



# Workforce Investment Act

PY 2015 Annual  
Report

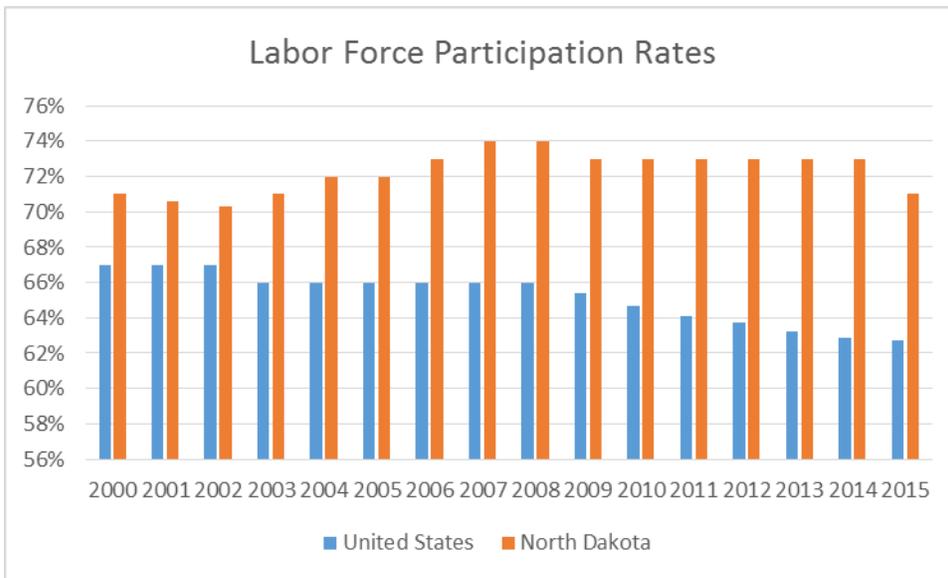


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## Employment Trends in Today’s Economy

North Dakota’s economy continues to show strength, while beginning to show some effects of reduced commodity prices in energy and agriculture sectors. Comparison of the most recent two annual averages (2014-2015) show covered employment decline of 1.7 percent. However, North Dakota continues to display a high labor force participation rate compared to the nation (Figure 1). The most recent (2015) annual Current Population Survey figures show North Dakota’s labor force participation rate for residents age 16 years and older was 71 percent, almost ten 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 2015, the unemployment rate in North Dakota was 2.7 percent, while the United States had an unemployment rate of 5.3 percent.

### Industry Projections

The 2014-2024 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. Health Care and Social Assistance is expected to add 13,964 jobs in a ten year period and is projected to grow 24.7 percent from 2014-2024.

**Table 1: North Dakota Industries with the highest numeric change from 2014-2024.**

Industry Title	2014 Employment Estimate	2024 Employment Projection	Numeric Change
Total, All Industries	513,582	534,208	20,626
Health Care and Social Assistance	56,619	70,583	13,964
Finance and Insurance	17,768	21,806	4,038
Educational Services	39,061	42,461	3,400
Accommodation and Food Services	36,262	39,654	3,392
Retail Trade	50,725	54,038	3,313
Professional, Scientific, and Technical Services	16,701	19,566	2,865
Government	35,837	38,318	2,481
Manufacturing	25,957	27,525	1,568
Management of Companies and Enterprises	5,141	6,683	1,542
Other Services (except Public Administration)	18,637	19,701	1,064

Source: Job Service North Dakota, Labor Market Information Center

**Table 2: North Dakota industries with the highest projected percent growth from 2014-2024.**

Industry Title	2014 Employment Estimated	2024 Employment Projection	Percent Growth
Total, All Industries	513,582	534,208	4.00%
Management of Companies and Enterprises	5,141	6,683	30.00%
Health Care and Social Assistance	56,619	70,583	24.70%
Finance and Insurance	17,768	21,806	22.70%
Professional, Scientific, and Technical Services	16,701	19,566	17.20%
Arts, Entertainment, and Recreation	6,278	7,157	14.00%
Accommodation and Food Services	36,262	39,654	9.40%
Educational Services	39,061	42,461	8.70%
Utilities	3,696	3,954	7.00%
Government	35,837	38,318	6.90%
Administrative and Support and Waste Management and Remediation Services	14,301	15,278	6.80%

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 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 2014-2024**

