

Job Service North Dakota



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Employment Trends in a Booming Economy

North Dakota’s economy continues to show impressive strength, led by energy and agriculture. Comparison of the most recent two annual averages (2011-2012) show employment growth of 8.5 percent, continuing a recent string of gains. North Dakota has also displayed a high labor force participation rate compared to the nation (Figure 1). The most recent (2012) annual Current Population Survey figures show North Dakota’s labor force participation rate for residents age 16 years and older was in excess of 72 percent, more than 8 percentage points higher than the United States. This highlights how strongly engaged North Dakota residents are in the state’s economy.

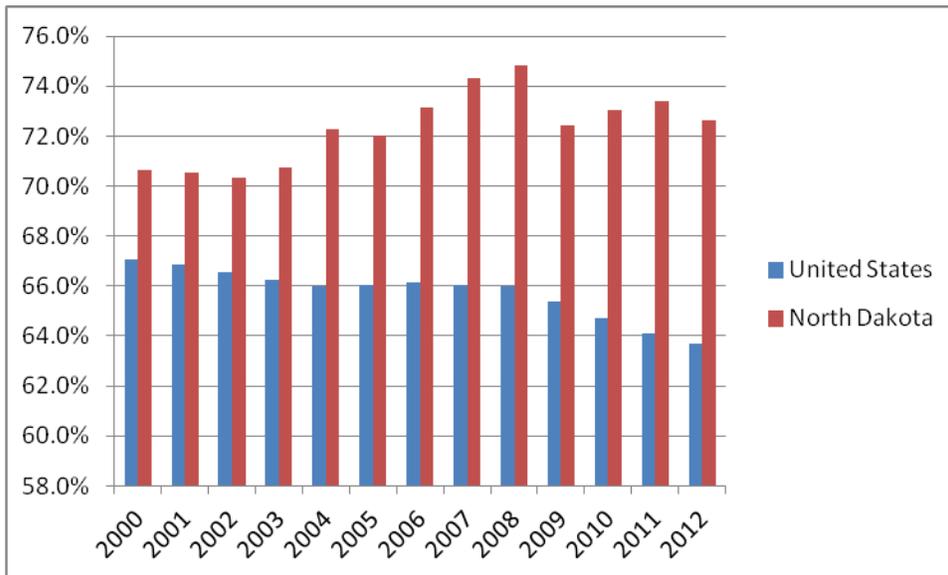


Figure 1: Labor force participation as a percentage of the civilian noninstitutional population

Source: Bureau of Labor Statistics, Current Population Survey

In recent years North Dakota’s labor force participation rate has been among the highest in the nation. Not only was labor force participation high, but the unemployment rate was quite low compared to the United States. In calendar year 2012, the unemployment rate in North Dakota was 3.1 percent, while the United States had an unemployment rate of 8.1 percent. In fact on a monthly basis, North Dakota has had the lowest not seasonally adjusted unemployment rate in the nation since April 2009.

Industry Projections

The 2010-2020 industry projections expect job growth for most industries in North Dakota. Table 1 displays the top ten industries expected to add the most jobs to North Dakota’s economy while Table 2 displays the top ten industries with the highest projected growth rates. Mining, Quarrying, and Oil and Gas Extraction are expected to add 16,515 jobs in a ten year period and is projected to grow 154.7 percent from 2010-2020. These current labor force trends are attributed to the oil boom in western North Dakota and are likely to exceed the projected growth rate.

Table 1: North Dakota Industries with the numeric change from 2010-2020.

Industry Title	2010 Employment Estimate	2020 Employment Projection	Numeric Change
Total Employment, All Industries	422,483	499,259	76,776
Mining, Quarrying, and Oil and Gas Extraction	10,675	27,190	16,515
Health Care and Social Assistance	52,123	61,553	9,430
Transportation and Warehousing	14,888	23,184	8,296
Construction	21,548	27,989	6,441
Accommodation and Food Services	30,498	36,007	5,509
Retail Trade	43,510	48,407	4,897
Professional and Technical Services	12,475	16,674	4,199
Manufacturing	22,523	26,606	4,083
Wholesale Trade	21,110	25,028	3,918
Educational Services	37,950	41,629	3,679

Source: Job Service North Dakota, Labor Market Information Center

Table 2: North Dakota industries with the highest projected percent growth from 2010-2020.

