

*Employment
and
Training
Services*

for

*Adults, Youth,
and
Dislocated
Workers*

ANNUAL REPORT

PY 2•0•1•1

Workforce Investment Act

Table of Contents

Executive Summary	2
Governor’s Vision for the Workforce System	4
Governor’s Vision for Youth	6
Economic and Workforce Information Analysis.....	7
One-Stop Career Center System.....	12
Delivery of Program Services	15
WIA Core/Employment Services.....	16
Adults and Dislocated Worker Services	17
Youth Services.....	18
Youth with Significant Barriers to Employment	20
Training Services	21
Incentive Fund Projects	22
Statewide Discretionary Project	22
Evaluation of Workforce Investment Activities	23
Level of Service	24
Cost Benefit and Evaluation.....	25
Workforce Investment Act Waivers.....	26
Success of Workforce Investment Act Involvement	28
Reporting and Performance Measure Tables	34

Executive Summary

Governor Jack Dalrymple is providing state leadership focused on expanding the economy of the state, expanding high-skill employment opportunities, creating new wealth and increasing the personal income of the State's residents. In the 2011 State of the State Address, Governor Dalrymple has focused resources on three pillars to support building North Dakota's future. These three pillars are education, economic development, and quality of life. These three pillars are important to preparing the state and tribal workforce for economic development.

North Dakota is in a position of economic strength and prosperity. Governor Dalrymple and our state continue to set a course and reap the rewards of hard work, fiscal responsibility, a pro-business climate, and a diversified economy.

The state's strong economy and state surplus has allowed for improvements in infrastructure, funding for education, health, human services, safety and many other quality of life improvements.

The Governor supports a demand-driven (market driven) workforce system that ensures that North Dakota business and industry has access to an available and qualified pool of talent, that workers have access to lifelong learning.

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

The North Dakota demand driven workforce system supports a collaborative response to the workforce challenges of North Dakota business and industry and the North Dakota workforce which includes:

- Targeting investment of resources and support for private and public sector partnerships to ensure the development of workers' skills in high-growth, high-demand occupations based on industry need;
- Increasing integration of education and training providers' efforts with business and the public workforce system activities to meet the training needs for the skills required in high growth targeted industries; and
- Providing workers with career ladder/lattice paths to opportunities in high-growth, high-demand occupations and expanding the North Dakota workforce system's capacity to be market-driven and responsive to local economic needs.

North Dakota is a single state workforce investment area under the Workforce Investment Act of 1998 (WIA). The North Dakota Workforce Development Council serves as both the State and local workforce investment board as outlined in WIA.

In his 2011 State of the State Address, Governor Dalrymple identified five targeted industries that hold the most promise of job creation. The target industries include:

- Advanced Manufacturing
- Value-Added Agriculture
- Energy
- Technology-Based Business
- Tourism

The North Dakota Workforce Development Council has expanded upon the target industries to include additional industries targeted by regional economic development organizations and industries with high-demand and high-wage occupations deemed essential to supporting quality of life. These additional target industries include:

- Healthcare
- Transportation
- Life Sciences

North Dakota faces a number of unique workforce challenges:

1. The lowest unemployment rate in the nation since April of 2009 which results in worker shortages.
2. A high labor force participation rate in comparison to the nation.
3. Rapid population growth via in-migration.
4. Statewide housing shortages.
5. Infrastructure challenges.
6. Lack of childcare availability.

All this is occurring at the same time North Dakota has a growing and expanding economy. Many North Dakota businesses are reporting workforce shortages and skill gaps that are limiting growth.

The state's Talent Initiative provides a framework for the workforce delivery system partners to respond to the workforce challenges facing the state. The strategy is built upon a strong foundation which includes qualitative and quantitative labor market information driving all decisions, reinforced by collaboration and coordination by partners of the workforce delivery system. The North Dakota Talent Initiative has three supporting pillars or principles:

1. Talent Expansion
2. Talent Attraction
3. Talent Retention

The North Dakota Talent Initiative has three primary goals:

1. Increase quantity and quality of workforce
2. Transition from a workforce to a talent force (skill focus)
3. Reduce unemployment in areas above the state average

Education is the bedrock on which North Dakota will build for the future. Excellence in education will enable us to achieve our greatest potential, as individuals and as a state. Schools produce the human wealth on which our progress depends.

As a result of rapid innovation and introduction of new technologies, the workforce system and the education and training system must be market driven. The availability of qualitative and quantitative economic and labor market information will allow the system partners to rapidly respond to the talent needs of North Dakota business and industry. Opportunities to access lifelong learning in basic and job specific skill training for all citizens is a goal for the system and will allow the workforce to stay competitive and prepared for the opportunities being created by North Dakota employers. Education and training opportunities need to be available, accessible, affordable and flexible in order to address the needs of the North Dakota workforce. This is a focus of the Dalrymple administration.

Governor's Vision for the Workforce System

Governor Dalrymple has been proactive in his efforts to help drive the North Dakota economy by ensuring that North Dakota has both a favorable business climate and workforce climate that is ready and able to respond to the changing needs of the citizens and business and industry in the state. As mentioned in his 2011 State of the State address, Governor Dalrymple identified four essential strategies for continued economic growth in addition to the five targeted industries. This holistic approach is intended to create jobs across all industries and sectors.

- Sustaining a positive business climate.
- Investing in research and development in the private sector and the university system.
- Building on our success in the global marketplace by linking North Dakota businesses with foreign buyers.

The Governor's vision of bringing together all key players is illustrated through his leadership in working with key industries in the state and effectively addressing specific workforce issues brought to his attention. An example is the Governor's role in the EmPower Commission which was formed and began the complex task of developing North Dakota's comprehensive energy policy for the state's diverse and growing energy industry. North Dakota has taken additional steps to ensure that education, workforce and economic development efforts are fully integrated and

working toward the same goals by being the first state in the nation to require development of a Single Biennial State Strategic Plan for all of workforce development, workforce training and talent attraction.

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

The Department of Commerce Division of Workforce Development shall consider these reports in preparing the Consolidated Biennial Statewide Strategic Plan for the state's system for workforce development, workforce training and talent attraction. In addition, before November first of each even-numbered year, Job Service North Dakota, the Department of Career and Technical Education, the Department of Commerce, Department of Public Instruction, Department of Vocational Rehabilitation and the State Board of Higher Education shall present their agencies' workforce-related budget initiatives for the upcoming biennium, including alignment of their initiatives with the Consolidated Biennial Statewide Strategic Plan, to the North Dakota Workforce Development Council. The North Dakota Workforce Development Council members shall consider potential areas for collaboration.

The Consolidated Biennial Statewide Strategic Plan for Workforce Development vision and goals include:

Vision:

An enterprising workforce that drives North Dakota's global competitiveness, has regional access to exemplary skill development, embraces lifelong learning and contributes to state and community vitality.

Goals:

- Prepare our future workforce.
- Facilitate the connection between business and future workforce regarding needs and opportunities.
- Expand and retain our workforce.
- Map workforce development activities for planning and promotion.

Governor's Vision for Youth

Governor Dalrymple envisions excellence in education as a cornerstone to the state's future. North Dakota has one of the highest high school graduation rates in the country. North Dakota has received recognition in K-12 education. North Dakota received the prestigious Frank Newman Award from the Education Commission on the States for "Outstanding Innovation in Education Policy." Governor Dalrymple has supported increased funding for K-12 and higher education in the state. His biennial budget included funding to provide schools with state of the art software, computers and teacher training. He has increased teacher salaries to ensure that North Dakota retains our best and brightest teachers.

Governor Dalrymple also recognizes the need to connect at-risk youth with alternatives to dropping out of school. The Governor supports a number of pathways to education and training, including support for expansion of alternative schools, Job Corps programs and general education diplomas.

