Programs include individuals who met the criteria for the entered employment, employment retention and employment and credential performance measures. For younger youth, the positive outcomes include individuals who met the criteria for skills attainment, diploma or equivalent attainment, and retention performance measure.

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

Program	Program Expenditures	Total Served	Cost per Participant	Total Positive Outcomes	Cost per Positive Outcome
Adult	\$1,641,523	785	\$2,019	767	\$2,140
Dislocated Worker	\$617,387	291	\$2,122	362	\$1,705
Youth	\$1,708,573	775	\$2,205	987	\$1,731
TOTAL	\$3,967,483	1,851	\$2,143	2,116	\$1,875

Another measure of positive outcome for Adult, Dislocated Worker, and Youth Program participants is the level of customer satisfaction. While it is difficult to correlate program costs to the level of customer satisfaction, North Dakota's high satisfaction score of 82.5 (out of 100) indicates program participants are satisfied with the results of their personal investment in the WIA Programs. This increase in the participant customer satisfaction actual performance level from PY 2004 indicates continued satisfaction with the program.

The actual performance level for the employer customer satisfaction rate in PY 2005 was 79.4. This slight increase from PY 2004 indicates continued employer satisfaction with the program.

Analysis of WIA performance measures is the primary method of program evaluation used this program year. North Dakota exceeded the required 100 percent overall average for the Adult, Dislocated Worker and Youth performance measures. Since the implementation of the Workforce Investment Act, North Dakota has exceeded the required 100 percent overall average for WIA performance.

The Success of Workforce Investment Act Involvement

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

Adult Success Stories

- After his release from a four-year sentence at a federal penitentiary for drug-related charges, Mark came to Job Service North Dakota seeking job search assistance. Mark's limited work history consisted of working for a limited number of months as an overhead door installer.

Mark was selected for enrollment in the WIA Adult program and approved to attend welding training with a local business and eligible training provider. Mark not only completed the welding training, but the business owner selected him to work in the manufacturing portion of his company through on-the-job training. A slow period in the manufacturing industry occurred at a parallel time to the on-the-job training experience. At the end of the OJT, the business was not able to keep Mark working.

A job development effort in the high-demand, high-growth energy industry in the state resulted in Mark obtaining unsubsidized employment with a local fast-growing company that makes wind turbines.

Mark has been successful with this energy company, and since he started, we have received comments from the employer that they wish they could clone Mark because he is doing such a good job and such a conscientious worker. Due to his outstanding welding skills, Mark has been selected to train new employees on the various welds required on the turbines.

- While Gary was receiving Unemployment Insurance, he became aware of the potential benefits available for additional training through the WIA program.

He had been an auto mechanic for several years but felt he was being squeezed out of this field in terms of making a comfortable living and saving for his retirement. Upon remembering the WIA program information, Gary contacted the Bismarck Job Service office to visit with someone about the potential for funding for school. Gary indicated that for his age of 48, he should be more advanced with his career in monetary terms, as well as happy with his profession.

Since North Dakota is currently experiencing a shortage of workers for jobs available in the petroleum industry, research was conducted and a truck driving course was found to be available through Williston State College. This two-week course was ideal for Gary as he needed training and in the shortest amount of time possible, so UND was chosen. Gary loved the class and thought the instructor was good.

Within a month of receiving his CDL he was hired and working for a prominent petroleum industry employer. Gary's starting wage was approximately \$80,000 per year with a great benefit package. Gary is extremely grateful for the aid and

support he received from Job Service North Dakota and the Workforce Investment Act program.

Dislocated Worker Success Stories

- Jean was dislocated worker from a rural community in Northeast North Dakota. When the position she held with a local bus manufacturing company was eliminated, Jean received WIA funding coupled with the Trade Adjustment Assistance program funds and attended Northland Community and Technical College in East Grand Forks in the accounting field.

Jean worked for several businesses in Grand Forks before a local construction company offered her a position in the accounting field. Jean said, “I was so glad to have the opportunity to get an education. The assistance with mileage to get to school and getting a computer was a big help too.” Your office was easy to work with”.

Jean indicated that because of the job stability at the construction company, she and her husband were able to buy a house in Cavalier, ND. Not only did Job Service North Dakota assist someone in building skills, but we also helped keep families in our communities!

- Steve, a middle-aged man, was last employed in computer sales for several years prior to his lay off. He worked with intensive re-employment (REA) project staff and attended all seven workshops offered through Job Service North Dakota. A medical issue within Steve’s family created a need to conduct job searches with companies that offered employee medical insurance benefits. This focus resulted in an interview with nationally renowned financial institution.