Industry Title	2010 Employment Estimated	2020 Employment Projection	Percent Growth
Total Employment, All Industries	422,483	499,259	18.2%
Mining, Quarrying, and Oil and Gas Extraction	10,675	27,190	154.7%
Transportation and Warehousing	14,888	23,184	55.7%
Real Estate and Rental and Leasing	3,580	4,791	33.8%
Professional and Technical Services	12,475	16,674	33.7%
Construction	21,548	27,989	29.9%
Management of Companies and Enterprises	4,330	5,332	23.1%
Wholesale Trade	21,110	25,028	18.6%
Health Care and Social Assistance	52,123	61,553	18.1%
Accommodation and Food Services	30,498	36,007	18.1%
Administrative and Waste Services	11,606	13,663	17.7%

Source: Job Service North Dakota, Labor Market Information Center

Occupational Projections

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

Table 3: North Dakota occupations with the highest projected percent growth from 2010-2020

Occupational Title	2010 Estimated Employment	2020 Projected Employment	Percent Growth
Total, All Occupations	422,483	499,259	18.2%
Wellhead Pumpers	623	3,106	398.6%
Derrick Operators, Oil and Gas	993	2,580	159.8%
Service Unit Operators, Oil, Gas, and Mining	1,833	4,305	134.9%
Roustabouts, Oil and Gas	1,227	2,845	131.9%
Rotary Drill Operators, Oil and Gas	484	1,120	131.4%
Helpers--Extraction Workers	284	569	100.4%
Extraction Workers, All Other	209	387	85.2%
First-Line Supervisors, Helpers, Laborers, & Material Movers	421	719	70.8%
Heavy and Tractor-Trailer Truck Drivers	9,211	15,361	66.8%
First-Line Supervisors, Transportation & Vehicle Operators	924	1,490	61.3%
First-Line Supervisors, Const. Trades & Extraction Wkrs	2360	3774	59.9%
Industrial Machinery Mechanics	888	1,394	57.0%
Gas Plant Operators	392	609	55.4%
Helpers--Carpenters	362	561	55.0%
Dispatchers, Except Police, Fire, and Ambulance	822	1,268	54.3%
Transportation, Storage, and Distribution Managers	328	503	53.4%
Septic Tank Servicers and Sewer Pipe Cleaners	62	95	53.2%
Helpers--Brickmasons, Blockmasons, Stonemasons, Tile Setters	103	157	52.4%
Cargo and Freight Agents	238	358	50.4%
Bicycle Repairers	61	90	47.5%

Source: Job Service North Dakota, Labor Market Information Center

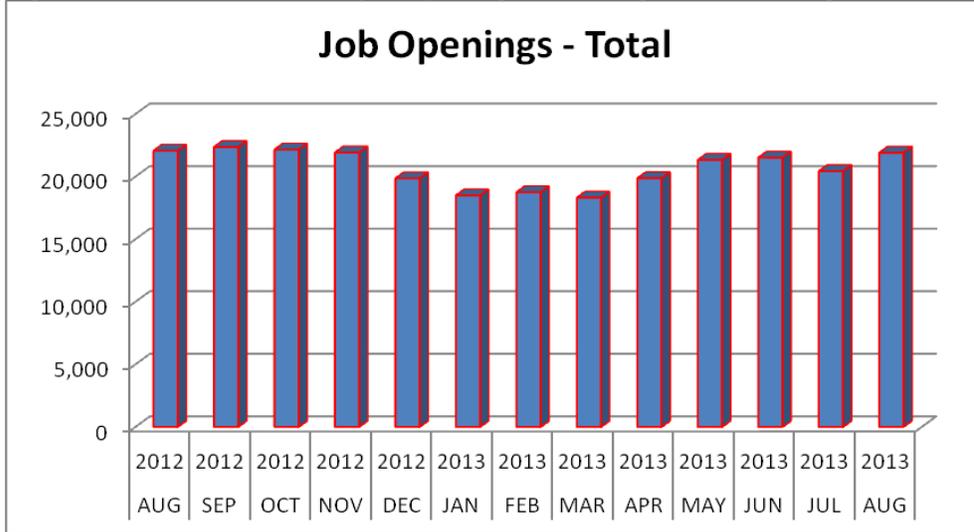
Education can also play a role in predicting where employment trends are heading. It is projected that 17,752 new jobs will be created for occupations requiring some type of post secondary education from 2010-2020. Occupations that require an associate degree are expected to grow by 16.4 percent and occupations that require a bachelor degree are expected to grow by 16.3 percent. Occupations requiring short-term on-the-job training (<30 days) are projected to grow by 18.1 percent, moderate-term on-the-job training (1-12 months) by 26.2 percent and long-term on-the-job training (>12 months) by 24.3 percent.

North Dakota Job Openings Data

Online job openings statistics provide a timely overview of the current supply/demand dynamic of North Dakota's labor market. Job Service North Dakota online labor exchange system is the underlying source for the job openings and resume data produced. The latest online job openings totaled 21,911 open and available positions (Figure 2). Openings were very similar to one year ago (22,072). Of the 22 non-military major occupational groups, office and administrative support reported the largest number of openings with 2,996, followed by transportation with 2,487 and sales and related with 2,103.