The Hess Corporation, a global energy company, donated more than \$25 million to fund "Succeed 2020," a statewide education project aimed at helping North Dakota students become better prepared for college and careers. "Hess Corporation's donation gives us a tremendous opportunity to improve the quality of education for North Dakota students and to ensure they are ready for both college and the workplace," Governor Dalrymple said.

The project is designed for middle and high school students, beginning with this year's fifth graders, or the graduating class of 2020, putting them on a path to being better prepared for their college and career goals. Specific goals of the Succeed 2020 project aim to increase ACT scores, decrease developmental or remedial education, and increase the number of students who complete high school and college programs on time.

Access to qualitative and quantitative labor market information and using this as the basis for all decisions will ensure that the workforce delivery system is responsive to the employers of the state and to the citizens of the state. The system can make decisions on prioritizations and use of scarce resources. Business and industry will have information on their talent pipeline and workers and youth will have information on which occupations and industries are high-growth and expanding in the state. This will support the state's vision by insuring that the system partners are focusing on delivery of services that support skill development which will lead to employment.

Incorporating a model of career information and career promotion will ensure that students, parents, educators, and other career influencers are aware of the career opportunities being created by North Dakota business and industry and the requirements for those opportunities.

Two industry awareness efforts, energy and information technology, <http://www.discoverndit.com/>, are in place to inform secondary school youth, parents and teachers of employment opportunities. Both industry awareness efforts started with Governor's state set-aside funds and due to the success have been sustained. Career & Technical Education is a funding partner and enables the continuation of the provision of this career information. This effort supports the state's vision by insuring that youth and others have information on careers specific to North Dakota and their region at their disposal. This will help them make career choices which will lead to employment in North Dakota.

Beginning with the 2010-11 school year, school districts utilized career advisors to provide sequential career development activities, current career information, and related career exploration opportunities to students in grades seven through twelve. A career advisor will use computer-assisted career guidance systems and provide career information to students, staff and parents. Other activities include facilitated classroom career exploration activities, maintained student career portfolios, coordinated job shadows, career fairs, college visits, job interviews, administration and interpretation of interest assessments and student preparation with job search skills. Career development activities provide students with a sense of achievement, a greater degree of ownership, a sense of direction and purpose, and the development of lifelong skills.

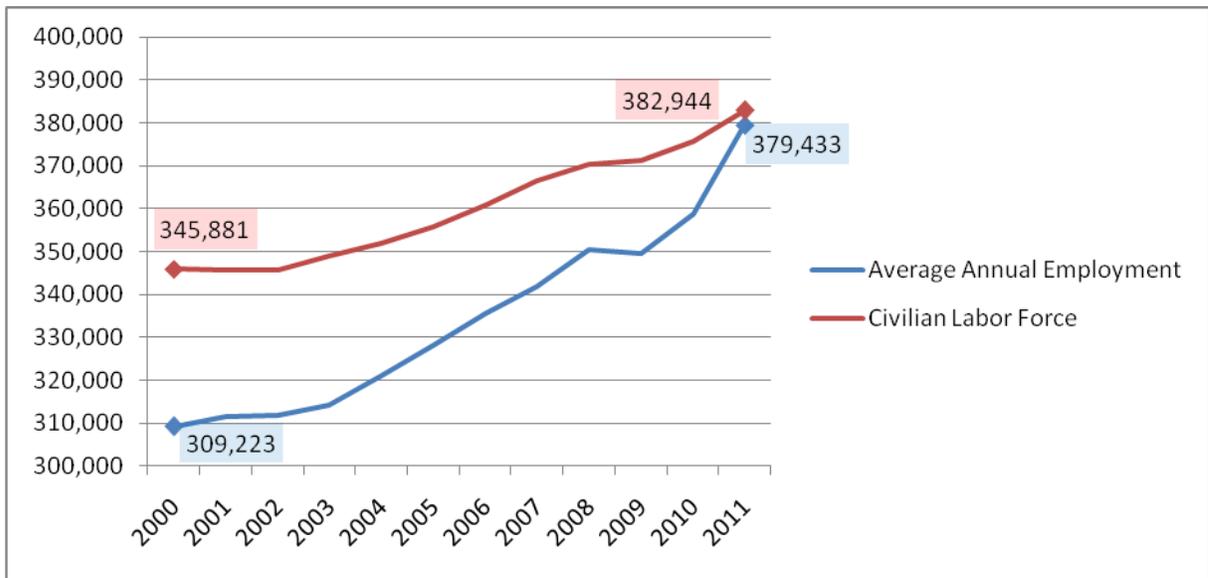
Moving to a demand driven delivery model will ensure that we focus on target industries' needs and other high-demand and high growth industries' needs for talent. These identified industries are driving and will continue to drive North Dakota's economic growth. This will support the State's vision of focusing on target industries and high-demand and high-wage occupations where there are career opportunities and which will drive the future of North Dakota's economic growth.

Economic and Workforce Information Analysis

North Dakota has enjoyed a long period of economic strength, and employment opportunity. Activity has been led in recent years by agriculture, manufacturing, and energy. The economic gains have been widespread throughout the industries of North Dakota. This gives evidence of a balanced economy in the state and is highlighted in several labor force statistics. North Dakota has six unique workforce challenges:

1. Worker shortages.
2. High labor force participation rate in comparison to the nation.
3. Rapid population growth via in-migration.
4. Statewide housing shortages.
5. Infrastructure challenges.
6. Lack of childcare availability.

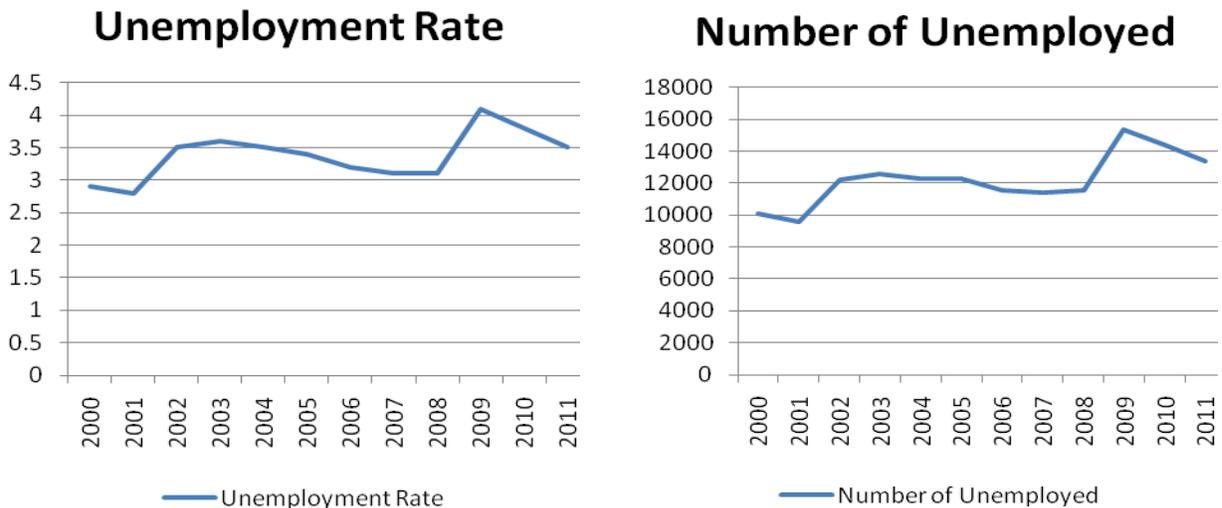
Challenge number one, worker shortages, can easily be seen when examining North Dakota’s average annual employment and civilian labor force. In 2000, North Dakota’s average annual employment was 309,223 and the civilian labor force was 345,881; a difference of more than 36,000. In 2011, the difference was slightly more than 3,500 (379,433 and 382,944, respectively). From 2000 to 2011, the average annual employment increased 22.7 percent while the civilian labor force increase by 10.7 percent.



