WIOA

Workforce Innovation and Opportunity Act

ANNUAL REPORT

PY 2018

NORTH Dakota | Job Service

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Executive Summary

Governor Doug Burgum took office as the 33rd governor of North Dakota on December 15, 2016. During his first year in office, Governor Burgum established a strong cabinet team, laid the foundation for his vision for North Dakota, and outlined five strategic initiatives, all of which connect to workforce.

Five Strategic Initiatives

These five strategic initiatives drive the work of the state and Governor Burgum's commitment to addressing the workforce challenges in North Dakota.

Reinventing Government

Changes in technology have challenged existing approaches and systems providing an opportunity for reinvention by embracing technology and building a strong workforce and economy. During the past year, there have been continued efforts to unify services, develop employees, and have more cross-agency collaboration. In furtherance of this initiative, the Governor supported the K-20W initiative, a statewide collaboration of public and private sector partners committed to providing resources and training to teachers, administrators, and students about technology.

Transforming Education

This initiative joins together educators, parents, businesses, community organizations, and legislators to equip students with skills to be creative problem solvers, effective communicators, and informed responsible citizens. To position North Dakota's education system to excel in the 21st century, the state made a 100-gigabit upgrade to open avenues of innovation and expand student opportunities. Students were also given an opportunity to participate in a statewide "Hour of Code" event in which more than 6,000 students participated at 100 schools to encourage the development of computer science.

Tribal Partnerships

The focus of this initiative is to engage, listen, and learn to strengthen the partnership with our tribal communities. With an understanding that the well-being of North Dakota's tribal communities equates to the well-being of the state, a first-of-its-kind conference between the state of North Dakota and tribal nations occurred to lay the foundation to identify areas of opportunity for collaboration.

Behavioral Health & Addiction

Recognizing that behavioral health and addiction issues not only impact the state's ability to achieve its vision, but also have a profound impact in the workplace, the Office of Recovery Reinvented was created to eliminate the shame and stigma surrounding addiction. Additionally, in partnership with the Department of Human Services, key strategies are being pursued which support the full continuum of care.

Main Street Initiative

A skilled workforce, smart and efficient infrastructures, and healthy, vibrant communities are the three economic pillars serving as the foundation for the Main Street Initiative. Contributing to the significant progress made on the Governor's ambitious policy agenda include the expansion of community development programs, the launch of an award-winning community dashboard, and the acceptance of a report of recommendations from the Workforce Development Council (the Council) to address the state's workforce challenges.

North Dakota's unemployment rate in June 2019 was 2.3%[1] and remains the second lowest in the nation behind Vermont[2]. Over the past twelve months, North Dakota has averaged over 14,000 job openings[3], making the shortage of workers a primary workforce challenge. This number doesn't reflect job openings that are not posted, those posted by companies with less than 25 employees, those posted on other sites such as Indeed, Monster, etc., or those where a company posts one job with more than one opening. It is for these reasons, the number of job openings in the state is estimated to be much higher. North Dakota's population is 760,077[4] with a labor participation rate of 69%[5] as compared to the nationwide labor participation rate of 63%[6]. While these numbers are positive for the state, the low unemployment has made it difficult for businesses to find the talent needed to operate and grow. A statewide employer survey indicated employers find it particularly difficult to find qualified candidates, that is, people with the skills, training, and talent necessary to perform specific jobs.

The Governor's vision of bringing together all key players is illustrated through his leadership in working with industries in the state and effectively addressing the many workforce issues. With leaders from the private sector, organized labor, legislature, city government, and state agencies, the Council was assigned the responsibility to study North Dakota's workforce opportunities and challenges and propose a path forward to address North Dakota's most critical needs with a strategic, cross-cutting, and innovative approach.

This significant task began with the Council commissioning regional and economic impact and labor availability studies, partnering with the Greater North Dakota Chamber of Commerce to conduct the first-ever employer survey, and interviewing stakeholders across the state. The Council used these data- and evidence-based studies to gain a deeper understanding of North Dakota's workforce challenges and identify priorities to create a plan with actionable solutions which maximizes state and federal resources and aligns with the educational system and industries.

Workforce Challenges

In October of 2018, the Council presented the Governor with a summary of recommendations identifying five themes that emerged through the Council's work:

Technical Skills Gap

Middle-skill jobs account for 60% of North Dakota's labor market. While these jobs have traditionally been in the energy, manufacturing, construction, and transportation industries, there is also demand in the healthcare, finance, and information technology industries. To address the current workforce shortage in these areas, the Council supported recommendations to establish partnerships between education and industry and to connect secondary and post-secondary education, as well as to incentivize engagement through scholarships and relocation into North Dakota.