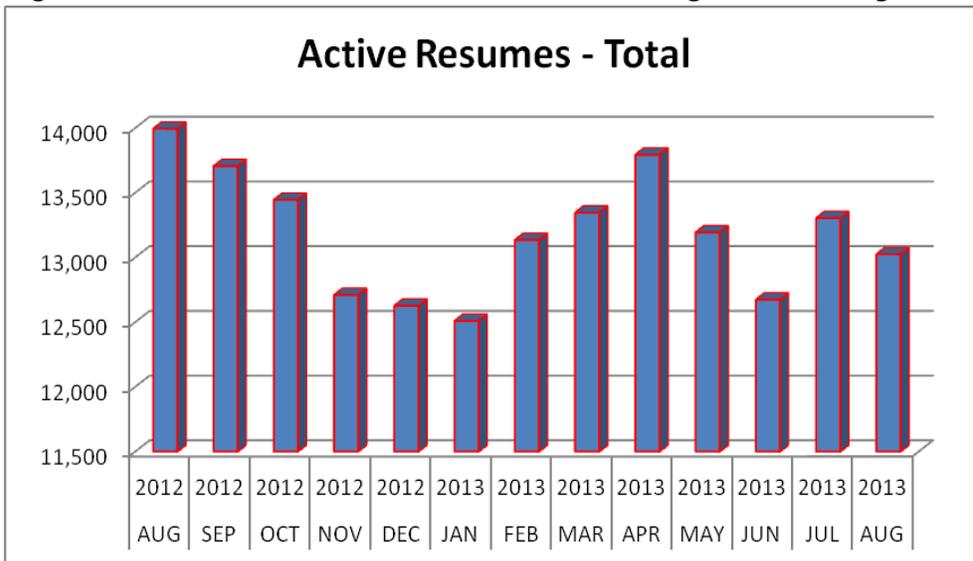
Active resumes totaled 13,025 (Figure 3). Active resumes were 6.9 percent lower (-970) than one year ago. Of the 22 non-military major occupational groups, office and administrative support reported the largest number of active resumes with 2,922 followed by construction/extraction with 1,593 and transportation with 1,314.

Figure 2: North Dakota total job openings from August 2012 – August 2013



Source: Job Service North Dakota, Labor Market Information Center

Figure 3: North Dakota's total active resumes from August 2012 – August 2013



Source: Job Service North Dakota, Labor Market Information Center

Executive Summary

Governor Jack Dalrymple provides 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. Resources in the state are focused 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. 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 North Dakota business and industry have access to an available and qualified pool of talent, and that workers have access to lifelong learning.

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.

Governor Dalrymple has 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 continues to face 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.

With all this is occurring simultaneously, North Dakota continues to have 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

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. 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 partner roles and responsibilities allows 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 North Dakota has a new tool available to help customers improve their computer skills. Microsoft Digital Literacy (www.microsoft.com/digitalliteracy) is being offered as part of the Microsoft Digital Alliance with North Dakota. Whether our customers are new to computers or seasoned users, there is a wealth of information that may be beneficial. Topics include computer basics, the internet and world wide web, productivity programs (Word, Excel, PowerPoint, Access), and computer

security and privacy. Computers are available at all Job Service North Dakota locations for this self-directed training.

Job Service staff is better able to deliver skills-focused services and ultimately help job seekers meet the increasing need for skilled workers 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 other 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 in regional 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, but rather to educate and inspire their future workforce. These events connect Job Service, Career & Technical Education, employers, teachers, students and parents 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 notify 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 that frequently responds 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. They are and instructed to complete basic research and job search on the Job Service North Dakota website prior to traveling to North Dakota. Often, when out-of-state individuals arrive, they need individual assistance due to lack of computer skills when online applications are the only way 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.

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, 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 be used by the State to provide classroom training only. Priority for awarding ITAs will be given as follows:

- The Governor's Five Target Industries: Advanced Manufacturing, Value-Added Agriculture, Energy, Technology-Based Business and 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 are healthcare industry, transportation industry and life sciences.

- Training for an occupation that will lead to employment in a high-demand occupation with an average annual wage of at least \$14.10 per hour.

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

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 support 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, résumé 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 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.

Support 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 three 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, PY 11 and PY 12.

INDIVIDUALS ENROLLED IN WIA TRAINING

	PY 09	PY 10	PY 11	PY 12
Adult	256	223	140	165
Dislocated Worker	158	73	19	28
Youth	103	63	64	126
Total	517	359	223	319

Individuals trained with WIA funding during PY 12 continue to support the Governor's target industries and high-demand focus for the Workforce Development System as reflected in the table below.