Occupational Title	2014 Estimated Employment	2024 Projected Employment	Percent Growth
Total, All Occupations	513,582	534,208	21.60%
Healthcare Practitioners and Technical	24,692	30,018	21.00%
Computer and Mathematical	6,695	8,103	20.40%
Healthcare Support	13,379	16,110	16.90%
Personal Care and Service	19,904	23,272	15.10%
Community and Social Service	7,083	8,149	14.40%
Business and Financial Operations	17,314	19,811	12.50%
Food Preparation and Serving Related	36,608	41,197	10.70%
Education, Training, and Library	23,868	26,411	9.90%
Protective Service	6,740	7,408	9.30%
Building and Grounds Cleaning and Maintenance	17,992	19,669	8.60%
Architecture and Engineering	6,712	7,286	8.60%
Life, Physical, and Social Science	3,810	4,139	5.90%
Sales and Related	45,053	47,726	5.60%
Arts, Design, Entertainment, Sports, and Media	5,691	6,012	3.00%
Office and Administrative Support	66,005	67,996	2.40%
Legal	2,812	2,879	1.20%

Source: Job Service North Dakota, Labor Market Information Center

Education can also play a role in predicting where employment trends are heading. Occupations that require an associate degree are expected to grow by 2.0 percent, occupations that require a bachelor's degree are expected to grow by 11.6 percent, and occupations that require a master's, doctoral or professional degree are expected to grow by 14.1 percent. Occupations requiring short-term on-the-job training (<30 days) are projected to grow by 4.0 percent, and long-term on-the-job training (>12 months) by 3.7 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 (August 2016) totaled 14,023 open and available positions (Figure 2). Openings have decreased since one year ago by 3,460. Of the 22 non-military major occupational groups, healthcare practitioners and technical reported the largest number of openings with 1,364, followed by sales and related with 1,310 and transportation and material moving with 1,058.

Active resumes totaled 9,154 (Figure 3). Active resumes were 3.4 percent lower than one year ago. Of the 22 non-military major occupational groups, office and administrative support reported the largest number of active resumes with 1,894 followed by construction/extraction with 1,109 and transportation and material moving with 891.



## One-Stop Career 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 nine One-Stop Career Centers. In addition to the physical locations, [www.jobsnd.com](http://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 began the transition to the Workforce Innovation and Opportunity Act immediately following the passage of the legislation. All stakeholders including businesses, students, job seekers, researchers, and public officials have access to all federally-funded workforce development programs, as well as several state-funded programs through the One-Stop System.

Programs and Services for One-Stop Career Centers include:

- Workforce Investment Act (WIA) and Workforce Innovation and Opportunity Act (WIOA) - 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 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 delivery system uses three-tiers to deliver services.

1. Self-Service: Online from remote locations or within the One-Stop Career Center resource area.
2. Basic Career Services: 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 services within the One-Stop Career Center resource rooms.
3. Individualized Career 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.

WIOA Informational Career Services and partner websites are available through the SHARE Network (Sharing How Awareness of Resources Empowers) link on [jobsnd.com](http://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 [RUReadyND.com](http://RUReadyND.com), resume writing software, [myskillsmyfuture.org](http://myskillsmyfuture.org), and [mynextmove.org](http://mynextmove.org). The resource areas also offer a wide variety of printed materials. Resource area staff is available to assist those who lack computer skills.

Job Service North Dakota has a tool available to help customers improve their computer skills. Microsoft Digital Literacy ([www.microsoft.com/digitalliteracy](http://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, 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. 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, economic development professionals, 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 career expo can be viewed at this site: <http://conferences.und.edu/nvcareerexpo/>.

Job Service assists in workforce recruitment efforts by offering space in the One Stop offices for businesses to hold individual, on-site job fairs. Job seekers accessing One Stop services on-site are invited to meet with business representatives. Social media outreach invites all job seekers statewide to these events. A wide array of businesses, ranging from retail, to energy, to trucking, to healthcare take advantage of this service.

## 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 (Career 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.

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.

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 assistance with career counseling as appropriate.
- Labor market information.
- Eligible training provider 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. With the implementation of WIOA, North Dakota developed a list of [Occupations in Demand](#) that contains many occupations included in the Governor's Targeted Industries.
- Training for an occupation that will lead to employment in a high-demand occupation with an average annual wage of at least \$13.41 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 to 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 (out-of-school youth aged 16-24 and in-school youth must be aged 14-21 under WIOA).

