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STATE OF NORTH DAKOTA  
WORKFORCE INVESTMENT ACT

# **ANNUAL REPORT**

***REVISED EDITION***

**JULY 2000 – JUNE 2001**

## **I. Annual Report Narrative**

The implementation of the Workforce Investment Act of 1998 (WIA) was welcomed by the State of North Dakota on July 1, 2000. The North Dakota workforce development system experienced a year of transition from July 1, 2000 through June 30, 2001 as the Workforce Investment Act replaced the Job Training Partnership Act. A new system focusing on a local approach in the delivery of workforce development services has emerged.

Customer service and consumer choice through Job Service North Dakota's One-Stop centers is the cornerstone of delivery and access to programs available under the Workforce Investment Act.

### **Background on North Dakota's Workforce Development System**

In 1997, the North Dakota Workforce Development Council was organized under Executive Order 1995-01. Since 1997, the Council has developed a workforce development system model, a planning framework, and four key strategies for enhancing the state's labor force as a competitive factor in the global economy. In October 1998, the Unified State Plan Working Group (USPWG) was formed to assist in the development of the strategic plan for the implementation of the Workforce Investment Act of 1998 (WIA).

North Dakota is a single Local Area under the Workforce Investment Act. The North Dakota Workforce Development Council serves as the state workforce investment board and the local workforce investment board as outlined in WIA. Job Service North Dakota is the state and local administrative entity and designated One-Stop operator for services under Title IB, which serves Adults, Dislocated Workers, and Youth.

The North Dakota workforce development system is a relationship of functions, entities, and influences that facilitates the preparation of an educated and skilled workforce in response to the changing needs of the marketplace. It includes formal and informal education and training activities that provide enhanced knowledge and skills necessary for successful employment.

Workforce training is just one part of the workforce development system. The desired system outcomes are increased productivity, better wages, and improved self-sufficiency. The North Dakota workforce development system is built around the following eight core values:

- Wealth and job creation;
- Local execution;
- Business driven workforce requirements;
- Focus on qualified employees with the required skills;
- Informed individual choices and responsibilities;
- Unique individual skills and values;
- Participation of all citizens; and
- Partnerships, collaboration, and alliances linked by common values and effective communication.

With its limited human and financial resources, North Dakota maintains a focused approach to economic and workforce development investment. Federal and state funds are invested in programs that offer participants the ability to develop skills that support high wage, high growth primary sector industries. Individuals are assessed to determine the areas of the greatest potential for success and productivity. Information critical to both economic and workforce development is collected, organized, and disseminated to both employers and employees. Additional emphasis is placed on modernizing the K-12 education system as a long-run strategy to keep North Dakota's workforce competitive and responsive to increasing changes in the global marketplace.

Collaboration, partnerships, and alliances are the primary means of Workforce Investment Act implementation success. The rapidly changing economic environment requires the use of existing services and providers. Although North Dakota's population size may be viewed as a disadvantage, it offers the potential for government and business operations to transpire efficiently and effectively. The emphasis has always focused on getting the job done versus building an elaborate bureaucracy.

In the North Dakota workforce development system, accountability and performance improvement measures have shifted from the required program input and output indicators to system performance. The first years of implementation are devoted to streamlining and facilitating the rapid collection of wage data, placement history, certification and customer satisfaction information, and system responsiveness to technology changes and new skill set requirements. Relationship development and the ability to communicate with users and providers are emphasized.

## **Implementation of a One-Stop System**

Job Service North Dakota has provided training and employment services through a One-Stop Delivery System working in partnership with many entities prior to enactment of WIA. In accordance with WIA Section 121(e), the Workforce Development Council and the Governor, designated Job Service North Dakota as the One-Stop center operator.