PY 12 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	15	9%	2	7%	17	13%	34	11%
Advanced Manufacturing	13	8%	1	4%	13	10%	27	8%
Value-added Agriculture	0	0%	0	0%	0	0%	0	0%
Technology	11	7%	5	18%	5	4%	21	7%
Healthcare	77	46%	11	39%	65	52%	153	48%
Transportation	18	11%	2	7%	7	6%	27	8%
Support Occupations ¹	16	10%	5	18%	6	5%	27	8%
Other ²	15	9%	2	7%	13	10%	30	10%
Total	165	100%	28	100%	126	100%	319	100%

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

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

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

Incentive Fund Projects

In Program Year 2012 Job Service North Dakota continued to operate three projects funded with WIA Incentive funds received for PY 2009 program performance.

Basic Computer and Soft Skills Workshops

Basic Computer and Soft Skills Workshops continue to be offered in Job Service customer service offices in North Dakota. Basic computer skills classes improve the ability of customers to access the internet job listings, complete online applications and résumés, thereby securing unsubsidized employment. Customers also benefit from soft skills training because they learn the techniques of successful interviewing that lead to securing and keeping unsubsidized employment.

Transferable Occupation Relationship Quotient (TORQ)

Transferable Occupation Relationship Quotient (TORQ™) is software that assists job seekers with career exploration while providing Job Service staff members with analytical tools for observing and predicting labor force trends. TORQ™ provides laid off workers with individualized reemployment analyses, lists transferable occupations for Rapid Response teams in the event of a mass layoff, identifies possible labor pools for economic developers, and contains labor market information and education data for career counselors.

Assistive Technology

One computer in each resource room of all Job Service customer service offices has access to *Read and Write* software. This adaptive technology enables individuals with disabilities to have the same access to online job resources as all other customers when seeking unsubsidized employment. While customers benefit from this technology, the Workforce Investment Act performance measures also reflect positive end results in entered employment, employment retention and average earnings rates.

DOL Demonstration Grant

In July 2012, Job Service North Dakota was awarded a \$2 million dollar demonstration grant by the US Department of Labor. The demonstration grant, called SkillBuildND (SBND) provides 1.6 million to train unemployed, underemployed, or dislocated workers for occupations related to the oilfield and building trades. Native Americans and veterans are the priority populations. Funds may be used through June 30, 2015.

The goal of the grant was to enroll 280 individuals with 168 enrolled specifically in occupational training services. As of mid October, these goals have been met with 292 individuals enrolled with 203 enrolled in occupational training services.

Of the 292 enrollments, 64 are veterans, 173 are Native Americans and 15 have indicated they are both veterans and Native Americans.

In addition to training, a second grant initiative was to develop a social media presence to promote SBND opportunities as well as Job Service ND services and information. Twitter is being used to enhance our connection with job seekers. Follow Job Service North Dakota @JobServiceND.

Enhancing and expanding partnerships is a strategy to leverage resources and plan for long-term success. The partners address challenges such as connecting workers to ND employment opportunities within the oil industry and the need for workers in the building trades, housing shortages and other barriers to employment. Building our relationships with the tribal colleges has been an important resource. The colleges have become more cognizant of the employment opportunities for Native Americans, and several of the colleges added training programs that benefit ND employers.

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.

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 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 individuals 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

There is a higher Average Earnings for individuals who received training than those individuals receiving only core and intensive services. Skills attained through participation in training services enable the customers to become employed at a higher skill level and higher wage. The average earnings for individuals who do not

receive training services is often lower due to lower skill levels. A correlation exists between average earnings and training as higher skill levels result in earning potential.

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

Dislocated workers who received only core and intensive services had slightly lower retention rates than those individuals who received training services. While it would be expected that those who were more “job ready” might be able to more successfully enter employment in a short span, it would also seem that those who receive differing service packages (core, intensive and training) would fare better in the long term measure of retention. Training strengthens retention rate by preparing workers for skill demands for the current job market.

Youth Measures

The level of involvement in the ten Youth Program elements or activities correlates with the level of program expenditures for an individual. Although participation in each activity cannot be evaluated separately, the level of services provided resulted in the state meeting 99 percent of the overall average for all youth performance measures due to shortcoming in the literacy/numeracy measure. The individual data indicates that Job Service North Dakota would have met 100 percent of the overall average for the youth measures if only one additional youth would have shown the needed increase within the allowable time frame. In a small state such as North Dakota, a single outcome has significant ramifications. The state plans to develop best practices to ensure that case managers understand the importance of tracking deadlines for retesting and the significance of how a single enrollment impacts overall performance.