Assessments include 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 who 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 awareness of registered apprenticeship opportunities to the older youth. Youth may receive work experience opportunities and those 18 and older may receive on-the-job training. These are excellent tools for workforce readiness and skill building.

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.

With the implementation of WIOA, the five new WIOA youth program elements are available to eligible youth. These include: financial literacy, entrepreneurial skills training, labor market information, activities to help you transition to post-secondary education and training and education offered concurrently with workforce preparation activities and training for specific occupations.

A greater focus of efforts are being made to transition from the WIA requirement of thirty percent of program funds spent on out of school youth to the WIOA seventy-five percent requirement.

#### **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.

#### INDIVIDUALS ENROLLED IN WIA TRAINING

	PY 12	PY13	PY 14	PY 15
Adult	165	185	167	163
Dislocated Worker	28	24	23	39
Youth	126	109	108	123
Total	319	318	298	325

Individuals trained with WIA funding during PY 14 continue to support the Governor's target industries and high-demand focus for the Workforce Development Council as reflected in the table below.

#### PY 15 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	18	11%	4	10%	30	24%	52	16%
Advanced Manufacturing	16	10%	4	10%	17	14%	37	11%
Value-added Agriculture	0	0%	0	0%	0	0%	0	0%
Technology	4	2.5%	2	5%	11	9%	17	5%
Healthcare	87	53%	9	23%	34	28%	130	40%
Transportation	28	17%	17	44%	9	7%	54	17%
Support Occupations <sup>1</sup>	6	4%	3	8%	8	7%	17	5%
Other <sup>2</sup>	4	2.5%	0	0%	14	11%	18	6%
<b>Total</b>	<b>163</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>123</b>	<b>100%</b>	<b>325</b>	<b>100%</b>

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

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

Ninety-four percent (94%) of the total training enrollments are specific to or support the Governors targeted industries and high-wage/high-demand occupations.

## 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 quarterly 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 quarterly monitoring of participant WIA and TAA expenditures. The process of monitoring expenditures includes pulling a sample of payments from all the quarterly payments made on behalf of WIA and TAA participants and having the case managers forward to the person conducting the desk review copies of all the source documentation used to justify the payments in the sample. This quarterly 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 quarterly participant WIA expenditure reviews are documented and compiled in a formal report following the reviews 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. The annual visits to the One-Stop Career Centers occur every year during the months of October to December. 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 in February of each year 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 reviews coincide 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. An official report on the results of the WIA data element validation review is issued in February of each year.

## State Performance Accountability

The Workforce Development Division of the North Dakota Department of Commerce gathers performance results for workforce development and training programs in the State. The most recent copy of performance results can be viewed here:

<http://www.workforce.nd.gov/about/PerformanceAccountability>

## 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 Entered Employment**

Adults 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.

### **Dislocated Worker Entered Employment**

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

### **Adult and 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 and Dislocated Worker Retention Rate**

Individuals who received only core and intensive services had higher retention rates than those individuals who received training services. This is consistent with the WIA concept of providing services based on individual need. Those receiving only core and intensive services need only minimal assistance to become reemployed and retain employment because they have the skills in demand in the current job market.

Individuals receiving training may find it more difficult to retain employment because they have not demonstrated application of the new skills in the workplace. Training and employment in an entirely new occupation/industry may result in lower satisfaction levels which may result in lower retention rates.

**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 exceeding the required 100 percent of the 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. Dislocated worker funds in the amount of \$20,000 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 2015 overall cost per participant served for all programs was \$5,950. This reflects an increase of \$113 per participant from PY 2014. The PY 2015 overall cost per positive outcome for participants from all programs was \$8,171 an increase of \$695 from PY 2014. Increased training costs are a result of the demand occupations in the state.

The positive outcomes for WIA Adults (Table B), Dislocated Workers (Table E), and Youth programs (Table H.1), located later in this report, 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 <sup>1</sup> Served	Cost per Participant	Total Positive Outcomes	Cost per Positive Outcome
Adult	\$1,664,427	350	\$4,756	279	\$5,966
Dislocated Worker	\$491,042	59	\$8,323	52	\$9,443
Youth	\$2,003,731	290	\$6,909	178	\$11,257
<b>TOTAL</b>	<b>\$4,159,200</b>	<b>699</b>	<b>\$5,950</b>	<b>509</b>	<b>\$8,171</b>

<sup>1</sup>Includes WIA Staff Assisted Services

Analysis of WIA performance measures is the primary method of program evaluation used this program year. North Dakota met or exceeded all of the required program performance measures for the WIA Adult and Dislocated Worker and Youth program, with the exception of one measure for youth.