A One-Stop System provides a network of resources that connect customers with employment, education, and training services. Programs and services offered by other One-Stop partners are accessible through One-Stop centers. Job Service North Dakota's service delivery system includes 12 Customer Service offices, 10 college campus offices, 4 Native American reservation offices, 66 job information sites, and a dynamic, information-packed web presence. Customers benefit from addressing workforce services through a customer-friendly, self-service system or with the assistance of trained professional staff members.

Major funding streams for programs authorized under the Workforce Investment Act include

- Title I:
  - Adults
  - Dislocated Workers
  - Youth

In addition, Job Service North Dakota, the One-Stop operator, receives funding for:

- Wagner-Peyser
- Unemployment Insurance
- JOBS
- Welfare-to-Work
- Labor Market Information (LMI)
- Veterans
- Trade Adjustment Assistance/North American Free Trade Act (TAA/NAFTA)
- Senior Community Service Employment Program (SCSEP)

Other funding sources include:

- Other WIA Title IB programs
- Adult Education and Literacy activities
- Vocational Rehabilitation
- Community Services Block Grant activities
- Department of Housing and Urban Development activities
- Postsecondary Vocational Education activities under the Carl D. Perkins Vocational and Applied Technology Act,
- Green Thumb and AARP activities 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).

In the One-Stop Delivery System concept, North Dakota can capitalize on strengths each partner brings to the system while reducing or eliminating duplication of products and services. 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 One-Stop center is a major component of the workforce development system.

Wagner-Peyser and Unemployment Insurance are fully integrated into the Job Service North Dakota system. Both programs are integral components of the One-Stop center. The full-range of labor exchange services, including Unemployment Insurance are available at the One-Stop centers. Job Service North Dakota and America's Job Bank websites are accessible on the Internet, and at the One-Stop centers. To the extent possible, One-Stop Delivery System staff members are informed of services, and where appropriate, cross-trained to ensure the customer is receiving the right mix of services.

Information on programs and services is provided through the Internet as a self-help service, with personal one-on-one assistance provided by the One-Stop Delivery System staff members. A web-based system of information sharing has been developed. This system, the Customer Resource Information System for North Dakotans (CRISND) provides information by program and service. It includes a description of the program and service, eligibility

criteria, application procedures, referral process, and contact information. One-Stop partners are responsible for updating information on their programs and services. Information is also available in written format for use by all partner staff, as well as customers. This enables staff members and customers to have the most current information for determining the appropriate mix of services and individual career planning decisions.

Wagner-Peyser and Workforce Investment Act services provide the foundation of core services available through the One-Stop centers. Labor market and other information enables customers to make informed choices and choose, to some degree, the level of service that best meets their needs.

### **Workforce Investment Act (WIA) Title I Programs**

The Workforce Investment Act was implemented in North Dakota on July 1, 2000 for Program Year (PY) 2000. Job Service North Dakota is the administrative entity for services under Title IB, which serves Adults, Dislocated Workers and Youth. The purpose of WIA is to increase occupational skill attainment, employment, retention, and earnings of participants through program activities. The primary goals are improved workforce quality, reduced welfare dependency, and enhanced productivity and competitiveness of the nation.

The federally funded program is administered by the U.S. Department of Labor. Allocations to states are formula-based to provide the infrastructure and financing for local employment and training programs.

For the North Dakota workforce development system to work effectively, all customers must have timely, current, and accurate information for business planning, economic development, education and training forecasts, and individual career planning decisions. All customers must receive quality products and services in a responsive manner. At the same time, targeted training investments help move workers into higher wage jobs. All those seeking employment must have minimum basic skills for job consideration. Universal access to labor market and career information are of primary importance in policy and resource allocation priorities. Local areas and communities access training funds for critical infrastructure jobs as well as those industries that support the primary sector and targeted industries. Allocation policies are flexible so public funds can be invested where they meet the needs of the designated population plus provide upward job mobility for incumbent workers.

The Workforce Development Council set initial allocation formulas, which were followed the first year. Adjustments may be made as the system matures and changes in functions, resources, and unforeseen influences. Actual expenditures are reported in Table N.