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. Dislocated worker funds in the amount of \$50,000 are reserved 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 2012 overall cost per participant served for all programs was \$2,965. This reflects an increase of \$747 per participant from PY 2011. The PY 2012 overall cost per positive outcome for participants from all programs was \$3,876 an increase \$978 from PY 2011.

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	\$1,264,709	437	\$2,894	350	\$3,613
Dislocated	\$347,546	235	\$1,479	216	\$1,609
Youth	\$1,640,084	425	\$3,859	273	\$6,008
TOTAL	\$3,252,339	1,097	\$2,965	839	3,876

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 and Dislocated Worker program measures. The overall average for the WIA Youth program measures was just shy of the targeted 100 percent, at 98.8 percent.

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 seeker 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) support 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 all participants and better meet their needs. This is demonstrated 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 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 customers 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

Jesse*. Jesse was an 18 year old male with a disability and attending high school when he came to Job Service to apply for financial assistance to pursue an associate degree welding program. Jesse participated in the high school welding vocational program in his senior year and “loved it.” Although working while in high school, he met both WIA Youth and Adult criteria. Jesse was not eligible for a Pell Grant, but he qualified for the ND scholarship program (\$1,500) by taking the WorkKeys assessment and passing at the required levels.

While a senior in high school, Jesse worked with his career counselor for in-depth career exploration and employment options to ensure he was making the right choice before finalizing his request to WIA for welding.

WIA Youth and Adult programs assisted Jesse with tuition, books, fees and first year tools for the welding program. Jesse started the welding program in August 2010, and graduated with an AAS in Welding Technology on May 11, 2012.

While completing his final semester, Jesse had been busy job searching and getting results. He went to work full time on May 13, 2012, as a welder/fabricator with a starting wage of \$18.00 per hour.

Ken*. Ken was enrolled in the Workforce Investment Act when he was a senior in high school. Tests showed that he was basic skills deficient in math and reading; he had a reading disability making school difficult for him. He had set a career goal to be a welder and made plans to attend Bismarck State College for a welding

certificate. As graduation approached, he changed his plan and decided not to attend college.

A local business accepted him on a paid work experience as a welder to give him some training. The WIA Youth Program also helped him by purchasing some work boots and a welding hood. After Ken completed 520 hours of work experience, the employer really liked his work and wanted to hire him as a full time employee, but he still needed additional welding training. Since he worked only 520 hours on the work experience, WIA placed him on an on-the-job training program for the remaining 520 hours to help him gain more skills as a welder.

A year has passed since he completed his on-the-job training. He has been gainfully employed as a welder with the same company at a wage of \$18.00 per hour along with a full benefit package.

Blake*. In 2010 a high school special service program referred Blake, a junior living in a small community, to the WIA Youth Program due to his disability and for assistance in meeting basic skill requirements. With the assistance of his Job Service case manager, he identified carpentry as a career interest. After earning his high school diploma in 2011, he participated in a WIA paid work experience program at a local lumber yard.

Upon completion of this work experience, Blake attended Quentin Burdick Job Corps Center in Minot ND to study carpentry. During this time he continued in a WIA Unpaid Occupational Training activity until earning his certificate 2012.

After he returned from Job Corps, Job Service and Human Services/Vocational Rehabilitation partnered to assist Blake in completing applications, preparing a resume, and interviewing skills training. His case manager proceeded to partner with the Business Services division within Job Service to place him at a new worksite providing a paid work experience in the home building industry. While on this work experience, he received job coaching services paid by Vocational Rehabilitation and Community Living Services, while WIA continued to pay his wages. After a month of receiving job coaching services, the worksite hired him where he continues in competitive employment.

Austin*. Austin was a 9th grader when he came to us requesting a paid work experience. After assessment, he was approved for a WIA paid work experience during the summer months at a hotel performing general maintenance duties. At the end of the work experience, the hotel employed him for approximately 1.5 years, largely because of his ability to arrive on time and complete his work. He was part of this team until a new owner bought the business. Austin stated he still visits the "old crew" there and feels like one of the gang.

In early summer of 2013 he informed his case manager that he had been working at a local television station as a sound technician, which he found to be boring. Austin

related a humorous story from his first day of work where he was invited to participate in tour of the business and explain his duties to a group of college students who would intern in jobs like his. He went on to say that he was forced to quit this job because it interfered with his homework during the school year.

After further discussion with his case manager, Austin received approval for another placement in the WIA Work Experience Program, this time with the city park and recreation department, doing carpentry-related work in order to get a taste of his career goal. After completing high school in January 2014, he said he plans to embark in college carpentry training. Certainly the WIA program helped him identify his future career.