## 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.

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. 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.

## **Customer Satisfaction Measures**

The PY 15 Customer Satisfaction reporting year included individuals that were selected to complete the customer satisfaction survey between January 1, 2015 and December 31, 2015. A random sample selection was applied to those employers that received staff assisted services. Random sampling was not applied to participants. The survey selection pool was all those participants whose WIA case closed within 60 days of the last activity end date.

Employer and participant surveys were sent out by state staff via email. Due to the low number of responses, a second email reminder was sent out to both employers and participants that had not responded to the initial email. Those with no email address listed in the MIS or had an undeliverable email address were sent a message through the MIS message center.

The survey used during the year consisted of three questions, with both the employer group and the participant group being asked the same questions. The survey allowed for comments and of those individuals that did comment, almost all of them, both employers and participants were very complimentary of staff and the services they received. Without identifying the employer/participant, the comments were shared with staff to show what areas they did well in and what areas they may need work on, as perceived by their customers.

Respondents who did not answer all three questions were excluded from the results below. The three questions that were asked are as follows:

1. Did you receive the service you expected to receive?
2. Did staff answer all your questions?
3. Rank the service you received from Job Service

The responses to Question 1 and 2 were asking for a yes/no response. Question 3 was asking employers and participants to rank the service they received on a scale of 1-5, with 1 being the worst and 5 being the best. The responses are categorized as follows:

**Employers**

	<u>Total</u>
Total number of employers selected	1,405
Total number of responses	174
Response rate for employer surveys	12.4%

Responses to the three questions:

	<u>Yes</u>	<u>%</u>		<u>No</u>	<u>%</u>					
Question 1	162	98.8%		2	1.2%					
Question 2	162	98.8%		2	1.2%					
<u>Ranking Score</u>	<u>2</u>	<u>%</u>	<u>3</u>	<u>%</u>	<u>4</u>	<u>%</u>	<u>5</u>	<u>%</u>		
Question 3*	1	0.6%	1	0.6%	27	16.5%	135	82.3%		

\*There was no ranking score of 1

**Participants**

	<u>Total</u>
Total number of participants	377
Total number of responses	16
Response rate for participant surveys	4.2%

Responses to the three questions:

	<u>Yes</u>	<u>%</u>								
Question 1	15	100%								
Question 2	15	100%								
<u>Ranking Score</u>	<u>3</u>	<u>%</u>	<u>4</u>	<u>%</u>	<u>5</u>	<u>%</u>				
Question 3*	1	6.7%	3	20.0%	11	73.3%				

\*There were no ranking scores of 1 or 2

## 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

Cameron\* was a high school graduate with a disability. He applied for WIOA and was determined eligible as an out-of-school youth. He was working part-time at local restaurant earning \$8.50 per hour. Cameron was interest in training in the Occupational Therapy Assistant (OTA) program or in the Plumbing and HVAC areas.

Cameron was approved for a training program through Northland Community and Technical College as the first semester courses applied to either program. To help Cameron narrow down his occupational decision, a job shadow was set up with a local plumbing and heating business. After his first semester of school, Cameron decided he wanted to major in Plumbing. A graduation plan was submitted and he would still be able to graduate within the two-year training approved training period.

Cameron expressed an interest in a job for the summer months between college years. The business where Cameron had completed the job shadow was contacted to see if they would be willing to be a work site for an On-the-Job (OJT) training position. An OJT was set up and Cameron worked full-time during the summer and continued working part-time during the school year learning the trade both in school and in a hands-on experience in the plumbing field.

When Cameron graduated with a degree in Plumbing, the business that provided his job shadow and on-the-job training hired him in a full-time position.



Pam\* was a high school graduate with a disability who worked part-time at a local restaurant as a server. She was interested in pursuing education in the Radiologic Technician program at Northland Community and Technical College because her income was below the poverty level.

Pam was approved for WIOA funding and she started school. The WIOA program assisted with her tuition and support services were provided when she had to complete the clinical requirements in another city.