*Source—Average Annual Employment – Quarterly Census of Employment and Wages (QCEW)

*Source – Civilian Labor Force – Local Area Unemployment Statistics (LAUS)

The number of unemployed individuals has increased from 2000 to 2011 despite North Dakota having the lowest unemployment rate in the nation. However, by looking at a more recent timeline, the picture isn’t as bleak. There has been a marked decrease in the number of unemployed as well as the unemployment rate since 2009, the peak of the recession in North Dakota.



*Source – Local Area Unemployment Statistics (LAUS)

To further illustrate the point, the Census Bureau's July 1 population estimates show North Dakota's population of North Dakota at 642,023 in 2000 and 683,932 in 2011, an increase of roughly 6.5 percent. The small increase in population, when compared to the percent increase in the civilian labor force of 10.7 percent, would indicate that a large portion of the increase in population was due to an increase in people who are also in the labor force. The population increased 41,909 from 2000 to 2011 while the labor force increased 37,063 over the same time period.

The second unique challenge facing North Dakota is that the state has a high labor force participation rate compared to the nation. This idea is illustrated in the chart below. Not only does North Dakota have a higher labor force participation rate than the nation, the gap between the two statistics has been increasing since 2000. In 2000, the difference between North Dakota and the nation in terms of labor force participation rate was 3.6 percentage points; in 2011, that difference was 9.3 percentage points. In fact, the difference between the labor force participation rate in North Dakota and the nation has increased every year except 2009 when the difference went from 8.8 percentage points to 7.0 percentage points. However, in 2010, the difference increased to 8.3 percentage points and again in 2011 to 9.3.

Labor Force Participation Rate		
YEAR	ND	US
2000	70.6%	67.1%
2001	70.5%	66.8%
2002	70.4%	66.6%
2003	70.7%	66.2%
2004	72.3%	66.0%
2005	72.0%	66.0%
2006	73.2%	66.2%
2007	74.3%	66.0%
2008	74.8%	66.0%
2009	72.4%	65.4%
2010	73.0%	64.7%
2011	73.4%	64.1%

*Source – Bureau of Labor Statistics – Current Population Survey

The third unique challenge is the rapid population growth via in-migration. This is illustrated by looking at census population numbers. Using July 1 Census population estimates, the nation's population increased at a rate of 10.4 percent from 2000 to 2011 compared to North Dakota's population growth of 6.5 percent. That would indicate the nation was growing at a faster rate than North Dakota during that time period. However, from 2008 to 2011, the population of the nation increased by 2.5 percent compared to 4.0 percent for North Dakota. Along the same vein, the percent increase over the previous year in population in North Dakota has outpaced the Midwest Region[†] since 2006.

July 1 Population Estimates			
YEAR	ND	MIDWEST	US
2000	642,023	64,491,431	282,162,411
2001	639,062	64,776,531	284,968,955
2002	638,168	65,018,293	287,625,193
2003	638,817	65,276,954	290,107,933
2004	644,705	65,532,305	292,805,298
2005	646,089	65,751,872	295,516,599
2006	649,422	66,028,555	298,379,912
2007	652,822	66,293,689	301,231,207
2008	657,569	66,523,935	304,093,966
2009	664,968	66,748,437	306,771,529
2010	674,499	66,975,848	309,349,689
2011	683,932	67,158,835	311,591,917

*Source – US Census Bureau – July 1 Population Estimates

†Illinois, Indiana, Michigan, Ohio, Wisconsin, Iowa, Kansas, Minnesota, Missouri, Nebraska, South Dakota, and North Dakota.

North Dakota's fourth unique challenge is a statewide housing shortage. This shortage can be illustrated by looking at the number of building permits issued in North Dakota. In 2011, there were 3,089 total residential new construction building permits issued in North Dakota. Compared to the 1,369 permits issued in 2000, that is an increase of 1,720 or more than 125 percent.

Despite the rapid expansion in the number of building permits and new construction in the state, there is still a shortage of available housing as evidenced by the number of individuals living in temporary housing such as "crew camps", camp grounds, or even in their vehicles. Without adequate housing, the North Dakota's first unique challenge, a worker shortage, becomes even more important.

The fifth and sixth unique challenges for North Dakota (infrastructure challenges and lack of childcare) are directly tied to the previous challenges outlined above. The increase in the number of people in the state has strained and congested the existing infrastructure. Also, along with the increase in population has come an increase in the amount of heavy machinery using the infrastructure. Those two issues combine to create a scenario in which the existing infrastructure is being pushed to its limits.

Online Job Openings Report

Job Service North Dakota's Labor Market Information Center has developed the "Online Job Openings Report" (OJOR) which tracks the number of job openings in the state and provides analysis to help decipher what those numbers mean. The OJOR uses real-time labor market information and can be found at <http://www.ndworkforceintelligence.com/gsipub/index.asp?docid=529>.

While growth has been due to expansion in the mining and construction industries, many occupations have seen an increase in the number of job openings. In June 2012 every major occupational group had an increase in the number of openings from the previous year. The occupation that saw the most increase over the previous year was office/administrative support with an increase of 1,155 openings.

The OJOR also tracks the number of résumés created and updated on the Job Service system. The total number of résumés has stayed relatively stable over the previous two years with a slight downward trend (the lowest level in the two-year history was in December of 2010 at slightly more than 14,000 résumés compared to a high in June of 2010 with slightly more than 17,000 résumés).

While the levels are steady with a slight downward trend, what has changed is the makeup of where those résumés originate. Since November of 2010 the number of résumés posted from individuals who live outside of North Dakota has been increasing. That means that the number of résumés from North Dakota residents has been decreasing. This further supports the unique challenge outlined by the Governor; that North Dakota is experiencing a worker shortage.

In June 2012, the most recent data available, North Dakota had a job openings rate of 5.1 compared to the job openings rate of 2.7 for the nation. This indicates that there are more jobs open and available in North Dakota, as a percent of the total economy, than the nation as a whole. The difference between the two geographies has widened beginning in January 2011 when ND had a rate of 2.6 compared to the US rate of 2.3. The OJOR also computes the number of unemployed people per job opening. This is done by dividing the number of unemployed individuals in the economy by the number of job openings. In June 2012, the most recent data available, the United States had 3.5 unemployed people per job opening compared to 0.6 unemployed people per job opening in North Dakota. These numbers further support the claim of a worker shortage in North Dakota.

The OJOR also calculates the number of résumés per job opening. June 2012 indicates 0.5 résumés per job opening. North Dakota has had less than 1.0 résumés per job opening, including résumés from individuals out of state, since April 2011. This also supports the claim that North Dakota has a worker shortage.

One-Stop Career Center System

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

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

Funding streams for One-Stop Career Center services include:

- Workforce Investment Act (WIA) Title IB-Adults, Dislocated Workers & Youth
- Wagner-Peyser
- Unemployment Insurance
- Job Opportunities and Basic Skills (JOBS)
- Labor Market Information (LMI)
- Veterans Employment and Training Programs (VETS)
- Trade Adjustment Assistance
- Foreign Labor Certification
- Work Opportunity Tax Credit
- Parental Responsibility Initiative for the Development of Employment (PRIDE)
- Basic Employment Skills Training (BEST)
- North Dakota Workforce 20/20
- North Dakota New Jobs Training

One-Stop Career Center system partners' include:

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

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 One-Stop Career Center delivery system uses the three-tiers to deliver services.