Adult Success Stories

Kelly*. Kelly came from Mississippi to Minot, North Dakota, in March of 2012 looking for “the pot of gold” in the oilfield. Hearing about the many jobs in ND, he moved here for a better life.

Kelly’s background consisted of trade school in 1990’s for Building/Apt Maintenance in Maryland, followed by a move to Biloxi, MS, to operate his own maintenance and repair business for 12 years. When the Mississippi economy failed, he knew he needed to go where the jobs and money were, so he came to ND. Lacking a ND contractor’s license, he could not operate his business, so he accepted temporary construction labor jobs, a restaurant line cooking job in Williston ND, labor jobs at lumber yards, and sporadic painting jobs.

During this time Kelly mainly lived in his car due to the high rent costs in Minot. He received assistance from the Minot Area Homeless Coalition during one winter when the bitter cold prevented him from living in a car. Many building contractors allowed him to stay in houses that he was painting until the job was done.

On one of his trips to the Minot Job Service office to seek work, in March 2013 he saw the Commercial Driver’s License (CDL) training flyer and contacted the training program (TrainND) for information. In turn, TrainND directed him back to Job Service for WIA financial assistance. After discussing his circumstances with his case manager, he requested and received WIA funding for his training costs, temporary housing while in training, and costs of his DOT physical and drug screening. (He had already completed the CDL permit with 3 endorsements on his own.) He began training in April and completed it with a great evaluation from the instructor.

Kelly returned to work as a part time painter while he looked for a job. Although he interviewed with many companies for local driving jobs, his looming desire was to drive OTR (over-the-road) for a reputable company good to its employees. As he lingered at the truck stops visiting with truckers, he learned of several trucking companies and applied online with them all. He interviewed with a company that offered a job on the spot, and he accepted. He started July 1, 2013, at \$23/hr and soon moved to a per mile rate of \$0.32. He reported gross earnings averaging

\$5000/wk and that he is happy in his new career and living in his semi cab where he has everything he needs.

A company representative stated that the company loves him! This person also reported that he uses personal time to learn internal computer programs used by the truckers, and that he always arrives early for pickups and deliveries. Even Kelly's trainer stated he felt comfortable enough to sleep during a ride-along due to his confidence in Kelly's driving ability, and that *never* happens. Kelly has driven solo to Ohio, Texas, Florida, the Appalachian Mountains, and even downtown Chicago. He said he loves being on the road and visiting new places.

Kelly recently called to express gratitude to the WIA program for "the opportunity of a lifetime." He came to the realization that this life-long dream would have never been realized without the financial assistance he received. He found his pot of gold.

Tony* Tony came to Job Service for assistance with welding training. Because he was one of many people hearing about the abundance of jobs in ND, he moved here and found himself receiving food stamps. With a Driving Under the Influence conviction and no training/education beyond a GED, he experienced difficulty in obtaining employment. He had done some welding but lacked credentials and training to land the kind of employment that would make him self-sufficient.

He received WIA approval for a combination welding course. The first three weeks went quite slowly because he had difficulty mastering the techniques. However, at that point everything seemed to "click" for him and he spent the final week preparing for and taking several credential tests. Tony obtained five credentials during training and expressed determination to return and earn a sixth credential at his own expense.

Tony obtained employment in the "oil patch," earning a starting wage of \$22.00 per hour. He said that he realizes this as an opportunity to work towards the higher paying welding jobs, and expressed gratitude for having found employment so quickly. He expressed appreciation for the second chance and future opportunities.

Greta* Due to a medical condition, Greta needed to change occupations, so she enrolled in the Architectural Drafting and Estimating program at a local college. When she was referred to Job Service in May 2012, she had finished her first year of college with assistance from Vocational Rehabilitation and received notice that there were no monies to continue her funding. She was very distraught, not knowing how she could support herself and complete her education without this resource.

With assistance from the WIA program, she completed her Associate of Applied Science degree in May 2013, graduating with honors. Greta has reported that she is doing custom home design contract work in which she gets to use both the creative and practical skills learned in college.

She has also accepted a position as a plumbing drafter on a large local building project that will start when the project enters the mechanical phase.

Dislocated Worker Success Stories

Brad*. Brad is a 28 year old male with multiple misdemeanors in his background: drug possession, possession of drug paraphernalia, driving under suspended license, and moving violations. All of these usually make getting hired for any job difficult, and especially so for a commercial driver position. He is also a non-custodial parent of a daughter who he supports. Now let us move to his story.

Brad was receiving Unemployment Insurance and planning to return to his old job as a house moving laborer until the employer replaced him. Brad began talking to area businesses about employment and needed skills when he came to Job Service to inquire about training to obtain his Commercial Drivers License (CDL). He had already started studying for his CDL permit test.