## Adults Block Grant

Priority	Area	Allocation
1	Statewide Activities	15%
	Council operation, operation of One-Stop centers, technical assistance, management information systems, performance measurement (Administration cannot exceed 5% of total grant)	
	Local Programs	85%
1	Core Services/Operation of One-Stop Centers	
1	Intensive Services If dollars are limited then Intensive Services funded at: <ul style="list-style-type: none"> <li>• Priority Customers (80%)</li> <li>• All other Customers (20%)</li> </ul>	
2	Training Services (1) Target Industries (60%) (2) Demand Occupations (40%) (3) Priority Customers (Minimum level of 80%) Incumbent Workers and other Customers (Not to exceed 20% of remaining funds after Priority Customers have been served.)	Use all funds remaining after Core & Intensive Services have been funded

## Dislocated Worker Block Grant

Priority	Area	Allocation
1	Statewide Activities	Up to 40%
	Council operation, workforce development system building, technical assistance, management information systems, performance measurement	15%
	Rapid Response Activities (Administration cannot exceed 5% of total grant)	Up to 25%
	Local Programs	60%
1	Core Services/Operation of Workforce Centers	
1	Intensive Services	
2	Training Services (1) Target Industries-60% (2) Demand Occupations-40%	Use all funds remaining after Core & Intensive Services have been funded

## Youth Block Grant

Priority	Area	Allocation
	Statewide Activities	15%
1	Youth Development Council, workforce development system building, technical assistance, management information systems, performance measurement (Administration cannot exceed 5% of total grant)	
	Local Programs	85%
1	Core Services/Operation of One -Stop Centers	
2	Youth Activities & Services that: (1) Keep Youth in K-12 until completion (2) Support Alternative Program, Job Corps, GED (3) Provide Basic Work Skills for ALL Youth	

- The state of North Dakota is a single local area; therefore, no allocation method is needed for distribution of adult employment and training and youth funds. All 85 percent funds are distributed to the single local area.
- The state of North Dakota is a single local area; therefore, no allocation method is needed for distribution of dislocated worker funds. All funds not reserved for administration and statewide rapid response are distributed to the single local area. The Governor reserved up to 25 percent for statewide rapid response activities. Actual expenditures were \$58,592.

### Service to Adults and Dislocated Workers

A customer-focused approach including an initial assessment of skill level, aptitudes, abilities, and support service needs for each individual is available through the One-Stop center. This approach is used to determine the needs of:

- Disabled individuals
- Dislocated workers
- Displaced homemakers
- Individuals with multiple barriers to employment
- Low-income individuals
- Migrants and seasonal farm workers
- Minorities
- Older individuals
- Veterans, and
- Women

The full range of core, intensive, and training services may be available to adult participants based on the results of assessment and ongoing needs. Funds provide support, employment/employability assistance, and training to eligible participants age 18 and older. Eligibility criteria include priority of service to economically disadvantaged individuals who are seeking and unable to locate employment leading to self-sufficiency.

The full range of core, intensive and training services may be available to dislocated workers, based on the results of assessment and their on-going needs. Funds provide support, employment/ employability assistance, and training to eligible participants age 18 and older. Eligibility criteria include individuals who have been laid off, notified of layoff or terminated, displaced homemakers, unlikely to return to the occupation, have wages qualifying them for unemployment, and who are seeking and unable to locate employment leading to self-sufficiency.

The One-Stop center services provided to adults and dislocated workers follow a three-tiered approach to service delivery.

*Core Services (Level One):* 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, eligibility determination for Welfare-to-Work, and follow-up services.

*Intensive Services (Level Two):* Available for unemployed individuals who have completed core services but are unable to obtain employment or those employed but need help to reach a sustainable wage. Services include: comprehensive and specialized assessment, individual employment planning, group counseling, individual and career counseling, case management for training services, short-term vocational services, and basic skills.