In her final semester of school, Pam requested assistance with a cover letter and resume to apply for a position. The WIOA case manager and Pam worked together on her application documents. When Pam graduated with a degree in Radiologic Technician she quickly obtained a job in a healthcare facility earning \$18.97 per hour.



Josh\* was a 17 year old in-school youth with a farming background. He was referred by the local High School Special Education Strategist for financial assistance with attending North Dakota State College of Science (NDSCS) Electrical program in the fall of 2014. Josh had taken college level classes in high school while participating in Future Business Leaders of America (FBLA) while being active in sports and working at the local implement dealership.

Josh graduated with honors in May of 2014. He was accepted and attended NDSCS starting fall of 2014. WIOA partnered with Vocational Rehabilitation and the programs provided assistance consisting of tuition, cost of tools, and a computer.

Josh began his training August 25, 2014, and successfully completed the Electrical Technology-Industrial Electrical Program on May 13, 2016. He was on the Presidents Honor Roll 3 times while attending NDSCS.

While Josh was attending his final semester of school, he and his WIOA Case Manager updated his resume for an interview. A local power cooperative was hiring for the Substation Electrician position. After two separate interviews during his final semester of school, Josh was notified he had the job! He started his employment on May 16, 2016 just three days after graduation at \$38.47 per hour, full time, with benefits.



### **Adult Success Stories**

Janet\* had been working for an in-home Quality Service Provider that provides assistance to individuals with disabilities. She loved working with individuals with disabilities as she has an adult daughter with disabilities and sees a great need for this service. Due to a staffing reduction, Janet's hours were reduced to just 2-4 hours a day. The position was no longer feasible as she traveled many miles a day to work.

Using the ND labor exchange system, ND Workforce Connection, and other websites, Janet had been searching for employment. Unfortunately, she had not been able to secure a new position. She was rapidly depleting her savings and in desperate need of full time employment.

Janet requested information about WIOA assistance to upgrade her skills by adding a Certified Nurse Aid certification. This would increase her options for employment. Janet was determined eligible for the WIOA Adult program.

Looking at the various CNA programs on the North Dakota Eligible Training Provider List, Janet selected a short-term program for individuals with basic Quality Service Provider care. WIOA provided financial assistance for tuition, fees, books, and support services. Janet successfully completed the two week training program in June and obtained her CNA Certification shortly thereafter.

Janet secured full time employment with a local assisted living facility and began work in August at \$13.00 per hour. She is currently working on attainment of the Medication Aid Certification and will receive a \$1.00 per hour raise upon completion. With experience, she has the potential to increase her wages to \$15 per hour. Janet is very happy in her new position.



Anjay\* moved to the United States from Nepal in 2012. He worked in food service for three years in Illinois before moving to North Dakota to be with his family. His parents were in need of caregiver assistance, so Anjay and his wife became Qualified Service Providers through the ND Department of Human Services and cared for his parents part time. However, this was not enough income to support their family.

Anjay heard about the Manufacturing Certificate Program through a local community college and contacted Job Service North Dakota about WIOA eligibility and funding. The training program was developed by the Community and Tech College through a grant for the purpose of helping New Americans find suitable employment. Anjay was eligible and approved for WIOA classroom funding and attended the training from March through June 2016.

The training included American Manufacturing Workforce Basics in English skills, manufacturing vocabulary, math and measurement, critical thinking skills, job success and basic computer skills. Occupational skills training included OSHA safety training, principles of manufacturing, use of measurement tools, power tools and hand tools and schematic and print reading skills.

Upon graduation from the training course Anjay worked with Job Service North Dakota to seek full time employment in the production industry. He secured an interview with a local supplier of rotor blades in the wind industry. Job Service contacted the company to share information about the WIOA On-the-Job Training (OJT) program. After interviewing Anjay, the company was interested in setting up an OJT training contract for Anjay's occupational specific training. He is currently being trained as a Mould Close Production Worker under the WIOA OJT program. His current salary is \$17.34 per hour for his new full-time, full-benefited position. He is now able to earn enough to support his family.



Jessica\* was a stay at home mother of a teenager and was receiving Supplemental Nutrition Assistance Program (SNAP) benefits. She was having a hard time finding employment due to a past felony conviction. She applied for WIOA and was determined eligible for the Adult program. She requested assistance for a local CDL training program, a nontraditional occupation.