Steve was selected to participate in a 12-week work experience in the company’s imaging department with the intent of hiring him full-time when he displayed the skills and attitude necessary for the job. Due to Steve’s excellent work performance he was offered a permanent position after completing several weeks of the work experience. Steve advanced from his initial position in the imaging department to a position that he enjoys very much today.

Recently, the Minot Job Service office received a thank you note from Steve that stated, “Just wanted to let you know this great news, [of the promotion] and say thank you for “getting me in the door” with this great company.

Youth Success Stories

- Mary is a young lady who was referred from the Devils Lake school system for participation in the Workforce Investment Act (WIA) Youth Program. Through the assessment process, it was determined that Mary would benefit by gaining work readiness skills while participating in a work experience activity.

She was placed in a paid work experience in a local retail store and learned customer service skills, how to receive money, and make change. She was also responsible for conducting preparation work and merchandising in one area of the store. Upon completion of this work experience, the business was unable to hire Mary as an employee. Additional program options available were then reviewed.

Although Mary had completed high school, she had not officially graduated and was still involved with the school system. That involvement required her to either come to class or be involved in training or training preparation.

After additional assessment of her skills and abilities, it was decided that Mary would benefit from participation in the *Bridges to Success* program as she continued on the road to greater self-sufficiency.

Through participation in the program, Mary learned about herself through the *STEPS to Economic and Personal Success* series. Mary learned what it takes to become a good employee through the *30 Ways to Shine as a New Employee* segment.

In addition, she learned interpersonal and computer skills and how to conduct a successful job-hunt. She created application materials, applied for, and was hired at a local market in the bakery department. She continues to currently work in this position.

Mary was recognized for her accomplishments in the *Bridges to Success* program and received a certificate of achievement for the skills she achieved.

- Derek was enrolled in the WIA Youth Program in May, 2004. He was 17 years old and just completing his sophomore year in high school. Derek has a learning disability and difficulty with verbal communication.

Through the assessment process, it was determined that Derek would benefit from a work experience opportunity. Hankinson Public School was the worksite to which Derek was assigned, and he worked there for two summers. He did an excellent job learning work readiness skills, and his supervisors were very impressed with his work habits and reliability.

As high school graduation approached, Derek realized he needed additional work skills, and a Hankinson company, Falk Groundsource Technologies, came to mind. It was a company where Derek thought he would enjoy working. There was some hesitation on the part of the employer when contacted by JSND staff, since they normally do not hire employees just for the summer. Derek's plans were to attend college in the fall. A few days later, Sandy Eichhorn at the Wahpeton JSND Office received the call from Falk Groundsource Technologies

that she'd been waiting for: "Yes, we have a place for Derek for several weeks, but probably not for the entire summer".

It was a win-win situation. Derek demonstrated a good work ethic, a positive attitude and was eager and willing to learn. After completing the Work Experience assignment, Derek was hired by Falk Groundsource on July 3, 2006. He worked full-time for the remainder summer and continues working there on his time off from school.



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To Whom It May Concern:

When we were first approached about hiring someone from this program we were not interested. We are a highly specialized field and are always dealing with deadlines and quite honestly didn't feel we had the time to spend training someone that would require extra care.

Our service technician was just coming back to work after surgery and was not able to do any carrying. We needed a driver and a strong back. We called Job Service and they hooked us up with Derek Janikowski. Sandy Eichhorn from Wahpeton Job Service came out and explained the program and Derek's special needs. Derek arrived and we were all rather apprehensive but as time wore on we knew we had a good match.

Derek always came to work early, with a smile on his face and a "Good Morning!" every day. He was like a breath of fresh air. As time wore on Derek conquered many tasks set out for him. He had branched out from just being a driver and strong back to mowing and trimming, painting, cleaning, sorting and organizing parts, actually helping repair the equipment that was down and making ductwork. He was now being sought after by our more experienced employees. Derek got so he could see things that needed to be done and just did them. When he ran out of things to do he didn't hesitate to come in and ask what needed to be done. Derek wasn't afraid to work and rarely stood idle.

He had such a pleasing personality and was always upbeat and most everyone wanted to be around this person who seemed to always enjoy and like his job, no matter what it was. He had the ability to make everyone feel better with just a smile.

This program ended on June 30th but by then Derek had more than proven himself and we realized what a positive addition he would be to our company so we hired him and he continued to flourish. The end of August he went off to college at NDSCS but every Friday he comes back and works the afternoon and some Saturdays. With Derek's personality, his willingness to learn, his positive, upbeat attitude and his winning smile he will go far and we wish him much success.

Sincerely,
Kris Nerison