*Individual Training (Level Three):* Available only to those who complete core and intensive services and are still unable to obtain employment. Services may include: basic skills, occupational skills, customized instruction, cooperative education, employability training, and private sector upgrade and retraining.

## **Service to Youth**

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

The Youth Development Council uses the following criteria along with WIA performance measures for identifying effective and ineffective youth activities of the One-Stop operator and the contracted service providers:

- Offer youth a comprehensive menu of program activities;
- Focus on the education needs of youth, especially completion of high school or the equivalent;

- Provide youth exposure to the world of work through appropriate work experience;
- Provide youth support in meeting their 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 intended to develop the potential of young people as citizens and leaders. Funds provide support, employment/employability assistance, and training to eligible participants age 14-21.

Eligibility criteria include individuals who are economically disadvantaged and face a defined barrier to academic or employment success such as, someone deficient in basic literacy skills, a school dropout, runaway or foster child, a parent, offender, or disabled individual. In addition, a minimum of thirty percent of Youth program funds are spent on out-of-school youth.

### **Level of Service**

The level of services provided to customers, whether Adults, Dislocated Workers or Youth, is set based on the assessed needs, existing skills, and personal situation of the customer. Job Service North Dakota accounts for the cost categories required by WIA, 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 to the level of program expenditures for an individual. Each level of service results in additional expenditures.

As shown in Tables D and G, Section II, the performance results for Adult and Dislocated Worker customers receiving only core and intensive services are similar to the performance results for Adult and Dislocated Worker customers receiving training services. The one exception is the Dislocated Worker Earnings Replacement Rate. Customers receiving training services have a much higher Dislocated Worker Earnings Replacement Rate because their pre-participation wage levels were much lower than the pre-participation wage levels of customers receiving only core and intensive services. Skills attained through participation in training services, enabled these customers to become re-employed at a higher skill level.

The level of involvement in the ten Youth program elements or activities correlate to the level of program expenditures for an individual. Although participation in each activity cannot be evaluated separately, the level of services provided resulted in exceeding five of the seven core performance measures of the Youth program.

Adult, Dislocated Worker and Youth program performance outcomes are summarized in Section II of this report.

## Cost of Program Activities Relative to Effect

North Dakota tracks and evaluates the cost of program activities relative to effect based on an individual's positive results for WIA performance measures. Outcomes reported are for the same periods used for the corresponding WIA performance measure. 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 \$2,246. The overall cost per positive outcome for participants from all programs was \$4,716. The positive outcome tracked for the adult and dislocated worker programs was entered employment. For youth a positive outcome is to meet the criteria for a positive result in the older youth entered employment rate, employment retention rate, credential rate and the younger youth skills attainment rate, diploma or equivalent attainment rate, and retention rate. An individual youth may have more than one positive outcome. Each positive outcome enhances the youth's ability to achieve and sustain long-term employment. Statewide data for expenditures, cost per participant, and positive outcome is displayed in the table below.

Program	Program Expenditures	Total Served	Cost per Participant	Total Positive Outcomes	Cost per Positive Outcome
Adult	\$1,698,706	794	\$2,139	196	\$8,667
Dislocated Worker	\$680,960	334	\$2,039	258	\$2,639
Youth	\$1,827,332	745	\$2,453	438	\$4,172
<b>TOTAL</b>	<b>\$4,206,998</b>	<b>1,873</b>	<b>\$2,246</b>	<b>892</b>	<b>\$4,716</b>

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 79.2% results indicates program participants are satisfied with the results of their personal investment in the WIA programs.

## The Success of Workforce Investment Act Involvement

The Workforce Investment Act has impacted the lives of One-Stop center customers. Here are just a few examples of the benefits of the WIA involvement.