Transportation, specifically requiring a CDL, is a high-demand/high-wage career in North Dakota. Recent ND Labor Market Information projects this occupation growing by 66.8% between 2010 - 2020. In addition, replacement openings are expected to total 7,982 over the 10-year period. The average starting wage is \$43,300.00.

When he requested WIA Dislocated Worker funding for training, Brad provided a letter of intent to hire from an employer if the company has openings when he completed the training. After approval was granted, his case manager assisted him with requesting UI benefits while he attended training. He also obtained part time employment in the food industry to assist with living expenses.

WIA DW funds assisted Brad with costs of the physical examination, drug screening, and classroom training. Brad began training on May 21, 2013, and obtained his CDL on June 13, 2013.

Because the potential job promise failed to materialize, he needed to update his Job Service online resume. When his case manager contacted him about his job search and prospects, Brad already had three job offers, pending background checks and drug screenings. He said that he planned to accept the first good job offer. He did not need to wait long. He started work with an aggregate hauling business on June 27, 2013, working about 74 hours a week, starting at \$15.00 per hour plus overtime.

Angie*. This woman in her mid 50's became a dislocated worker when the sign company where she worked for over 10 years closed. Angie was a vinyl applicator earning \$15.23 per hour. Staff in the resource area initially referred her to basic computer training with which WIA was able to assist her. She continued her relationship with her case manager and developed a plan to become a respiratory therapist. With WIA assistance, Angie completed the training and began working at an area hospital and earning over \$40,000 per year.

Henry*. Henry was a dislocated worker when he came to us requesting WIA funding for the On-the-Job Training (OJT) program. During assessment he changed his mind and requested funds to assist him with the cost of school for computer networking. Henry was approved under the Dislocated Worker Program to start summer of 2011, except WIA funds had not been available. At that point he applied for and received financial assistance from Vocational Rehabilitation for 97% of his school costs while WIA provided support services. He also received the Pell Grant. While attending training Henry changed his course of study from Computer Networking to Sales and Marketing, graduating with an Associate Degree in May 2013. He searched the area for employment and received Job Search Assistance to travel to interviews. Henry secured a local sales position paying \$17.30 per hour with 45-50 hours per week.

Mike*. Mike was an unemployed dislocated worker who had earned \$14.47 per hour. When he came to request training, staff initially assisted him with resume writing, job searching and accessing labor market information and asking for training. These services, plus an assessment of skills and interests, lead Mike to pursue a truck driving career. He received approval for WIA funding, attended Commercial Driver License (CDL) training, passed the written test but failed the driving test by two inches. WIA provided funding for an additional 4 hours of training and he subsequently passed the driving test and obtained his CDL Class "A" License on August 23, 2013. On September 5, 2013, Mike obtained full time employment as a delivery driver earning \$15/hr with potential for a raise and benefits in 90 days. Mike has expressed his satisfaction and gratitude for WIA services provided to him. He sees this training as a way to provide for his family's needs.

Dustin*. In 2009 Dustin was left unemployed along with over 600 other individuals after an equipment manufacturer shut its doors in Bismarck. He found himself a labor market saturated with many other individuals who possessed similar skills to his. He enrolled in the WIA Dislocated Worker Program for assistance in his journey to a new career. A few months later his former employer received certification under the Trade Act. Now he enthusiastically explored different occupations that would allow him to continue supporting his family in the same manner prior to his dislocation.

In his former job, Dustin very much enjoyed working as part of the safety team and decided to broaden his skills within the occupational safety field. After researching the labor market and education opportunities, he narrowed his options to pursue a Bachelor's degree in Business Management / Human Resources with emphasis in safety. Through a partnership between WIA and TAA, Dustin earned his degree through a university's accelerated program and accepted a job offer as a safety manager with a local company immediately after graduation. In a follow-up visit, he said that he loves his new job and appreciates the joint assistance from the WIA Dislocated Worker Program and the Trade Act through Job Service North Dakota.

**The names followed by asterisks are fictitious.*

Reporting and Performance Measure Tables

Table B - Adult Program Results At-A-Glance

¹Exit Period Covered by Measures—October 2011 through September 2012

²Exit Period Covered by Measures—April 2011 through March 2012

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate ¹	74.1%	77.0%	141
			183
Employment Retention Rate ²	83.5%	82.3%	209
			254
Average Earnings ²	\$11,900.00	\$12,474.55	\$2,569,757
			206

Table C – Outcomes for Adult Special Populations

¹Exit Period Covered by Measures—October 2011 through September 2012

²Exit Period Covered by Measures—April 2011 through March 2012

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

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services ³		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment Rate ¹	71.9%	69 96	100.0%	10 10	62.5%	15 24	70.0%
Employment Retention Rate ²	80.4%	90 112	91.7%	11 12	87.1%	27 31	84.6%	11 13
Average Earnings ²	\$9,072.64	\$807,465 89	\$15,204.91	\$167,254 11	\$13,296.04	\$345,697 26	\$13,315.64	\$146,472 11