1. **Self-Service:** Online from remote locations or within the One-Stop Career Center resource area.
2. **Staff Facilitated Self-Help:** Online through electronic media (e-mail) or telephone assistance for those who need help with PC system tools, identification of skills and qualifications, job order development, and assessment of need for other services. Job seekers receive the staff facilitated services within the One-Stop Career Center resource rooms.
3. **Staff-Assisted Services:** Individuals who request or are perceived to need more one-on-one assistance may receive in-depth services in the form of skill assessment, qualification identification for available jobs, career counseling/promotion based on the state's targeted industries and labor market information. In addition, short term industry specific skill training, and possible degree programs are options that are available to individuals using staff-assisted services.

Partner websites are available through the SHARE Network (Sharing How Awareness of Resources Empowers) link on jobsnd.com. The SHARE Network is an Internet-based, electronic referral system connecting North Dakota's One-Stop Career Centers with over 700 service providers that help individuals obtain, retain, or advance in employment. This unique partnership is working together to help individuals transition to self-sufficiency.

Each One-Stop Career Center has a resource area with computers available for individual self- service. Resource area staff promote tools to assist individuals in making career choices such as the Choices[®] Planner, resume writing software, myskillsmyfuture.org, and mynextmove.org. The resource areas also offer a wide variety of printed materials. Resource area staff is available for facilitated self-help services to assist those who lack computer skills.

Job Service staff is better able to deliver skills-focused services and ultimately help job seekers become better job candidates by providing the following services:

- Skill assessment
- Workshops to address job search techniques, interviewing and résumés skills and basic computer skills
- Referrals to skill development activities
- Promotion of high-wage/high-demand and target industries
- Referral possibilities to internal and external programs/partners
- Referrals to a veterans representative as appropriate

Job Service, the ND Center for Technology and Business, Bank of North Dakota, Department of Commerce and Department of Public Instruction deliver regional "Crash Courses." Crash Courses are exciting events where students in grades 7-12 and their families learn about financial aid, Free Application for Federal Student Aid (FAFSA) information, job opportunities, career exploration, ACT test preparation, scholarships, and college planning. Ten rural communities across North Dakota are chosen to host the "Crash Courses" each year and communities in close proximity are invited to attend. A free meal and prize drawings are provided during the event. This innovative way to share career, training and education information has been successful in generating interest and participation and reaches many youth and parents.

Job Service staff participate and have led the effort to implement career expos. Career expos are designed to educate attendees about career opportunities and related training and education that will open doors to a chosen field. Employers exhibiting at a career expo are not there to immediately hire employees, rather to educate and inspire their future workforce. These events connect Job Service, Career & Technical Education, employers, teachers, students and parents and to meet the regional employment demands. In addition to hands-on exhibits, the career expos feature break-out seminar sessions for students. Sessions feature topics in numerous career clusters. An example of a future career expo is <http://conferences.und.edu/nvcareerexpo/>.

Delivery of Program Services

The One-Stop system partners work collaboratively to remove barriers so that each partner has access to appropriate records, accurate and timely information for federal reporting, and can improve services to the target population groups. One-Stop Career Centers deliver services with a customer-focused approach providing skill level assessments, evaluations of skill development and support service needs, and career counseling. This approach is used to determine service needs for:

- Individuals with disabilities
- Dislocated workers, including trade impacted
- Displaced homemakers
- Individuals with multiple challenges to employment
- JOBS clients
- Non-custodial parents
- Low-income individuals including recipients of public assistance
- Migrants and seasonal farm workers
- Minorities
- New Americans and others with limited English proficiency
- Older individuals
- School dropouts
- Veterans
- Ex-offenders
- Homeless individuals

Individuals seeking and unable to locate employment that will lead to self-sufficiency receive priority of service. These individuals include:

- Veterans or a military spouse who are low-income
- Unemployment Insurance claimants in need of reemployment services
- Low-income individuals with disabilities
- Public assistance recipients
- Other low-income individuals
- Individuals who are not self-sufficient

WIA Core/Employment Services

Job seekers visiting a One-Stop Career Center receive skill assessment, career counseling, and labor market information. Job Service staff recommends on-site development tools to help improve individuals' interviewing skills, soft skills, and computer skills. Staff also recommends short-term industry training or degree programs through WIA services and other partner referrals.

Skill assessments, career guidance using labor market information, job search assistance, and access to WIA assistance are available to all job seekers. Skill assessments help staff match job seekers to employers' job openings and make appropriate training program referrals. When skill gaps are identified, job seeker training needs can be quickly addressed. Transferrable Occupation Relationship Quotient (TORQ™) software reports are used to identify occupations which are potential options when considering job seekers' transferable skills.

Job Service has invested in jobsnd.com to allow for self service that is available 24 hours a day, 7 days a week, from anywhere Internet access is available. Jobsnd.com links to the online labor exchange system for individual job search and employer job posting activities. Job seekers can use jobsnd.com to create résumés and conduct automated job searches. Additionally, job seekers can become aware of education and training programs available and view labor market information such as high-demand occupations, current wages and training required. Job seekers can also explore career options, find direction to veteran services, and access community resources.

North Dakota Unemployment Insurance claimants must have résumés on file with jobsnd.com. When a claimant files a claim online, information is interfaced to jobsnd.com and creates a partial registration. Jobsnd.com uses the partial registration data to automatically perform a job search and notifies the claimant of suitable job openings.

North Dakota's job opening and worker demand has been highlighted in the national media. This exposure has resulted in a large influx of out-of-state job seekers looking to secure employment in high demand areas. The response to this demand has been a One-Stop Career Center staff frequently respond to phone calls and emails from out-of-state inquiries about job opportunities in North Dakota. These individuals are better prepared after receiving information on housing shortages and employer expectations and instructed to complete basic research and job search on the Job Service North Dakota website prior to traveling to North Dakota. Often times, when out-of-state individuals arrive, they need individual assistance due to lack of computer skills when online applications are the only mode to apply for work.

The Labor Market Information Center's online resource is the North Dakota Workforce Intelligence Network (NDWIN). NDWIN is accessible through jobsnd.com and serves as the state's premiere up-to-date workforce resource for our customers, and others.

Adults and Dislocated Worker Services

Job Service One-Stop Career Centers provide core services to adults and dislocated workers. Services include:

- Determinations of individuals' eligibility for WIA assistance.
- Outreach, intake, and orientation on services available.
- Initial assessments of skill levels, aptitudes, abilities, and support service needs.
- Job search and placement assistance with career counseling as appropriate.
- Labor market information.
- Eligible training provider program performance and cost information.
- Information regarding the availability of support services and referral to appropriate services.
- Assistance establishing eligibility for financial aid assistance for training and education.
- Follow-up services.

One-Stop Career Centers and partner programs provide intensive services to adults and dislocated workers who are unemployed, unable to obtain employment through core services, need more intensive services to obtain employment or are employed but need more intensive services to obtain or retain employment that allows for self-sufficiency. Intensive services include:

- Skill level and service needs assessments.
- Employment plan development which includes setting employment goals, achievement objectives, and services needed to achieve the goals.
- Group or individual counseling.
- Career planning.
- Case management for individuals seeking training services.
- Short-term pre-vocational services.

Individual Training Accounts (ITAs) are used by the state to provide classroom training only. Priority for awarding ITAs will be given as follows:

- Training for employment in the top ten occupations in any of the identified target industries.
- Training for an occupation that will lead to employment in a primary sector business.
- Training for an occupation that will lead to employment in a high-demand occupation with an average annual wage of at least \$12 per hour.

- Training for target Industries which include Advanced Manufacturing, Information Technology & Technology Based Industries; Value-Added Agriculture; Tourism; and Energy.

High-demand occupations are those occupations that have an increase in job openings resulting from employment growth or the need to replace workers.