Youth Engagement & Career Exploration

Despite the ample opportunities for jobs within the state, there remains a necessity to engage youth through an integrated approach to career exploration and available educational pathways. The Council endorsed actions already being taken throughout the state, but also recommended building upon a current model to implement career exposure courses in partnership with private industry as early as middle school, while also incorporating career planning discussions into

[1] https://www.bls.gov/eag/eag.nd.htm

[2] https://www.bls.gov/opub/ted/2019/unemployment-rate-lowest-in-vermont-highest-in-alaska-july-2019.htm

[3] https://www.ndlmi.com/admin/gsipub/htmlarea/uploads/lmi_ojornd.pdf

[4] https://www.census.gov/quickfacts/fact/table/ND/PST045218

[5] https://www.bls.gov/web/laus/lalfprderr.xlsx

[6] https://www.bls.gov/charts/employment-situation/civilian-labor-force-participation-rate.htm

parent/teacher conferences. The Council recommended the K-12 and University System work together to increase work-based learning opportunities.

Nursing and Healthcare Technician Shortage

The retirement of baby boomers, the aging population, and the associated increase in healthcare needs of our nation's largest generation has intensified the shortage of nursing and healthcare technicians. North Dakota's rural landscape makes this shortage particularly acute due to the limited program capacity and distance. With help from Governor Burgum's Nursing Shortage Taskforce, the Council recommended maximizing entry into nursing educational programs, expanding program capacity, and retaining nursing graduates and professionals.

Support for Populations with Barriers to Employment

In North Dakota, there are populations who both want and need to work, but who experience barriers to entering the workforce. The Council examined three such population groups including ex-offenders (returning citizens), users of the state's workforce system, and citizens without a high school diploma. Following this in-depth study, the Council recommended a pilot re-entry training and support program for returning citizens and changing the occupational licensing laws to model the Injustice for Justice model, as well as changing the expungement laws. For citizens using North Dakota's complex State Workforce System, the Council recommended the continuation of physically co-locating partners serving these citizens and maximizing resources for North Dakota's job seekers. The Council made further recommendations to expand adult education to permit more North Dakotans to attain a GED to create a pathway to better employment.

Need for Net In-Migration of North Dakotans

North Dakota's labor participation rate and low unemployment are positive markers, but there are indicators that the low unemployment has made it difficult for businesses to find the talent needed to operate and grow. In addition to launching a statewide marketing campaign to offer incentives as noted throughout the prior categories, the Council also recommended a military pay tax exemption to incentivize military members for serving and staying in North Dakota, coordinated efforts with the University System to allow for the transferability of military training to civilian-degree credit, and removing licensing barriers for military spouse/dependents.

Workforce Solutions

Despite receiving the Council's report just more than 30 days prior to the start of the legislative session, Governor Burgum acknowledged the persistent workforce shortage remains the number one gating factor for economic growth in North Dakota. During his state of the state address in January of 2019, he stressed the need to boost efforts to meet this challenge.

> "*Our state is ready to go to the next level because of the tremendous progress made in the last two years*," Burgum said. "*Our forward-looking agenda is focused on solving our workforce challenges, increasing accountability and budget transparency, investing in our people, and investing in our future*."

The Governor's commitment to addressing these challenges was partially captured in the state's budget, including:

- Support for reform to the state's occupational licensing
- Support for state and private sector partnerships to recruit and retain healthcare workers
- Incentives for organizations dedicated to promoting job development and economic growth
- Creation of a tribal college workforce grant to develop certificate- or degree-based training programs
- Reinstatement of the work automation credit
- Support for skilled workforce scholarships

The Council is also committed to addressing the workforce challenges and acknowledges that while the report establishes the framework for the future, it is necessary for education, state workforce resources, and private industry to connect, coordinate, and collaborate to take the understanding of the workforce issues and create actionable plans for future legislative sessions. In furtherance of this vision, in 2019, the Council created subcommittees to create needed strategies in three main areas from the original report: 1) Recruiting and retention of workers; 2) Addressing opportunities for the populations with barriers to employment; and 3) Focusing on the career exposure and technical skills gap.

Job Service North Dakota, the state agency designated by the Governor as the WIOA Title I Fiscal Agent, Grant Recipient and State Administrative Entity, and also serves as the One-Stop Operator as designated by the Council, has also reinvigorated its commitment to meeting workforce needs by creating a strategy aimed at improving the customer experience and collaborating with workforce partners throughout the state. Specifically, the following initiatives have been created to drive the agency mission of *Meeting Workforce Needs* which align to the Governor's strategic initiatives:

- Revamping the agency website aimed at delivering exceptional service and creating a skilled workforce;
- Improving the presence of labor market information for job seekers and employers through social media, promotion of dashboards, and increasing community presentations;
- Identifying areas of business process improvement and opportunities to leverage technology to better serve both employers and job seekers;
- Improving business support and workforce connections;
- Supporting online business registration in a collaborative effort with other state agencies;
- Identifying workforce partners for co-location to better serve the customer; and
- Focusing on efforts to transform the workplace culture, believing that an engaged workforce will enable improved service to the customers.
- In June of 2019, the North Dakota Vocational Rehabilitation agency co-located with Job Service North Dakota in two of the AJC One-Stops. This move has proven very beneficial for customers who are simultaneously enrolled in VR and WIOA programs.
- Minnesota's Motivational, Education and Training, who provide services to the area's MSFW workers, co-located with JSND in the Fargo AJC. There has been additional discussion about MET co-locating with JSND in the Wahpeton AJC in early 2020.