In her training assistance request, Jessica stated she had always interested in truck driving. During her teen years, Jessica's dad taught her how to drive his semi, and allowed her time to practice. Because of this experience, Jessica found that she enjoyed driving a semi and she knew there would also be financial benefits. Jessica had started a CDL training program in another state but was unable to finish the training before moving to North Dakota.

After a period of time dedicated to removing several barriers for training attendance, Jessica was enrolled in CDL training with a local provider. WIOA Adult funds paid for the tuition and support services during the training period.

In June, Jessica obtained a Class A CDL. In July she was hired in a driving position hauling sand and gravel. In August, she accepted a position as a hotshot driver in the oil industry earning \$22.00 per hour. Her dream has become a reality.



### **Dislocated Worker Success Stories**

Matt\* came to the WIOA program looking for financial assistance with welding training. He relocated from Western ND where he had been employed as a supervisor at a transport hub. With the downturn in the oil industry, he was terminated from his job and was living on savings with his girlfriend and their young child.

Matt was eligible for the WIOA Dislocated Worker program. He explored training options and was enrolled in a 12-week training program. Matt was a model student, passing all his industry recognized training certifications. He also worked full time during the 12-week training.

After graduation, Matt applied for and was hired in a union welding position. His starting wage was \$18.52 per hour with full benefits. He will be eligible for a \$3.70 per hour wage increase in each of the following five years of employment. He loves his work and is very appreciative of the WIOA assistance.



Chelsea\* came to Job Service North Dakota to ask about services for dislocated workers. She had recently been laid off from a job due to the slow-down in the oil industry. She was determined eligible for WIOA services as a dislocated worker.

After the approval process, Chelsea began training in the non-traditional occupation of welding. She completed the welding program with certifications in SMAW Stick Pipe Welding. Since graduating, Chelsea found a position with a construction company earning \$24 per hour. WIOA helped with support services needed so she was able to accept the position. She now has a marketable skill and Chelsea should always be able to find employment.



When it became apparent that Janice\*, a dislocated worker, was not likely to work in her profession again, she began to explore her desire to be a nurse. Barriers in her life including her inability to pay child support payments and a lack of support for her training decision from home made the first semester of LPN training very difficult.

The WIOA case manager spent a significant amount of time helping Janice believe that she could complete the program and work as an LPN. To be able to continue making partial child support payments, Janice worked part time on weekends throughout the years when she attended training. Every semester Janice gained confidence. She completed school and passed the boards in June. She is working part time as an LPN while continuing training on to become a Registered Nurse. Janice is now also able to meet her child support obligations.

\*The names followed by asterisks are fictitious.

## Reporting and Performance Measure Tables

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

<sup>1</sup>Exit Period Covered by Measures—October 2014 through September 2015

<sup>2</sup>Exit Period Covered by Measures—April 2014 through March 2015

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate <sup>1</sup>	78%	73.8%	93
			126
Employment Retention Rate <sup>2</sup>	82%	83.0%	186
			224
Average Earnings <sup>2</sup>	\$12,500	\$12,946	\$2,395,055
			185

**Table C – Outcomes for Adult Special Populations**<sup>1</sup>Exit Period Covered by Measures—October 2014 through September 2015<sup>2</sup>Exit Period Covered by Measures—April 2014 through March 2015<sup>3</sup>Public assistance is determined at the time of registration and is not updated during enrollment.<sup>4</sup>The numbers in the numerator and/or denominator were too small to report.

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services <sup>3</sup>		Veterans <sup>4</sup>		Individuals With Disabilities		Older Individuals <sup>4</sup>	
	Entered Employment Rate <sup>1</sup>	67.7%	44	66.7%	N/A	52.9%	9	40.0%
		65		N/A		17		N/A
Employment Retention Rate <sup>2</sup>	85.4%	105	57.1%	N/A	88.5%	23	66.7%	N/A
		123		N/A		26		N/A
Average Earnings <sup>2</sup>	\$12,186	\$1,267,348	\$10,074	N/A	\$13,666	\$300,658	\$7,248	N/A
		104		N/A		22		N/A

**Table D – Outcome Information by Service Level for the Adult Program**<sup>1</sup>Exit Period Covered by Measures—October 2014 through September 2015<sup>2</sup>Exit Period Covered by Measures—April 2014 through March 2015<sup>3</sup>The numbers in the numerator and/or denominator were too small to report.