The ITA award amount for an individual will be based on the assessment and employment plan prepared for that individual. The assessment includes a financial determination of the individual's current resources and expenses, including financial aid from schools and family support. Recipients will be required to apply for Pell Grant and other alternative funding sources where appropriate.

Governor Dalrymple designated the Job Service Dislocated Worker Office (DWO) as the entity responsible for providing Rapid Response services through the One-Stop Career Centers.

When the DWO receives a WARN notice or notice of a business closure, Job Service immediately contacts the employer initiate Rapid Response services. In the case of WARN notices, the DWO notifies and utilizes partners as appropriate based on services needed.

The DWO also compiles a management report listing the occupations and locations of dislocated workers. This report is then distributed to Job Service staff and serves as the notification of this new talent pool.

Ongoing proactive efforts exist within the various areas of the state through cooperation between Job Service staff members and economic development. When a layoff is pending, opportunities to help transition impacted workers to expanding and new North Dakota businesses are effectively coordinated in order to retain a skilled workforce. For businesses in other stages of the economic cycle, assistance from outside resources is offered as well as information on recruitment services, unemployment insurance, workforce training, SHARE Network, business tax incentives, Workforce 20/20 and the North Dakota New Jobs Training program.

Youth Services

The WIA Youth program incorporates all the requirements outlined in the Workforce Investment Act, specifically, objective assessments, employment planning (individual service strategies) and referral processes. All youth services are accessible through the One-Stop Career Centers and services will be designed based on labor market information. All youth, including youth with disabilities, entering the service delivery process will receive an objective assessment.

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 our youth's leadership potential. Funds

provide support, employment/employability assistance, and training to eligible participants age fourteen to twenty-one.

Assessments follow the guidelines in WIA, Section 129, including a review of academic and occupational skills, interests and supportive service needs. Assessments provide the needed information and data to complete employment plans that link employment and educational goals with the service strategies necessary to reach the goals. Assessment information and employment strategies are shared with appropriate partners to encourage consistent and accurate information that helps foster a continuum of services.

Information and referral processes introduce youth to the wide array of available services through the One-Stop system. Applicants who do not meet WIA Youth program eligibility criteria are vital in filling the talent pipeline. Individuals, 18 years of age and older, receive information and referral to services specific to their needs. .

Participants have the opportunity to participate in paid and/or unpaid work experience activities, including internships and job shadowing. These activities provide skills and experience and help youth understand what is associated with “real work” and employer requirements. Additionally, youth have access to services provided at the One-Stop Career Centers, including assistance with work search, résumés writing, interviewing, career exploration, and job openings on jobsnd.com to learn of unsubsidized employment opportunities in the state.

Job Service coordinates with local school districts to provide alternative secondary school services. These services are vital to re-engage youth who have not responded to traditional school settings.

Summer employment opportunities, paid and unpaid work experience, including internships, job shadowing, and occupational skills training are directed at preparing youth for successful North Dakota employment. Summer employment opportunities are directly linked to academic and occupational learning. In most rural areas in North Dakota, youth are initially introduced to jobs through summer employment opportunities. Activities for youth with significant barriers to employment focus on pre-employment and work maturity skills. Older youth will focus on occupational skill training. However, the individual plan of each youth focuses on the needs identified through the individualized assessment process.

Youth with the interests in pursuing North Dakota-based post-secondary educational opportunities, including non-traditional training, are targeted for Occupational Skill Training. Participants are supported in this process through tutoring services and study skills training which aids in the completion of secondary school. North Dakota uses the ITA process for youth based on the Department of Labor approved waiver. Youth ITAs maximize the WIA Youth program service delivery capacity within the One-Stop Career Center delivery system by allowing youth the same access as adults and dislocated workers. Focus is placed on preparing youth for high

wage/high demand occupations in the Governor's target industries (advanced manufacturing, energy, technology-based business, tourism and value-added agriculture), as well as in support industries, such as transportation and healthcare.

Job Service and the state apprenticeship office collaborate to establish and expand older youth work experience opportunities to registered apprenticeships offered by employers.

Youth 18 years of age and older may receive on-the job training. This is an excellent tool for skill building for older youth.

Youth are provided leadership development opportunities. Mentoring with caring adults is sought to provide consistent guidance and support. Activities and projects that provide citizenship skills, life skills training, community improvement skills, and increase positive social skills, are used to develop overall leadership qualities.

Job Service WIA Youth coordinators provide ongoing case management for all youth participants. Based on the assessment, youth are referred to appropriate services, including career counseling and promotion, specialized counseling, guidance and skill assessment. Information is shared with other partners involved in the assessment to help unify and enhance the guidance and counseling process.

Supportive services are provided to youth to assist them in completing their individualized employment plans. All youth receive follow-up services for at least 12 months after participation ends. The intensity of follow-up services is based on individual need.

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.

Youth with Significant Barriers to Employment.

Job Service, as the provider of WIA Youth services, develops youth activities in accordance with the program requirements and recommendations of the North Dakota Youth Development Council. The program focuses on serving at-risk youth including youth in, and aging out of foster care, homeless youth, runaway youth, dropouts, offenders, pregnant or parenting youth, youth with disabilities, and youth deficient in basic skills. A comprehensive assessment is conducted to assess the needs of all youth to determine what activities are most appropriate to assist the youth in employment and academic success. Job Service ensures that individual youth have access to all of the ten required program elements as needed, whether provided by Job Service, a partner program or a contracted service provider.

Job Service continues to develop and grow relationships where youth partner service integration is strong. Partnerships include secondary schools and colleges, tribal youth programs, Job Corps, Youthworks, vocational rehabilitation, adult education, foster care including Chafee Independent Living programs and

correctional/residential treatment facilities. WIA Youth program staff representatives participate on state or regional Disability Transition Community of Practice and Transition to Independence for at-risk youth advisory committees. Services are coordinated with partner programs when dual enrollments occur to ensure youth receive the best services to meet their needs in a cost effective manner.

Training Services

The table below illustrates the number of individuals enrolled in training services for the current and past two 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 09 when compared to PY 10 and PY 11.

INDIVIDUALS ENROLLED IN WIA TRAINING

	PY 09	PY 10	PY 11
Adult	256	223	140
Dislocated Worker	158	73	19
Youth	103	63	64
Total	517	359	223

Individuals trained with WIA funding during PY 11 continue to support the Governor’s target industry and high-demand focus for the Workforce Development System as reflected in the table below.

PY 11 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	Number	Percent
Energy	14	8%	5	8%	12	13%	31	9%
Advanced Manufacturing	12	6%	2	3%	10	11%	24	7%
Value-added Agriculture	8	4%	0	0%	2	2%	10	3%
Technology	6	3%	4	7%	5	5%	15	5%
Healthcare	97	50%	28	46%	43	45%	168	48%
Transportation	19	10%	1	2%	8	9%	28	8%
Support Occupations ¹	31	16%	18	29%	8	9%	57	16%
Other ²	6	3%	3	5%	6	6%	15	4%
Total	193	100%	61	100%	94	100%	348	100%

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

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

Ninety-six percent (96%) of the total training enrollments are specific to or supportive of the Governors targeted industries and high-wage/high-demand occupations.

Incentive Fund Projects

North Dakota qualified for Program Year 2009 WIA Incentive funds based on program performance. Job Service North Dakota used the funding in calendar year 2011 for the following three projects.

Assistive Technology

Each Job Service Customer Service Offices has access to *Read and Write* software on a resource room computer. Having access to adaptive technology allows individuals with disabilities the same access to online job resources and levels the playing field for individuals with disabilities who seek unsubsidized employment opportunities. It also directly impacts the Workforce Investment Act performance measures of entered employment, employment retention and average earnings.