North Dakota's workforce challenges are many, and though not all state agency efforts are listed throughout this Executive Summary, there is statewide commitment from cabinet leaders to collaborate and connect to effectuate forward movement and action to advance the efforts of addressing North Dakota's complex workforce challenges.

Employment Trends in Today's Economy

North Dakota's economy has transitioned from a period of long-term consistency, to a period of rapid growth, to its current state of relative stabilization. Comparison of the most recent two annual averages (2017-2018) show covered employment increased by approximately 0.9%. However, North Dakota continues to display a high labor force participation rate compared to the nation (Figure 1). The most recent (2018) annual Current Population Survey figures show North Dakota's labor force participation rate for residents age 16 years and older was 69.5% almost seven percentage points higher than the United States. This highlights how strongly engaged North Dakota residents are in the state's economy.

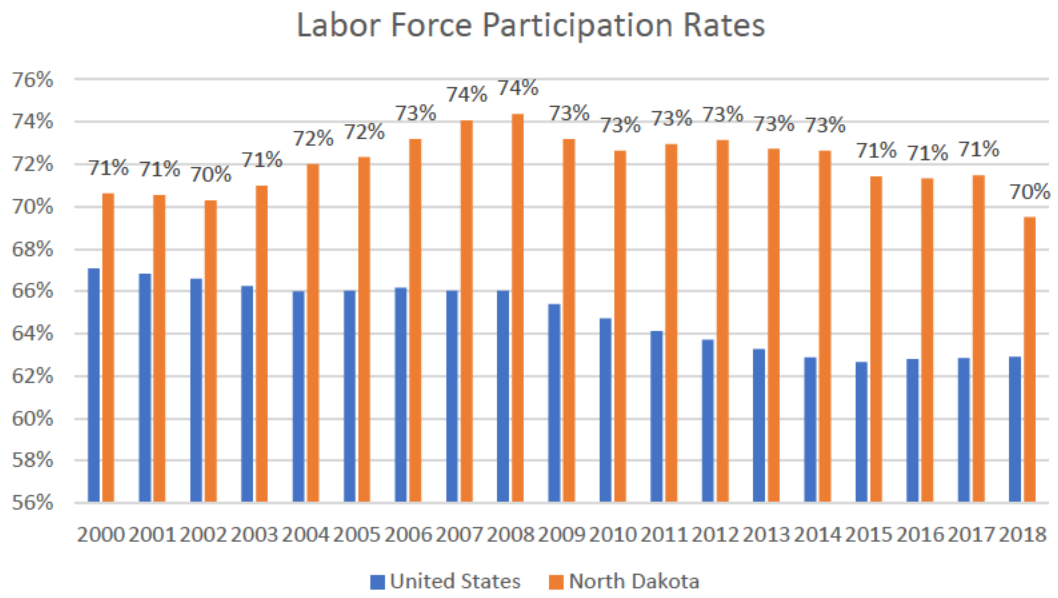


Figure 1: Labor force participation as a percentage of the civilian noninstitutional population

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 2018, the unemployment rate in North Dakota was 2.6 percent, while the United States had an unemployment rate of 3.9 percent.

Industry Projections

The 2016-2026 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 11,626 jobs in a ten-year period and is projected to grow 19.7% from 2016-2026.

Table 1: North Dakota Industries with the highest numeric change from 2016-2026.

Industry Title	2016 Employment Estimate	2026 Employment Projection	Numeric Change
Total, All Industries	480,796	535,585	54,789
Health Care and Social Assistance	58,960	70,586	11,626
Mining, Quarrying, and Oil and Gas Extraction	15,322	23,150	7,828
Accommodation and Food Services	34,855	40,519	5,664
Transportation and Warehousing	20,414	24,906	4,492
Professional, Scientific, and Technical Services	16,450	19,994	3,544
Finance and Insurance	18,047	20,732	2,685
Manufacturing	24,608	27,128	2,520
Educational Services	39,234	41,670	2,436
Government	38,224	40,660	2,436
Administrative and Support and Waste Management and Remediation Services	12,882	15,315	2,433

Source: Job Service North Dakota, Labor Market Information Center

Table 2: North Dakota industries with the highest projected percent growth from 2016-2026.