### Adult

*A single, young mother of two was trying to remain free of the TANF program and was receiving only Housing, Child Care Assistance, and food stamps. She received a few child support dollars per month and worked part-time to support her family. Through the WIA Adult program, she successfully completed a Surgical Technician program offered by a local Community College. She recently started a new job as a surgical technician at a local hospital at \$11.35 per hour.*

*With the decline of the farm economy in the State, a farmer was having difficulty making a living. He and his family wanted to stay in their home in a rural community; however, he was not finding good paying jobs with a future. Through the incentives of the On-the-Job Training*

*Program, a local heating and air conditioning firm hired him for full-time, permanent work as a heating and air conditioning installer/service provider. The beginning wage was \$8.00 per hour. As work experience and his skills and abilities progressed, steady pay raises occurred. The employer is very happy with the new employee and the individual loves his job. Best of all, he did not have to move his family away from a home they love.*

#### Dislocated Worker

*A secretary from an implement dealership was laid off due to the declining farm economy over the past several years. She had a high school diploma and experienced layoffs from her two previous employers. She enrolled in classroom training and pursued an associate's degree in CISCO Network Engineering. With an impressive 3.8 GPA, the local telephone company accepted for an internship. Following the completion of the internship, full-time, permanent employment was offered and accepted paying \$10/hr.*

*A 36 year-old man was dislocated from his welding job in a rural county with limited opportunity for work in his field. After working with Job Service North Dakota, he was approved for classroom training funding to attend the North Dakota State College of Science for Industrial Maintenance. After completion of an internship, the company retained him in full-time, permanent employment. Upon leaving our program, he was earning \$12.50 per hour and receiving full benefits. Several months after graduation he wrote us a letter saying he is still learning and could not have "done it" without our help.*

#### Youth

*A 16-year old youth from a rural community was planning to drop out of school when the school counselor referred him to the area WIA Youth Coordinator. After involvement in the WIA Work Experience and School-to-Work Careers class, the young man is now a senior in high school with plans to graduate in May of 2002. He believes his success in school and career exploration can be attributed to the involvement of the caring Youth Coordinator who took an interest in his life and future.*

*Another young man started post-secondary training in Auto Mechanics. He was unsuccessfully searching for employment in the field when the WIA Youth Coordinator became involved. A Work Experience site at a local auto service garage was developed. By the end of the first semester, the young man determined Auto Mechanics was not a good career choice for him after all. Another interest of his was teaching and coaching. Again a career-focused work experience was developed. The youth decided to change his major to teaching and coaching and is now on an appropriate career path.*

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

Analysis of WIA performance measures is the primary method of program evaluation used this program year. North Dakota exceeded the negotiated levels of performance in 11 of the 17 measures. Of the remaining six measures, North Dakota was within 86.8 percent or more of the negotiated level. Table O, Section II, contains information on the negotiated and actual performance levels.

The following six performance measures were not met at 100 percent of the negotiated level:

Adult:

- Employment Retention Rate
- Employment and Credential Rate

Dislocated Worker:

- Entered Employment Rate
- Employment Retention Rate

Older Youth:

- Credential

Younger Youth:

- Retention Rate

The performance measures related to the credential rate must meet two requirements. The individual must be employed the first quarter following exit (older youth may also be in advanced training or post-secondary education) and receive a credential. There are individuals included who have received a credential as a result of training services but are not employed in the first quarter following exit according to Job Service North Dakota records. Supplemental wage record data was used to obtain at least 80 percent of the negotiated performance level.

A current trend in North Dakota is the out migration of the state's workforce. Out-of-state employment wage records are not included in the North Dakota Wage Record System. Results for the Employment and Retention measures could be improved with access to a national wage record system. USDOL has developed a Wage Record Interchange System (WRIS), which allows participating states access to the unemployment wage records of other participating states. North Dakota did not participate in WRIS this program year. WRIS could provide the wage data to bring the level of these measures up in future years.

The North Dakota Youth Development Council is developing a method for credentialing the skills youth learn during participation in WIA Youth program activities. The skills to be credentialed will be recognized on a national, state, or local level. Implementation of the credential method should result in an improved older youth credential rate.