Basic Computer and Soft Skills Workshops

Basic computer skills classes improve the ability of individuals to access the Internet to conduct job searches, complete online applications and résumés, and secure unsubsidized employment. Soft skills training helps individuals complete successful interviews and secure unsubsidized employment. Workshops were offered in the Bismarck, Minot, Grand Forks and Fargo Customer Service Offices.

Transferable Occupation Relationship Quotient (TORQ)

The Transferable Occupation Relationship Quotient (TORQ™) software is a tool that assists with career exploration while providing a complete set of analytical tools for workforce professionals. This software provides individual reemployment analysis for a laid off workers, creates possible labor pools for economic developers, presents labor market information and education data for career counselors, and supplies transferable occupations for rapid response teams in the event of a mass layoff.

Statewide Discretionary Project

North Dakota completed the final Title 1 Discretionary (15 percent) contract during PY 2011.

North Dakota Community Reentry Program for Prisoners

The pilot program titled *Community Reentry Program for Prisoners* was completed in collaboration with a Workforce Enhancement grant and the WIA Title I Discretionary funding. Partners included the ND Department of Commerce, ND Department of Corrections and Rehabilitation, Bismarck State College, and Job Service North Dakota with the purpose of providing welding skills training to soon to be released prison inmates. The goal was to reduce prisoner recidivism by providing education and work programs that lead to high-wage, high-skilled employment.

Successful completion of the training program and receipt of industry recognized welding credentials enabled inmates to transition into society as productive citizens

while helping reduce a growing workforce labor shortage in North Dakota. Eighty-eight (88) percent of trainees were employed within six months of release from prison. Several individuals were offered employment prior to their release date.

Evaluation of Workforce Investment Activities

Job Service North Dakota's Systems Management unit is responsible for reporting of WIA program performance data and monitoring of WIA activities. The Systems Management unit uses a number of methods to evaluate WIA activities including 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.

Systems Management staff conducted the annual on-site WIA monitoring of the One-Stop Career Centers. WIA adult, dislocated worker, and youth files are sampled and reviewed for compliance with federal WIA regulations, and Job Service WIA policy and procedure directives. At the conclusion of each on-site visit, the results and recommendations of the monitoring are reviewed with the One-Stop Career Center managers and supervisors. A written report identifying deficiencies and recommendations for improvement is 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.

The WIA data element validation coincides 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. All One-Stop Career Center managers and supervisors are informed of the results in their area.

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 individual determines the level of services provided, whether to 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 individuals receiving core and intensive services with individuals receiving training services. The following is an analysis of the differences in results:

Adult and Dislocated Worker Entered Employment

Individuals who received only core and intensive services had a lower Entered Employment rate than those individuals who received training services. When training is provided, it is for occupations currently in demand. Individuals who do not receive training services must rely on attaining employment with their current skill levels.

Adult Average Earnings

There is a significant difference in the Average Earnings of individuals who received only core and intensive services compared to individuals receiving training services. Skills attained through participation in training services enable the individual 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. It is logical that core and intensive participants may enter jobs at lower wages and receive increased wages over time based on experience gained. With reduced training funds, individuals receiving core and intensive services may have to rely on employer training.

Dislocated Worker Average Earnings

Individuals who received training had lower Average Earnings than those individuals receiving only core and intensive services. The low unemployment rate in the state afforded individuals who attained skills through participation in training services to become employed, but at a lower salary than those with the required skills and experience. The average earnings for individuals who do not receive training services are higher due to the robust economy and shortage of workers in the state. In PY 11, all dislocated workers fared well in average earnings.

Adult Retention Rate

Individuals who received only core and intensive services had a lower retention rate 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. Labor Market Information, aimed at skills and jobs in demand, helps influence the training program enrollment decisions of job seekers to meet employer needs.

Dislocated Worker Retention Rate

Individuals who received only core and intensive services had a slightly higher retention 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 from their past employment experience to attain and retain a job. 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.

Youth Measures

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

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

Cost Benefit and Evaluation

The state of North Dakota is a single local area; therefore, no allocation method is needed for distribution of adult, dislocated worker, and youth funds. All funds not reserved for statewide activities, including rapid response, are distributed to the single local area. The Governor reserves \$50,000 dislocated worker funds for statewide rapid response activities.

North Dakota evaluates the effectiveness of program activities and costs based upon an individual's positive results for WIA performance measures. The outcomes are for the same reporting periods utilized for the corresponding WIA performance measures. Cost per participant and cost per positive outcome is computed for the WIA Adult, Dislocated Worker, and Youth programs. The PY 2011 overall cost per participant served for all programs was \$2,218. This reflects an increase of \$480 per participant from PY 2010. The PY 2011 overall cost per positive outcome for participants from all programs was \$2,898 an increase \$565 from PY 2010.

The positive outcomes for WIA Adults (Table B), Dislocated Workers (Table E), and Youth programs (Table H.1) include individuals who met the criteria for the entered

employment and employment retention performance measures. For the WIA Youth program, the positive outcomes include individuals who met the criteria for placement in employment or education, attainment of degree or certificate and literacy and numeracy gains performance measure.

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

Program	Program Expenditures	Total ¹ Served	Cost per Participant	Total Positive Outcomes	Cost per Positive Outcome
Adult	\$1,327,951	703	\$1,889	557	\$2,384
Dislocated	\$430,678	385	\$1,119	342	\$1,259
Youth	\$1,345,720	590	\$2,281	385	\$3,495
TOTAL	\$3,720,974	1,678	\$2,218	1,284	\$2,898

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 WIA Adult, Dislocated Worker and Youth program measures considered in determination of incentives and sanctions.

Workforce Investment Act Waivers

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

Common Performance Measures

North Dakota has an approved waiver that replaced the 17 (15 core and 2 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 staff members strive to meet the business and job seekers needs 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 North Dakota businesses' current and emerging needs. North Dakota has moved from individual program measures to integrated services, and uses 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.

Job Service WIA Youth coordinators provide case management for all services to WIA Youth program participants. Although participants may be enrolled in multiple elements, they receive services coordinated by one case manager. Based on this case management approach, relationships are formed between participants and WIA Youth coordinators. This service delivery method fosters a strong connection that is maintained throughout the duration of the program enrollment and this continuity of service enhances our ability to understand the needs of each participant and better meet their needs. This is demonstrated with the successful measures of WIA Youth program performance reflected in Table O.

Prohibition of ITAs for Youth

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

Success of Workforce Investment Act Involvement

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

Youth Success Stories

My name is Cole Roberts and I am sixteen-years-old. I have a rare disability called WAGR syndrome. This has left me completely blind. In addition, I have had cancer and over 64 surgeries in my lifetime. Even though all of this has happened to me, I am just like every other teenager with a dream. I am also like every other teenager in that I would like to work and find a career.

Ever since I can remember, I have wanted to be in law enforcement. My first dream was to be a police officer. When I lost my sight completely at the age of seven, I knew I would never be an officer. I then started to focus on becoming a lawyer. I started to read books, watch television shows, and even talked with some blind judges. Being a lawyer became not only my dream but also my passion.

This summer I was very excited to begin working with a program, Youth Opportunities, which helps people with disabilities find employment. A quick disappointment occurred when the program did not have enough financing. Off to the farm I went for my third year of hauling trees, washing decks, and watering plants. The upside of that job was that it was on my grandparents' farm and I got to spend valuable time with them.

Finally, I got the call from Job Service of North Dakota I was waiting for. Not only did I get placed with a job, but it was with Legal Services of North Dakota – could it get any better than that?

They took me in and gave me a glimpse of what it would be like working as a lawyer. Not only were they making my dream come true, but they were also changing my life and my future goals.