Industry Title	2016 Employment Estimated	2026 Employment Projection	Percent Growth
Total, All Industries	480,796	535,585	11.40%
Mining, Quarrying, and Oil and Gas Extraction	15,322	23,150	51.10%
Management of Companies and Enterprises	5,254	6,933	32.00%
Transportation and Warehousing	20,414	24,906	22.00%
Professional, Scientific, and Technical Services	16,450	19,994	21.50%
Health Care and Social Assistance	58,960	70,586	19.70%
Real Estate and Rental and Leasing	5,133	6,113	19.10%
Administrative and Support and Waste Management and Remediation Services	12,882	15,315	18.90%
Accommodation and Food Services	34,855	40,519	16.30%
Finance and Insurance	18,047	20,732	14.90%
Arts, Entertainment, and Recreation	6,531	7,214	10.50%

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 and is just an example of the variety of these occupations in the state.

Table 3: North Dakota occupations with the highest projected percent growth from 2016-2026

Occupational Title	2016 Estimated Employment	2026 Projected Employment	Percent Growth
Total, All Occupations	480,796	535,585	11.40%
Architecture and Engineering	6,811	8,208	20.50%
Computer and Mathematical	7,591	8,994	18.50%
Transportation and Material Moving	39,575	46,714	18.00%
Healthcare Practitioners and Technical	25,976	30,610	17.80%
Personal Care and Service	21,033	24,581	16.90%
Construction and Extraction	36,071	41,909	16.20%
Community and Social Service	7,494	8,683	15.90%
Food Preparation and Serving Related	35,658	41,287	15.80%
Business and Financial Operations	18,486	21,225	14.80%
Healthcare Support	13,099	15,041	14.80%
Installation, Maintenance, and Repair	23,250	26,457	13.80%
Building and Grounds Cleaning and Maintenance	17,270	19,456	12.70%
Education, Training, and Library	23,816	26,200	10.00%
Legal	3,343	3,677	10.00%
Production	23,324	25,549	9.50%
Life, Physical, and Social Science	3,690	4,019	8.90%
Protective Service	7,261	7,792	7.30%
Arts, Design, Entertainment, Sports, and Media	5,996	6,365	6.20%
Sales and Related	41,519	44,090	6.20%
Management	51,568	53,879	4.50%
Office and Administrative Support	62,388	65,088	4.30%
Farming, Fishing, and Forestry	5,577	5,761	3.30%

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 a postsecondary nondegree award or an associate degree are expected to grow by 17.5%, occupations that require a bachelor's degree are expected to grow by 14.2%, and occupations that require a master's, doctoral or professional degree are expected to grow by 12.8%. Occupations requiring short-term on-the-job training (<30 days) are projected to grow by 10.9%, and long-term on-the-job training (>12 months) by 13.9%.

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's online labor exchange system is the underlying source for the job openings and resume data produced. The latest online job openings (June 2019) totaled 13,595 open and available positions (Figure 2). Openings have increased since one year ago by 893. Of the 22 non-military major occupational groups, healthcare practitioners and technical reported the largest number of openings with 2,289, followed by office and administrative support with 1,187 and sales and related with 1,119. Active resumes totaled 5,014 (Figure 3). Active resumes were 19.8% 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 1,095 followed by management with 488 and construction and extraction with 485.