## II. Reporting and Performance Measure Tables

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

Exit Period Covered by Measures—July 2000 through June 2001

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level — American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	64%	79.2%	353	700	700	50.4%
Employers	62%	76.3%	538	7,100	791	68.0%

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

Exit Period Covered by Measures—October 1999 through September 2000

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70%	73.4%	196
			267
Employment Retention Rate*	81%	76.4%	139
			182
Earnings Change in Six Months*	\$2,760	\$3,290	391,471
			119
Employment and Credential Rate	45%	39.8%	102
			256

### Table C – Outcomes for Adult Special Populations

Exit Period Covered by Measures—October 1999 through September 2000

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services <sup>1</sup>		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	61.8%	21	56.0%	14	65.5%	36	50.0%	5
		34		25		55		10
Employment Retention Rate*	74.1%	20	75.0%	12	71.9%	23	87.5%	7
		27		16		32		8
Earnings Change in Six Months*	\$3,133	43,856	-\$1,146	-11,460	\$3,347	60,237	\$6,783	54,266
		14		10		18		8
Employment and Credential Rate	52.0%	13	20.7%	6	34.0%	18	20.0%	2
		25		29		53		10

\*Exit period covered—October 1999 through June 2000. Complete UI wage records were not available for the fourth quarter (July 2000 – September 2000) exiters. That information will not be available until after 12/31/2001.

<sup>1</sup>Public assistance is determined at the time of registration and is not updated during enrollment.

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

Exit Period Covered by Measures—October 1999 through September 2000

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services <sup>1</sup>	
Entered Employment Rate	74.1%	143	71.6%	53
		193		74
Employment Retention Rate*	75.5%	108	79.5%	31
		143		39
Earnings Change in Six Months*	\$3,321	285,596	\$3,208	105,876
		86		33
Employment and Credential Rate	39.8%	102	0%	0
		256		0

\*Exit period covered—October 1999 through June 2000. Complete UI wage records were not available for the fourth quarter (July 2000 – September 2000) exiters. That information will not be available until after 12/31/2001.

<sup>1</sup>The Employment and Credential Rate is not applicable to those participants that received only core and intensive services.

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

Exit Period Covered by Measures—October 1999 through September 2000

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77%	76.8%	258
			336
Employment Retention Rate*	88%	84.3%	177
			210
Earnings Change in Six Months*	92%	99.8%	865,752
			867,646
Employment and Credential Rate	46%	51.0%	75
			147

## Table F – Outcomes for Dislocated Worker Special Populations

Exit Period Covered by Measures—October 1999 through September 2000

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers <sup>1</sup>	
Entered Employment Rate	75.9%	22	63.3%	19	75.0%	27	0%	0
		29		30		36		0
Employment Retention Rate*	63.2%	12	68.8%	11	87.0%	20	0%	0
		19		16		23		0
Earnings Replacement Rate*	82.5%	99,242	82.4%	38,614	71.0%	97,198	0%	0
		120,354		46,850		136,879		0
Employment and Credential Rate	30.0%	6	31.6%	6	16.7%	2	0%	0
		20		19		12		0

\*Exit period covered—October 1999 through June 2000. Complete UI wage records were not available for the fourth quarter (July 2000 – September 2000) exiters. That information will not be available until after 12/31/2001.

<sup>1</sup>There were no Displaced Homemakers enrolled that met the Dislocated Worker eligibility criteria for WIA. The Displaced Homemakers identified were enrolled in JTPA, met the definition of a Displaced Homemaker under JTPA, and were made eligible under the Title III JTPA criteria.

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

Exit Period Covered by Measures—October 1999 through September 2000

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services <sup>1</sup>	
Entered Employment Rate	78.3%	162	74.4%	96
		207		129
Employment Retention Rate*	83.3%	100	85.6%	77
		120		90
Earnings Replacement Rate*	130.3%	368,836	85.0%	496,916
		282,970		584,675
Employment and Credential Rate	51.0%	75	0%	0
		147		0

\*Exit period covered—October 1999 through June 2000. Complete UI wage records were not available for the fourth quarter (July 2000 – September 2000) exiters. That information will not be available until after 12/31/2001.