The longer I worked at Legal Services, the more I realized just how hard it might be to become a lawyer with my disability. Could it be done? Yes. But I realized I did not want to put so much of my life and time into what it might take. At first I was very devastated. I was giving up another dream that I had held for so long. I not only felt lost, but I also felt like a failure. My mom encouraged me to take it to the Lord for guidance. I realized being a lawyer was my dream, but maybe not God's dream. I also realized that I was not a failure at all, and I was not lost. Rather, I was on the right path.

I have learned to take one day at a time now, keeping my options and dreams wide open for what-ever it is God wants me to do. I have a few new career options that I

am looking into. I hope I get a chance to work in all of them before I graduate from high school.

I will never forget my time and wonderful coworkers at Legal Services of North Dakota; they changed my life. Thank you!

★ ★ ★

A rural Cass County youth enrolled in the WIA Youth Program between the summer of her junior and senior year in high school. She completed a paid work experience from June-August of 2009 as a kitchen assistant with an employer in Fargo. During her senior year in high school she prepared for training beyond high school. She chose to attend Job Corps in Minot for Culinary Arts. During the summer of 2010 she completed a paid Work Experience and was hired by the employer.

In the fall of 2010, she enrolled at the Quentin Burdick Job Corps and completed certificates in the Office Administration Course & Culinary Arts. She returned to Fargo in 2011 and found employment using her Culinary Arts Training. She is currently living in her own apartment.

★ ★ ★

Robert's* initial WIA activity was the ARRA 2008 Summer Youth Program. At 16 years of age he worked as a nursing home activity assistant.

He re-applied for the WIA program in May 2010. His interests were to work with children, the disabled, or continue with the elderly. The assessment included the Test of Adult Basic Education (TABE). Robert's math and reading scores were very low for a 17-year-old close to finishing his sophomore year in high school. He did not have a driver's license and relied on his mom for rides. His job experience consisted of delivering newspapers and the three months at the nursing home in 2008.

A paid Work Experience agreement was secured with a skilled nursing home where Robert worked part-time as a Universal Worker. His primary work area was the activities department. Robert remained with the nursing home for several months but that time was not without difficulties.

Working through personality differences and conflict with supervisors proved to be a valuable learning experience for Robert. He realized that he overreacted at times, and yet would use a positive approach to resolving the issues. Robert successfully completed his work experience in March 2011.

Job Service staff helped Robert complete an application for permanent employment. The facility was not able to hire him until June and he worked until August 2011. During this time, Robert learned how to establish a savings account and utilize direct deposit for his paychecks. His goal was to save his money and make a small withdrawal each month for "spending money." He also obtained a driver's license.

During Robert's work experience he visited with the case manager frequently about his progress in school as well as providing report cards. With his modified classes he maintained B-C average and enjoyed school. Robert graduated May 27, 2012.

Robert worked through personal and maturity issues while in the program. Through the assistance of WIA, vocational rehabilitation and his special needs case manager at school, he learned to become more independent. He recently completed a "bucket list" and his top two goals were to work in a hospital for 30+ years and to become a foster parent! Robert applied to become a Qualified Service Provider (QSP) and to work as a support specialist for the developmentally disabled. He has decided to postpone attending college.

As of June 2012 Robert is employed full-time! He was hired as a QSP to work with developmentally disabled clients. He earns \$10.50/hour and will have full benefits after six months. He is completing a series of training modules at no expense to him.

He also volunteered as a coach for the Special Olympics soccer program in July 2012.

★ ★ ★

Josh* started with the WIA program April 7, 2010 as a senior in high school. Due to his age, he was determined eligible for both the WIA Youth and Adult programs. During his senior year, Josh had taken welding vocational classes and absolutely loved them.

Based on further assessment with his WIA case manager and career exploration with his high school career guidance counselor, he requested classroom training assistance with the Welding Associate in Applied Science program at North Dakota State College of Science. Josh was approved for tuition, books, fees and tools required for the program and started at NDSCS in August 2010. He successfully completed his degree in May 2012.

Josh actively searched for jobs during his last semester and began working in May 2012 with Do All Metal Fabrication located in Glenburn as a full-time welder, making \$17.00/hr, with benefits.

★ ★ ★

Joel* enrolled in WIA services as a sophomore in high school. He had no work skills and was unsure of what he wanted to do after graduation. He was referred to WIA by one of his teachers. That summer Joel was placed at a work experience site to gain employability skills. He learned punctuality, appearance and grooming, attitude towards others, conduct at the worksite and how to complete assigned tasks. He also earned high school credit for this work experience and gained employment history to record on his future job applications and résumés.

Joel returned to high school in the fall of 2010. During his junior school year WIA staff worked with Joel on career exploration activities. He completed an Interest Inventory Assessment which indicated an interest in Realistic jobs. One of the

occupations under the Realistic category caught Joel's attention – Production Worker. During the summer of 2011 Joel applied for and secured summer employment at Marvin Windows and Doors in Grafton.

In the fall of 2011, Joel returned to high school for his senior year. During this school year WIA staff worked on financial skills with Joel. He completed online activities in the use of ATMs, purchasing with a debit card, making bank deposits and paying bills. Joel also explored post secondary training options and decided that he wanted to train for post secondary employment through On the Job Training (OJT).

Joel graduated in May 2012 and returned to Marvin Windows and Doors for the summer. During this summer employment, Joel applied for full time, year round employment with Marvin Windows and Doors. He was hired and is now starting his career with Marvin Windows. Joel is now 19 year old, fully employed and taking care of his own finances.



Adult Success Stories

Rachael* came to the Minot Customer Service Office to apply for WIA funding assistance to return to school. She had a bachelor's degree and intended to further her education in the field of dentistry. She applied, but was not accepted into dental school. She actively searched for employment in her area of study, but with large college loans to repay, she accepted a position as a contracted independent sales agent. Due to circumstances beyond her control she became unemployed. She considered retraining in the field of accounting and Minot State University staff told her about the WIA program.

Rachael came to Job Service to inquire about assistance with retraining. There are many job opportunities in accounting and she created a good plan to complete an accounting degree in two years. She met adult eligibility requirements and was approved for WIA Adult funding.

During her second year of school she got married and was recognized on the University President's Honor Roll, and the Dean's Honor Roll. Prior to graduation she conducted a work search for accounting jobs and secured a position with The Computer Store as their Comptroller. Her annual salary is over \$40,000/year with a full benefit package. She appreciated the assistance she received from WIA to achieve her goal of becoming self sufficient as an accountant.



Adam* is a Parental Responsibility Initiative for the Development of Employment (PRIDE) client. He is a single parent of one child and when he came into the PRIDE program, he had just left his job at Hood Flexible Packaging. He left that job because it didn't allow enough flexibility for him to be home with his daughter when he couldn't find adequate child care. At times he could not make it to work as he

couldn't leave his daughter alone. He was able to work around this for a long time, but as time went on, he could no longer make it work.

The PRIDE case manager enrolled him in the PRIDE program and thought WIA might be able to help. He was referred to a WIA case manager and together they were able to find an On the Job Training (OJT) for him at American Defense Industries. He started working there in February 2011 and completed the OJT in August 2011 and to date continues to work there.

Adam is also taking online classes through Phoenix University in the Computer Science field. This will enable him to move forward in his career and better support his family.

☆☆☆

Travis* is a single dad trying to support 2-year-old twin daughters. He served in the US Army, US Navy and Army National Guard and was honorably discharged. He visited the Rolla Job Service office inquiring about truck driver training.

He was referred to the Workforce Investment Act (WIA) program and WIA staff approved him for a Commercial Drivers License (CDL) training program. He obtained some financial assistance from the US Department of the Interior, Bureau of Indian Affairs, and Turtle Mountain Agency in Belcourt, ND. The GI Bill also paid a portion of the tuition, fees and books. The WIA program paid the balance of \$400 and assisted him with housing and transportation. He completed the training and received his CDL in May 2012. He is currently working as a truck driver for a local trucking company.