Table D – Other Outcome Information for the Adult Program

¹Exit Period Covered by Measures—October 2011 through September 2012

²Exit Period Covered by Measures—April 2011 through March 2012

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate ¹	81.1%	99 122	68.9%
Employment Retention Rate ²	86.2%	150 174	73.8%	59 80
Average Earnings ²	\$12,641.89	\$1,871,000 148	\$12,047.53	\$698,757 58

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

¹Exit Period Covered by Measures—October 2011 through September 2012

²Exit Period Covered by Measures—April 2011 through March 2012

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate ¹	85.0%	90.4%	94
			104
Employment Retention Rate ²	93.2%	93.1%	122
			131
Average Earnings ²	\$17,000.00	\$18,106.69	\$2,190,910
			121

Table F – Outcomes for Dislocated Worker Special Populations

¹Exit Period Covered by Measures—October 2011 through September 2012

²Exit Period Covered by Measures—April 2011 through March 2012

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers ³	
	Entered Employment Rate ¹	92.3%	12	100.0%	6	78.9%	15	0.0%
		13		6		19		N/A
Employment Retention Rate ²	75.0%	12	80.0%	12	80.0%	12	0.0%	N/A
		16		15		15		N/A
Average Earnings ²	\$21,144.67	\$253,736	\$15,249.58	\$182,995	\$15,605.17	\$187,262	\$.00	N/A
		12		12		12		N/A

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

¹Exit Period Covered by Measures—October 2011 through September 2012

²Exit Period Covered by Measures—April 2011 through March 2012

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate ¹	94.0%	63	83.8%	31
		67		37
Employment Retention Rate ²	93.8%	75	92.2%	47
		80		51
Average Earnings ²	\$19,136.11	\$1,416,072	\$16,485.91	\$774,838
		74		47

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

¹Exit Period Covered by Measures—October 2011 through September 2012

	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education ¹	70.0%	71.2%	116
			163
Attain Degree or Certificate ¹	64.2%	67.8%	124
			183
Literacy or Numeracy Gains	47.0%	41.8%	33
			79

Table L - Other Reported Information¹Exit Period Covered by Measures—January 2010 through December 2011²Exit Period Covered by Measures—October 2011 through September 2012³The numbers in the numerator and/or denominator were too small to report.

	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	86.6%	252	\$5,873.35	\$1,691,526	1.4%	N/A	\$5,596.51	\$783,512	54.5%	54
		291		288		N/A		140		99
Dislocated Workers	94.4%	153	102.0%	\$2,881,707	6.4%	6	\$7,845.17	\$706,065	73.0%	46
		162		\$2,824,308		94		90		63

Table M - Participation Levels¹Period Covered by Measures—July 2012 through June 2013²Period Covered by Measures—April 2012 through March 2013

	Total Participants Served ¹	Total Exiters ²
Total Adult Customers	74,430	73,666
Total Adult Self Service only	73,967	73,378
WIA Adults	74,301	73,586
WIA Dislocated Workers	147	97
Total Youth (14-21)	444	223
Younger Youth (14-18)	289	151
Older Youth (19-21)	155	72
Out-of-School Youth	187	106
In-School Youth	257	117

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$1,264,709
Local Dislocated Workers		\$347,546
Local Youth		\$1,640,084
Rapid Response (up to 25%) §134 (a) (2) (A)		\$39,003
Statewide Required and Allowable Activities ¹ (up to 15%) §134 (a) (2) (B)		\$620,711
Statewide Allowable Activities §134 (a) (3)		
Total of All Federal Spending Listed Above		\$3,912,053

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	74,301
		Dislocated Workers	147
		Older Youth (19-21)	155
		Younger Youth (14-18)	289
ETA Assigned # <u>38005</u>	Total Exiters	Adults	73,586
		Dislocated Workers	97
		Older Youth (19-21)	72
		Younger Youth (14-18)	151
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	74.1%	77.0%
	Dislocated Workers	85.0%	90.4%
Retention Rate	Adults	83.5%	82.3%
	Dislocated Workers	93.2%	93.1%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$ 11,900	\$12,474.55
	Dislocated Workers	\$17,000	\$18,106.69
Placement in Employment or Education	Youth (14 – 21)	70.0%	71.2%
Attain Degree or Certificate	Youth (14 – 21)	64.2%	67.8%
Literacy or Numeracy Gains	Youth (14 – 21)	47.0%	41.8%
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
	3		6

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