<sup>1</sup>The Employment and Credential Rate is not applicable to those participants that received only core and intensive services.

## Table H – Older Youth Results At-A-Glance

Exit Period Covered by Measures—October 1999 through September 2000

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	60%	71.4%	25
			35
Employment Retention Rate*	76%	87.5%	21
			24
Earnings Change in Six Months*	\$3,255	\$3,714	48,285
			13
Credential Rate	36%	33.9%	19
			56

## Table I – Outcomes for Older Youth Special Populations

Exit Period Covered by Measures—October 1999 through September 2000

Reported Information	Public Assistance Recipients <sup>1</sup>		Veterans <sup>2</sup>		Individuals With Disabilities <sup>3</sup>		Out-of-School Youth	
Entered Employment Rate	87.5%	7	0%	0	55.6%	5	70.6%	24
		8		0		9		34
Employment Retention Rate*	0%	0	0%	0	100%	5	86.4%	19
		0		0		5		22
Earnings Change in Six Months*	0%	0	\$0	0	0%	0	\$5,551	72,168
		0		0		0		13
Credential Rate	0%	0	0%	0	0%	0	38.1%	16
		0		0		0		42

\*Exit period covered—October 1999 through June 2000. Complete UI wage records were not available for the fourth quarter (July 2000 – September 2000) exiters. That information will not be available until after 12/31/2001.

<sup>1</sup>The number of Public Assistance Recipients in the Older Youth Population, Employment Retention Rate, Earnings Change, and Credential Rate was too small to report.

<sup>2</sup>The number of Veteran outcomes in the Older Youth Population was too small to report.

<sup>3</sup>The number of Individuals with Disabilities in the Older Youth Population, Earnings Change, and Credential Rate was too small to report.

## Table J – Younger Results At-A-Glance

Exit Period Covered by Measures—July 2000 through June 2001

	Negotiated Performance Level	Actual Performance Level	
		Percentage	Count
Skills Attainment Rate	66%	84.1%	313
			372
Diploma or Equivalent Attainment Rate	55%	56.6%	30
			53
Retention Rate*	72%	62.5%	30
			48

## Table K – Outcomes for Younger Special Populations

Exit Period Covered by Measures—July 2000 through June 2001

Reported Information	Public Assistance Recipients <sup>1, 2</sup>		Individuals With Disabilities		Out-of-School Youth	
	Percentage	Count	Percentage	Count	Percentage	Count
Skills Attainment Rate	93.1%	27	83.8%	129	77.6%	38
		29		154		49
Diploma or Equivalent Attainment Rate	0%	0	52.6%	10	50.0%	9
		0		19		18
Retention Rate*	0%	0	75.0%	6	55.9%	19
		0		8		34

\*Exit period covered—October 1999 through June 2000. Complete UI wage records were not available for the fourth quarter (July 2000 – September 2000) exiters. That information will not be available until after 12/31/2001.

<sup>1</sup>Public assistance is determined at the time of registration and is not updated during enrollment.

<sup>2</sup>The number of Public Assistance Recipients in the Younger Youth Population, Diploma or Equivalent Attainment Rate and Retention Rate was too small to report.