Figure 2: North Dakota total job openings five-year trend

JOB OPENINGS--TOTAL

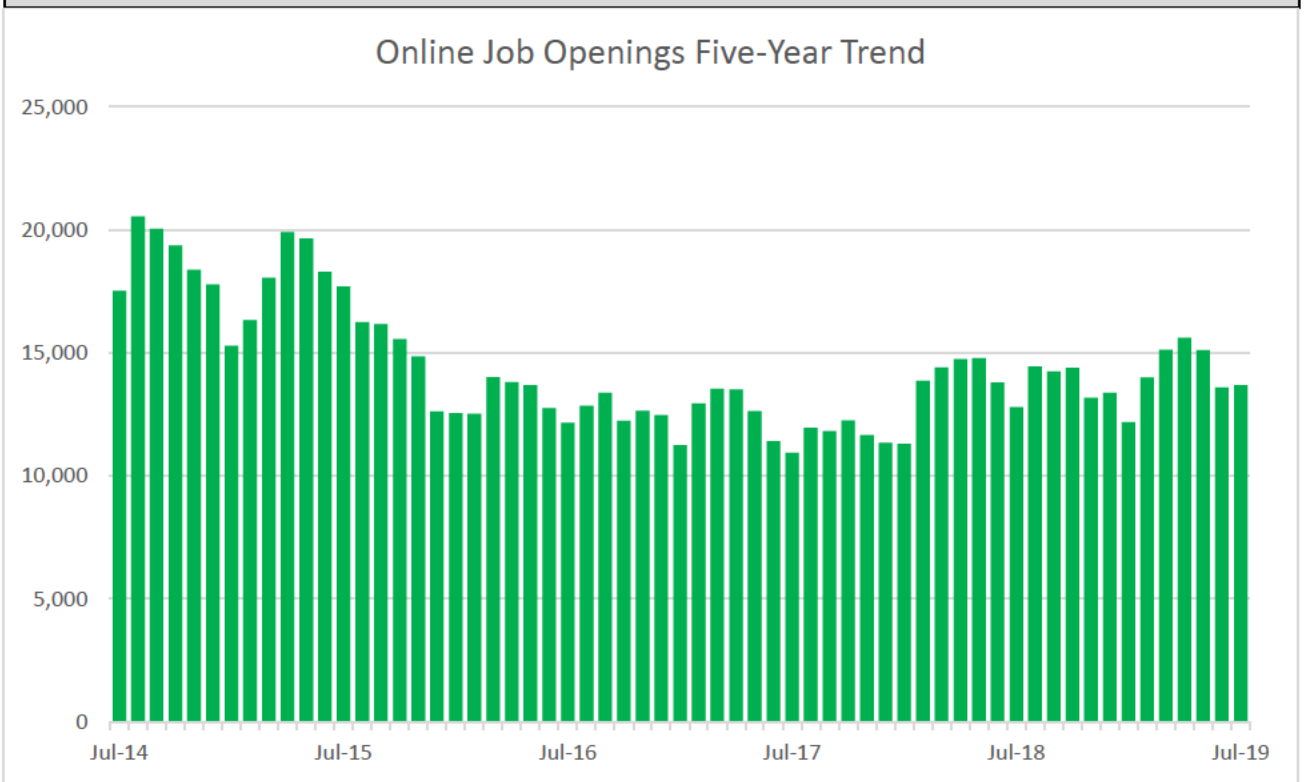
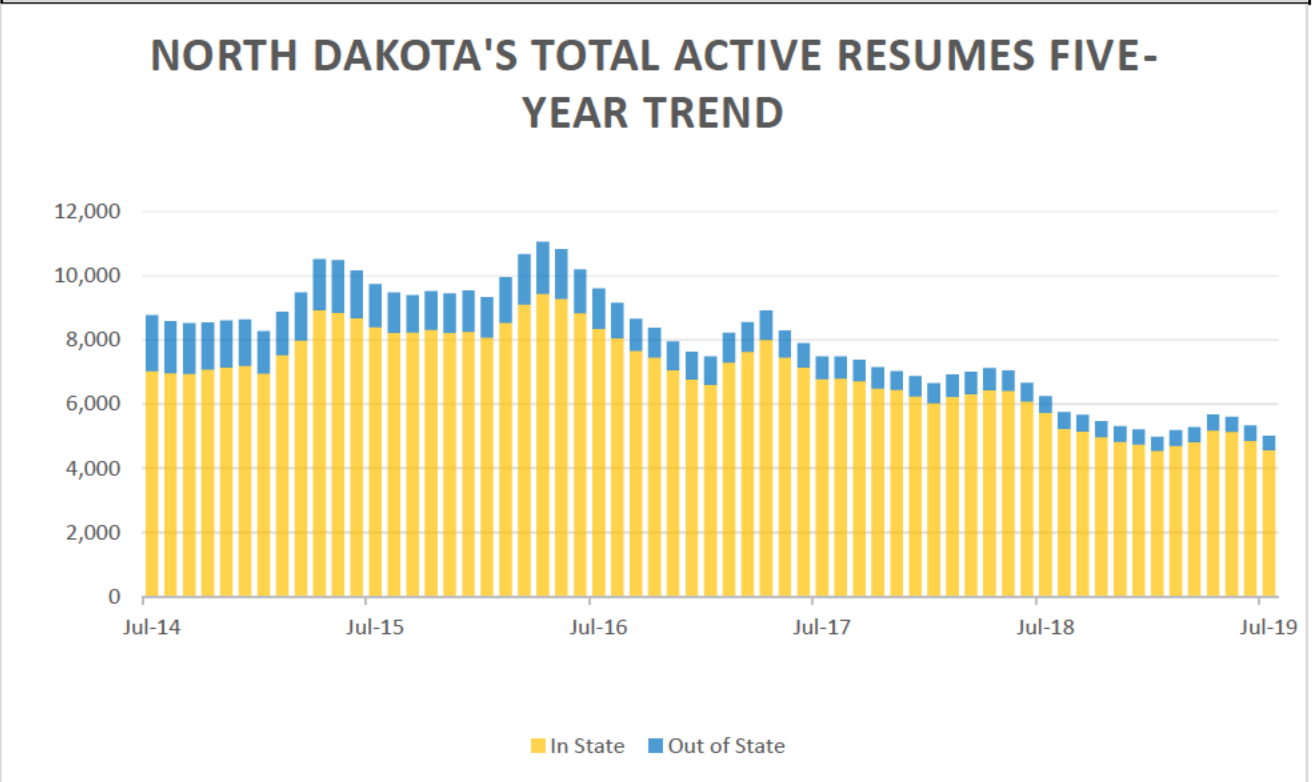