☆☆☆

Dislocated Worker Success Stories

Leah* came to the Bismarck Customer Service Office following a layoff from her telemarketing job where she had worked for more than 11 years. Leah was 53 years old and her training as a music teacher was no longer marketable. She had not taught for over 30 years and her teaching credentials had expired.

Leah was eligible for dislocated worker services. Initially she planned to be trained as a clinical lab tech but decided to complete training as a health information technician. She completed her studies online through NDSCS and graduated with a 4.0 GPA. It took several months, but Leah obtained employment as a health information manager in a nursing home facility in Bismarck. She is also working part time for an insurance company.

☆☆☆

Dave* was struggling. He spent some years working at a local rent-all business and was doing okay, not great, but okay. Dave was very responsible, but the job was not taking him anywhere. Loading, unloading, checking and delivering equipment was providing useful assistance to customers but he was frustrated in seeing a real future with that organization.

He changed careers when he saw an opportunity to work for a local airline. There was some potential to move into a management position locally. Dave spent some years slinging luggage in and out of aircraft in extreme weather conditions and made some tentative steps into the management area. His plan came unraveled when the airline laid off all of the airline-employed team members and outsourced their functions.

This put Dave into a real bind as he had no significant marketable skills and no opportunity to return to the airline industry. He evaluated his career options and decided he needed to go to school. He had a desire to learn about computers, and investigated the possibilities.

With WIA assistance, Dave enrolled at a local community college studying computer and network technology. His first year passed quickly, especially when he located part-time employment to help with family finances. Dave had an opportunity to work at a major software company doing exactly what he was studying in school. It is challenging to work full-time while in school, but the company would provide additional training to enable him to be employed while studying. Dave's second year of studies went by even faster as he worked and attended school, each on a full-time basis.

Dave successfully completed his AAS degree in computer and network support. Thanks to WIA support, he made a successful change into a high-demand field and is currently employed in his chosen field.

**The names followed by asterisks are fictitious to protect the identities of the participants.*

Reporting and Performance Measure Tables

Table B - Adult Program Results At-A-Glance

¹Exit Period Covered by Measures—October 2010 through September 2011

²Exit Period Covered by Measures—April 2010 through March 2011

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate ¹	77.0%	72.7%	216
			297
Employment Retention Rate ²	83.5%	84.0%	341
			406
Average Earnings ²	\$9,400.00	\$12,077.50	\$4,106,366
			340

Table C – Outcomes for Adult Special Populations¹Exit Period Covered by Measures—October 2010 through September 2011²Exit Period Covered by Measures—April 2010 through March 2011

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services ³		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment Rate ¹	66.4%	97 146	57.1%	8 14	71.1%	27 38	84.6%
Employment Retention Rate ²	83.1%	157 189	87.0%	20 23	81.3%	39 48	71.4%	10 14
Average Earnings ²	\$10,483.70	\$1,645,948 157	\$14,018.30	\$280,366 20	\$8,137.50	\$309,225 38	\$12,801.40	\$115,213 9

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 2010 through September 2011²Exit Period Covered by Measures—April 2010 through March 2011

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate ¹	76.4%	136 178	67.2%
Employment Retention Rate ²	86.5%	198 229	80.8%	143 177
Average Earnings ²	\$13,142.10	\$2,588,986 197	\$10,611.00	\$1,517,380 143

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

¹Exit Period Covered by Measures—October 2010 through September 2011

²Exit Period Covered by Measures—April 2010 through March 2011

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate ¹	84.5%	82.3%	158
			192
Employment Retention Rate ²	90.5%	95.3%	184
			193
Average Earnings ²	\$11,400.00	\$17,968.90	\$3,252,379
			181

Table F – Outcomes for Dislocated Worker Special Populations

¹Exit Period Covered by Measures—October 2010 through September 2011

²Exit Period Covered by Measures—April 2010 through March 2011

Reported Information	Veterans		Individuals With Disabilities ³		Older Individuals		Displaced Homemakers ³	
	Entered Employment Rate ¹	70.6%	12	84.6%	11	64.0%	16	66.7%
		17		13		25		N/A
Employment Retention Rate ²	95.5%	21	85.7%	6	100.0%	20	66.7%	N/A
		22		7		20		N/A
Average Earnings ²	\$17,283.20	\$362,948	\$14,470.50	\$86,823	\$19,108.90	\$382,178	\$9,946.00	N/A
		21		6		20		N/A

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

Table G – Other Outcome Information for the Dislocated Worker Program

¹Exit Period Covered by Measures—October 2010 through September 2011

²Exit Period Covered by Measures—April 2010 through March 2011

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate ¹	84.1%	90	80.0%	68
		107		85
Employment Retention Rate ²	94.1%	96	96.7%	88
		102		91
Average Earnings ²	\$17,430.10	\$1,655,858	\$18,564.20	\$1,596,521
		95		86

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

¹Exit Period Covered by Measures—October 2010 through September 2011

	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education ¹	64.0%	70.7%	171
			242
Attain Degree or Certificate ¹	43.5%	64.2%	185
			288
Literacy or Numeracy Gains	20.0%	49.2%	30
			61

Table L - Other Reported Information¹Exit Period Covered by Measures—January 2009 through December 2010²Exit Period Covered by Measures—October 2010 through September 2011

	12 Month Employment Retention Rate ¹		12 Month Earnings Change (Adults & Older Youth) 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	89.8%	289	\$5,112.90	\$1,636,143	1.4%	3	\$5,136.50	\$1,094,081	56.6%	77
		322		320		216		213		136
Dislocated Workers	95.7%	133	99.8%	\$2,388,656	0%	N/A	\$8,295.40	\$1,294,077	65.6%	59
		139		\$2,393,344		N/A		156		90

³ The number in the numerator and denominator was too small to report.**Table M - Participation Levels**¹Period Covered by Measures—July 2011 through June 2012²Period Covered by Measures—April 2011 through March 2012

	Total Participants Served ¹	Total Exiters ²
Total Adult Customers	101,354	89,533
Total Adult Self Service only	100,696	89,071
WIA Adults	101,145	89,393
WIA Dislocated Workers	244	164
Total Youth (14-21)	432	256
Younger Youth (14-18)	306	184
Older Youth (19-21)	126	72
Out-of-School Youth	163	101
In-School Youth	269	155

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$1,327,951
Local Dislocated Workers		\$430,678
Local Youth		\$1,345,720
Rapid Response (up to 25%) §134 (a) (2) (A)		\$42,703
Statewide Required and Allowable Activities ¹ (up to 15%) §134 (a) (2) (B)		\$702,534
Statewide Allowable Activities §134 (a) (3)		
Total of All Federal Spending Listed Above		\$3,849,586

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

Table O - Local Performance
(Include This Chart for Each Local Area in the State)

Local Area Name <u>State of North Dakota</u>	Total Participants Served	Adults	101,145
		Dislocated Workers	244
		Older Youth (19-21)	126
		Younger Youth (14-18)	306
ETA Assigned # <u>38005</u>	Total Exiters	Adults	89,393
		Dislocated Workers	164
		Older Youth (19-21)	72
		Younger Youth (14-18)	184
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	77.0%	72.7%
	Dislocated Workers	84.5%	82.3%
Retention Rate	Adults	83.5%	84%
	Dislocated Workers	90.5%	95.3%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$ 9400	\$12,077.50
	Dislocated Workers	\$11,400	\$17,968.90
Placement in Employment or Education	Youth (14 – 21)	64%	70.7%
Attain Degree or Certificate	Youth (14 – 21)	43.5%	64.2%
Literacy or Numeracy Gains	Youth (14 – 21)	20%	49.2%
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	Met	Exceeded
	2	0	7

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