## Table L - Other Reported Information

Exit Period Covered by Measures—October 1999 through September 2000

	12 Month Employment Retention Rate		12 Month Earnings Change (Adults & Older Youth) or 12 Month Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment <sup>1,2</sup>		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment <sup>3</sup>		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services <sup>3</sup>	
	INA	NUM DEN	INA	NUM DEN						
Adults	INA		INA		3.6%	7 196	\$3,278	622,846 190	86.2%	119 138
Dislocated Workers	INA		INA		0%	0 0	\$4,634	1,153,913 249	85.6%	125 146
Older Youth	INA		INA		0%	0 0	\$2,536	60,864 24		

## Table M - Participation Levels

Exit Period Covered by Measures—July 2000 through June 2001

	Total Participants Served	Total Exiters
Adults	794	369
Dislocated Workers	334	180
Older Youth	141	68
Younger Youth	604	121

<sup>1</sup>These results are based upon females in nontraditional employment. Males in nontraditional employment are not tracked. During the first three quarters of the reporting period (JTPA), placement information was captured only at the time of exit. The participant may or may not have remained employed on that job until the first quarter after exit.

<sup>2</sup>The number of Placements for Participants in Nontraditional Employment in Other Reported Information for Dislocated Workers and Older Youth was too small to report.

<sup>3</sup>During the first three quarters of the reporting period (JTPA), placement information was captured only at the time of exit. The participant may or may not have remained employed on that job until the first quarter after exit.

Note: INA indicates information not available.

**Table N - Cost of Program Activities**

Program Activity		Total Federal Spending <sup>1</sup>
<b>Local Adults</b>		\$1,698,706.30
<b>Local Dislocated Workers</b>		680,960.49
<b>Local Youth</b>		1,827,332.06
<b>Rapid Response</b> (up to 25%) §134 (a) (2) (A)		99,043.93
<b>Statewide Required and Allowable Activities</b> (up to 15%) §134 (a) (2) (B)		444,765.77 <sup>2</sup>
<b>Statewide Allowable Activities</b> §134 (a) (3)	<b>Program Activity Description</b>	
<b>Total of All Federal Spending Listed Above</b>		<b>\$4,750,808.55</b>

<sup>1</sup>JTPA carry-over funds are included in reported expenditures.

<sup>2</sup>Includes expenditures for required and allowable activities. North Dakota does not account separately for individual statewide activities. It is estimated that no allowable activity accounted for 10% or more of the expended funds.

**Table O - Local Performance  
(Include This Chart for Each Local Area In The State)**

Local Area Name <u>State of North Dakota</u>	Total Participants Served	Adults	794
		Dislocated Workers	334
		Older Youth	141
		Younger Youth	604
ETA Assigned # <u>38005</u>	Total Exiters	Adults	369
		Dislocated Workers	180
		Older Youth	68
		Younger Youth	121
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	64%	79.2%
	Employers	62%	76.3%
Entered Employment Rate	Adults	70%	73.4%
	Dislocated Workers	77%	76.8%
	Older Youth	60%	71.4%
Retention Rate*	Adults	81%	76.4%
	Dislocated Workers	88%	84.3%
	Older Youth	76%	87.5%
	Younger Youth	72%	62.5%
Earnings Change/Earnings Replacement in Six Months*	Adults	\$2,760	\$3,290
	Dislocated Workers	92%	99.8%
	Older Youth	\$3,255	\$3,714
Credential/Diploma Rate	Adults	45%	39.1%
	Dislocated Workers	46%	51.0%
	Older Youth	36%	33.9%
	Younger Youth	55%	56.6%
Skill Attainment Rate	Younger Youth	66%	84.1%
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance"))		N/A	N/A
Overall Status of Local Performance		Not Met <sup>1</sup>	Met
		6	11

\*Exit period covered—October 1999 through June 2000. Complete UI wage records were not available for the fourth quarter (July 2000 – September 2000) exiters. That information will not be available until after 12/31/2001.

<sup>1</sup>North Dakota did not meet all of the negotiated performance levels. However, in those cases where the measure was not met, the actual performance was within 86.8% of the negotiated measure. North Dakota did achieve more than a 100% average for adults, dislocated workers, youth (younger and older), and for customer satisfaction.

**Job Service North Dakota is a Proud Member of America's Workforce Network.<sup>SM</sup> We are an Equal Opportunity Employer/Program Provider. Auxiliary Aids and Services are Available Upon Request.**