Figure 3: North Dakota's total active resumes five-year trend

ACTIVE RESUMÉS--TOTAL



One-Stop Career Center System

Job Service North Dakota is the designated State Workforce Agency that provides services under Title I – Workforce Innovation & Opportunity Act, which serves adults, dislocated workers and youth and Title III – Wagner-Peyser services. Job Service North Dakota has nine One-Stop Career Centers. In addition to the physical locations, Job Service North Dakota offers an online presence available 24/7 for the convenience of all individuals.

All customers, including businesses, students, job seekers, researchers, and public officials have access to all federally-funded workforce development programs, as well as several state programs through the One-Stop System. Job Service North Dakota performs the One-Stop Operator responsibilities.

Programs and Services for One-Stop Career Centers include:

- Workforce Innovation & Opportunity Act (WIOA) Title I - Adults, Dislocated Workers, Youth
- Wagner-Peyser – Title III
- Unemployment Insurance
- Job Opportunities and Basic Skills (JOBS) (Cass and Richland Counties)
- 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) (Burleigh and Cass Counties)
- North Dakota New Jobs Training

The One-Stop core and required system partners include:

- Job Corps
- Adult Education and Family Literacy Act
- Vocational Rehabilitation
- Motivation, Education and Training under National Farmworker Jobs Program
- Post-secondary Vocational Education under the Carl D. Perkins Act
- Experience Works, ND Senior Career Development and National Indian Council on Aging 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 Workforce delivery system delivers services in the following manner:

1. Basic Career Services – Job seekers receive services online through self-service from remote locations or within the America's Job Center (AJC) resource area, online through electronic media (e-mail) or telephone assistance for those who need minimal staff assistance with PC system tools, identification of skills and qualifications, job order development, and assessment of need for other services.
2. Individualized Career Services – Individuals who receive services customized to their needs 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.

Each One-Stop AJC has a resource area with computers available for self-service. Resource area staff promote tools to assist individuals in making career choices such as the RUReadyND.com, resume writing software, myskillsmyfuture.org, and 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.

Informational resources are available 24 hours a day from FirstLink 2-1-1 with a direct link on the Job Service North Dakota's website, www.jobsnd.com. It connects people to community and volunteer resources online. FirstLink 2-1-1 provides appropriate information and referral of government services, behavior health, addiction, and financial resources to contacts and community members.

Skills-focused services delivered by Job Service North Dakota staff, ultimately help the job seeker meet the increasing employer need for skilled workers. JSND provides the following individualized services:

- Skill assessment
- Staff address job search techniques, interviewing and résumés skills and basic computer skills one-on-one with individuals
- 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

The One-Stop Centers offer a multitude of workshops for job seekers that cover topics such as resume preparation, interview skills, application preparation, job scams, and an overview of our services. Employer workshops consist of Unemployment Insurance, Labor Market Information, and Wage and Hour topics.

Job Service North Dakota 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 North Dakota, 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 breakout 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 North Dakota assists in workforce recruitment efforts by offering space in the One Stop offices for businesses to hold individual, onsite job fairs. Job seekers accessing One Stop services onsite 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, energy, trucking, manufacturing, and healthcare take advantage of this service.

Adult Education and Vocational Rehabilitation have assisted with this report by providing data and information.

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 barriers to employment
- JOBS participants
- 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

Because North Dakota WIOA Adult funds are so limited, only low income or basic skills deficient individuals are enrolled into individual career services and training. North Dakota met the Youth requirement of 75% out-of-school and 20% work experience expenditures for PY18.

Veterans and eligible spouses of veterans - covered persons - will receive priority of service. 20 CFR Part 1010.110 adopts the term “covered person” to define those veterans and spouses of eligible veterans who are eligible for priority of service. The Jobs for Veterans Act does not change the requirement that individuals, to include veterans and military spouses, must first qualify as eligible under the WIOA Adult Program before participation.

WIOA Career Services

Job seekers visiting a One-Stop Career Center receive skill assessment, career counseling, and labor market information. Job Service North Dakota staff recommends onsite development tools to help improve individuals' interviewing skills, soft skills, and computer skills. Staff also recommend short-term industry training or degree programs through WIOA services and other partner referrals.
Skill assessments, career guidance using labor market information, job search assistance, and access to WIOA assistance are available to all job seekers. Skill assessments help staff match job seekers to employers' job openings and make appropriate training program referrals to WIOA core and required partners.