Reported Information	Individuals Who Only Received Core <sup>3</sup>		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
	Entered Employment Rate <sup>1</sup>	66.7%	N/A	57.1%	24	82.7%
		N/A		42		81
Employment Retention Rate <sup>2</sup>	85.7%	6	87.0%	60	81.1%	120
		7		69		148
Average Earnings <sup>2</sup>	\$8,877	\$53,263	\$11,762	\$693,948	\$13,732	\$1,647,844
		6		59		120

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

<sup>1</sup>Exit Period Covered by Measures—October 2014 through September 2015

<sup>2</sup>Exit Period Covered by Measures—April 2014 through March 2015

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate <sup>1</sup>	90%	89.7%	26
			29
Employment Retention Rate <sup>2</sup>	92%	86.7%	26
			30
Average Earnings <sup>2</sup>	\$16,785	\$21,183	\$550,758
			26

**Table F – Outcomes for Dislocated Worker Special Populations**

<sup>1</sup>Exit Period Covered by Measures—October 2014 through September 2015

<sup>2</sup>Exit Period Covered by Measures—April 2014 through March 2015

<sup>3</sup> The numbers in the numerator and/or denominator were too small to report.

Reported Information	Veterans <sup>3</sup>		Individuals With Disabilities <sup>3</sup>		Older Individuals <sup>3</sup>		Displaced Homemakers <sup>3</sup>	
	Entered Employment Rate <sup>1</sup>	100.0%	N/A	100%	N/A	100.0%	N/A	0%
		N/A		N/A		N/A		N/A
Employment Retention Rate <sup>2</sup>	100%	N/A	100%	N/A	83.3%	N/A	0%	N/A
		N/A		N/A		N/A		N/A
Average Earnings <sup>2</sup>	\$24,108	N/A	\$33,942	N/A	\$23,156	N/A	\$0	N/A
		N/A		N/A		N/A		N/A

**Table G – Outcome Information by Service Level for the Dislocated Worker Program**

<sup>1</sup>Exit Period Covered by Measures—October 2014 through September 2015

<sup>2</sup>Exit Period Covered by Measures—April 2014 through March 2015

<sup>3</sup> The numbers in the numerator and/or denominator were too small to report.

Reported Information	Individuals Who Only Received Core <sup>3</sup>		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
	Entered Employment Rate <sup>1</sup>	0%	N/A	90%	9	89.5%
		N/A		10		19
Employment Retention Rate <sup>2</sup>	100.0%	N/A	100%	9	80.0%	16
		N/A		9		20
Six Months Average Earnings <sup>2</sup>	\$16,650	N/A	\$18,909	\$170,183	\$22,745	\$363,924
		N/A		9		16

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

<sup>1</sup>Exit Period Covered by Measures—October 2014 through September 2015

	Negotiated Performance Level	Actual Performance Level	
		Placement in Employment or Education <sup>1</sup>	73%
			103
Attain Degree or Certificate <sup>1</sup>	65%	64.9%	87
			134
Literacy or Numeracy Gains	38%	30.2%	16
			53

**Table H.1.A – Outcomes for Youth Special Populations**<sup>1</sup>Exit Period Covered by Measures—October 2014 through September 2015<sup>2</sup>The numbers in the numerator and/or denominator were too small to report.

Reported Information	Public Assistance Recipients <sup>2</sup>		Veterans <sup>2</sup>		Individuals With Disabilities		Out-of-school Youth	
Placed in Employment or Education Rate <sup>1</sup>	76.0%	19	0%	N/A	75.4%	46	77.6%	36
		25		N/A		61		47
Attainment of Degree or Certificate Rate <sup>1</sup>	65.5%	19	0%	N/A	67.7%	63	52.0%	26
		29		N/A		93		50
Literacy and Numeracy Gains	42.9%	N/A	0%	N/A	41.4%	12	30.2%	16
		N/A		N/A		29		53

**Table L - Other Reported Information**<sup>1</sup>Exit Period Covered by Measures—January 2013 through December 2014<sup>2</sup>Exit Period Covered by Measures—October 2014 through September 2015<sup>3</sup>The numbers in the numerator and/or denominator were too small to report.