Online Services

Online services are available to individuals via self-service 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 searching and employer job posting activities. Job seekers can use jobsnd.com to create résumés and conduct automated job searches. Additionally, individuals can become aware of education and training programs available and view labor market information such as high-demand occupations, current wages and training required. Individuals can also explore career options, find direction to veteran services, and access community resources.

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

The Labor Market Information Center's online resource NDLMI 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 North Dakota One-Stop Career Centers provide career services to adults and dislocated workers. Services include:

- Determinations of individuals' eligibility for WIOA assistance
- Outreach, intake, and orientation of 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 referrals 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 individualized services to adults and dislocated workers who are unemployed, unable to obtain employment through core services, need more individualized services to obtain employment or are employed but need more individualized services to obtain or retain employment that allows for self-sufficiency. Individualized services include:

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

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

1. Classroom training services are provided through individual training accounts while On-the-Job training (OJT) is provided through a contract between the One-Stop WIOA program provider and the employer.
2. Career pathway information is provided by case managers during career exploration activities.
3. Customer choice is supported by the provision of labor market information and through the occupations included on the North Dakota In-Demand Occupations list and Eligible Training Provider list (ETPL).

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 a Pell Grant and other alternative funding sources where appropriate.

Ongoing proactive efforts exist within the various areas of the state through cooperation between Job Service North Dakota 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, WOTC, business tax incentives, and the North Dakota New Jobs Training program.

Youth Services

The WIOA Youth program incorporates all the requirements outlined in the Workforce Innovation and Opportunity Act, specifically, objective assessments, employment planning (individual service strategies) and referral processes. All youth services are accessible through the Job Service North Dakota One-Stop Career Centers. All youth, including youth with disabilities, entering the service delivery process receive an objective assessment. Assessment follows the guidelines in WIOA, section 129, including a review of academic and occupational skills, interests and supportive service needs. Assessments provide the needed information and data to complete employment plans that link employment, educational and career pathway goals with the service strategies necessary to reach employment goals.

Within the program foundation are the concepts of improving educational achievement, preparing for and succeeding in employment, supporting youth, and offering services to develop our youth's leadership potential. Funds provide support, employment/employability assistance, and training to eligible participants age 14 to 24 (out-of-school youth aged 16-24 and in-school youth must be aged 14-21 under WIOA).

Assessment information and employment individual service 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 the WIOA Youth program eligibility criteria are vital in filling the talent pipeline.

Youth 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.

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 many 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 skills training and utilize ITA's. However, the individual plan of each youth focuses on the needs identified through the individualized assessment process.

Out-of-school Youth with the interests in pursuing North Dakota-based post-secondary educational opportunities, including non-traditional training, are encouraged to pursue occupational skills training. Participants are supported in this process through tutoring services and study skills training which aids in the completion of secondary school. Out-of-school Youth ITAs maximize the WIOA Youth program service delivery capacity within the One-Stop Career Center delivery system by allowing youth the same access as adults and dislocated workers.

A 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 North Dakota and the state apprenticeship office collaborate to establish and expand awareness of registered apprenticeship opportunities to 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.
Alternative secondary school services available through local school districts are vital to re-engage youth who have not responded to traditional school settings. 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.

As many youth lack financial literacy skills, options for learning are available in various formats including a website made available by the Bank of North Dakota.

Entrepreneurial skills training, labor market information, activities to help youth transition to post-secondary education and training and education offered concurrently with workforce preparation activities and training for specific occupations are all available to youth depending on their specifically assessed needs.

WIOA 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 individual service strategies. 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.

Service to youth is monitored to ensure the out-of-school youth spending requirement of 75% is met.

Youth with Significant Barriers to Employment

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 North Dakota ensures that youth have access to the 14 required program elements as needed, whether provided by Job Service North Dakota, a partner program, or a contracted service provider.

Job Service North Dakota 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. WIOA Youth program staff may 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.

In addition, the WIOA Core partners are working in partnership to review services provided to dually-enrolled Title I – Title IV youth participants to evaluate why actual credential rates are low compared to the Title I negotiated performance levels. Identification and/or implementation of best practices to improve credential rates is the goal of this upcoming collaboration.

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 WIOA TRAINING

	PY16	PY17	PY18
Adult	166	213	189
Dislocated Worker	23	28	30
Youth	66	83	85
Total	255	324	304

Individuals trained with WIOA funding during PY18 continue to support the Governor's target industries and high-demand focus for the Council as reflected in the table below.