	12 Month Employment Retention Rate <sup>1</sup>		12 Month Earnings Change (Adults & Older Youth) <sup>1</sup> or 12 Month Earnings Replacement (Dislocated Workers) <sup>1</sup>		Placements for Participants in Nontraditional Employment <sup>2,3</sup>		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment <sup>2</sup>		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services <sup>2</sup>	
Adults	84.3%	177	\$4,679	\$977,947	4.3%	N/A	\$5,580	\$518,975	41.8%	28
		210		209		N/A		93		67
Dislocated Workers	100%	33	111%	\$648,663	0%	N/A	\$9,515	\$247,391	58.8%	10
		33		\$584,865		N/A		26		17
Older Youth	90.6%	48	\$6,756	\$344,575	8.0%	N/A	\$4,256	\$102,140		
		53		51		N/A		24		

**Table M - Participation Levels**<sup>1</sup>Period Covered by Measures—July 2015 through June 2016<sup>2</sup>Period Covered by Measures—April 2015 through March 2016

	Total Participants Served <sup>1</sup>	Total Exiters <sup>2</sup>
Total Adult Customers	40,826	37,425
Total Adult Self Service only	40,460	37,221
WIA Adults	40,757	37,388
WIA Dislocated Workers	75	41
Total Youth (14-21)	290	162
Younger Youth (14-18)	203	108
Older Youth (19-21)	87	54
Out-of-School Youth	134	71
In-School Youth	156	91

**Table N - Cost of Program Activities**

Program Activity		Total Federal Spending
Local Adults		\$1,664,427
Local Dislocated Workers		\$491,042
Local Youth		\$2,003,731
Rapid Response (up to 25%) §134 (a) (2) (A)		\$26,260
Statewide Required and Allowable Activities <sup>1</sup> (up to 15%) §134 (a) (2) (B)		\$383,248
Statewide Allowable Activities §134 (a) (3)		
<b>Total of All Federal Spending Listed Above</b>		<b>\$4,568,708</b>

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

**Table O - Local Performance**

Local Area Name <u>State of North Dakota</u>	Total Participants Served	Adults	40,757
		Dislocated Workers	75
		Older Youth (19-21)	87
		Younger Youth (14-18)	203
ETA Assigned # <u>38005</u>	Total Exiters	Adults	37,388
		Dislocated Workers	41
		Older Youth (19-21)	54
		Younger Youth (14-18)	108
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Customer Satisfaction	Program Participants	N/A	4%
	Employers	N/A	12%
Entered Employment Rate	Adults	78%	74%
	Dislocated Workers	90%	90%
	Older Youth	N/A	78%
Retention Rate	Adults	82%	83%
	Dislocated Workers	92%	87%
	Older Youth	N/A	91%
	Younger Youth	N/A	76%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$ 12,500	\$12,946
	Dislocated Workers	\$16,785	\$21,183
	Older Youth	N/A	\$7,094
Credential/Diploma Rate	Adults	N/A	54%
	Dislocated Workers	N/A	65%
	Older Youth	N/A	40%
	Younger Youth	N/A	81%
Placement in Employment or Education	Youth (14 – 21)	73%	73%
Attain Degree or Certificate	Youth (14 – 21)	65%	65%
Literacy or Numeracy Gains	Youth (14 – 21)	38%	30%
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	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	1	5	3

**Table P – Veteran Priority of Service**

Period Covered by Measures—July 2015 through June 2016

	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	1,894	
Covered Entrants Who Received a Service During the Entry Period	1,894	100%
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	11	0.6%

**Table Q – Veterans’ Outcomes by Special Populations**

<sup>1</sup>Exit Period Covered by Measures—October 2014 through September 2015

<sup>2</sup>Exit Period Covered by Measures—April 2014 through March 2015

<sup>3</sup>The numbers in the numerator and/or denominator were too small to report.

Reported Information	Post 9/11 Era Veterans <sup>3</sup>		Post 9/11 Era Veterans who Received at least Intensive Services <sup>3</sup>		TAP Workshop Veterans <sup>3</sup>	
Entered Employment Rate <sup>1</sup>	75.0%	N/A	75.0%	N/A	100.0%	N/A
		N/A		N/A		N/A
Employment Retention Rate <sup>2</sup>	75.0%	N/A	75.0%	N/A	0%	N/A
		N/A		N/A		N/A
Six Months Average Earnings <sup>2</sup>	\$11,921	N/A	\$11,921	N/A	\$0	N/A
		N/A		N/A		N/A