PY18 ACTIVE WIOA TRAINING ENROLLMENT NUMBERS WITHIN TARGETED INDUSTRIES AND HIGH-WAGE/HIGH-DEMAND OCCUPATIONS

	Adult		Dislocated Worker		Youth		Total Training	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Energy	14	7%	1	3%	17	20%	32	11%
Manufacturing	14	7%	1	3%	16	19%	31	10%
Technology	7	4%	4	14%	4	5%	15	5%
Healthcare	67	36%	5	17%	38	45%	110	36%
Transport	74	39%	15	50%	7	8%	96	31%
Support Occupations[1]	4	2%	1	3%	1	1%	6	2%
Other[2]	9	5%	3	10%	2	2%	14	5%
Total	**189**	**100%**	**30**	**100%**	**85**	**100%**	**304**	**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-three percent (93%) of the total training enrollments are specific to or support the Governor's targeted industries and high-wage/high-demand occupations.

WIOA Monitoring Activities

Job Service North Dakota's Workforce Programs unit is responsible for the reporting of WIOA program performance data and monitoring of WIOA activities. The Workforce Programs unit uses various methods to evaluate WIOA activities including quarterly desk reviews, annual WIOA program monitoring and WIOA data element validation. Document Management was added to the case management system in May 2017 to ease travel costs and create efficiencies.

Desk reviews are conducted to ensure the workforce center WIOA staff are applying policies and procedures correctly when making decisions with funding. A sample of payments made on behalf of WIOA participants is pulled to begin the reviewing process of source documentation used to justify the payments. Results of the monitoring reviews are documented and compiled in a formal report and disseminated to the WIOA managers, supervisors, and workforce center staff and, if warranted, for a response for corrective action.

Workforce Programs staff conduct annual WIOA monitoring of the Job Service North Dakota workforce center participant files. The annual monitoring usually occurs during the months of October to December. WIOA adult, dislocated worker, and youth files are sampled and reviewed for compliance with federal WIOA regulations and Job Service North Dakota policies and procedures. At the conclusion of the monitoring, the results and recommendations are reviewed with the workforce center managers and supervisors. A written report identifying deficiencies and recommendations for improvement is provided to the workforce center director, managers, supervisors and workforce center staff. This monitoring enables WIOA workforce center managers, supervisors, and customer service staff to measure performance at the case manager level to determine if improvement or training is needed.

State Performance Accountability

Performance results for workforce development and training programs in the state are included as Attachment A. Progress for Titles I through IV and North Dakota's New Jobs Training Program are included.

Performance results demonstrate levels meet or exceed negotiated levels in all but one area. WIOA Youth credential rate is below the negotiated rate. Job Service North Dakota and Adult Education plan to review these results closely as a significant number of Youth participating in Adult Education programs, except for a GED, are not receiving a credential.

The state's policy includes Title I Adult, Youth, Dislocated Worker, Title III Wagner-Peyser, Trade Adjustment Assistance (TAA), and Jobs for Veterans State Grant Programs.

Data validation of WIOA activities are conducted regularly to determine if there is compliance with provisions of the Act. One of the roles and responsibilities of state and local offices is to ensure participant files source documents are adequate and the information collected for a participant's file is acceptable for data validation cross-matching. Document collection is a compliance requirement that verifies data elements. Procedures outline the types of source documentation acceptable to meet components of eligibility, services, and outcomes as required for accurate, validated federal performance reporting. A random sampling of records is pulled for review. Results of the data validation elements review are shared with local workforce centers, managers, and directors for correction and improvement.

Level of Service

Title I Adult, Dislocated Worker, and Youth

The assessed needs, existing skills, and personal situation of the individual determines the level of services provided, whether to adults, dislocated workers, or youth. A comprehensive array of services is provided to individuals in career (basic and individualized) and training services. Job Service North Dakota accounts for the cost categories required by the Workforce Innovation & Opportunity Act, not for the costs by activity. The primary indicators of performance under WIOA 116(b)(2)(A) include the following:

Employment Rate 2nd Quarter After Exit: Adult, Dislocated Worker, Youth

The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program (for Title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit).

Employment Rate 4th Quarter After Exit: Adult, Dislocated Worker, Youth

The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program (for Title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit).

Median Earnings 2nd Quarter After Exit: Adult, Dislocated Worker

The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

Credential Attainment Rate: Adult, Dislocated Worker, Youth

The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant is also employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.

Measurable Skill Gains: Adult, Dislocated Worker, Youth

The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.

See Attachment A for PY18 WIOA Performance Outcomes.

Cost Benefit

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 $40,000 are reserved for statewide rapid response activities.

North Dakota evaluates the effectiveness of program activities and costs based upon a participant's positive results for the WIOA performance measures. Cost per participant and cost per positive

outcome is computed for the WIOA Adult, Dislocated Worker, and Youth programs. The PY18 overall cost per participant served for all programs was $3,693. The PY18 overall cost per positive outcome for participants from all programs was $5,501. Increased training costs are a result of the in-demand occupations in the state.

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[1]	Total Participants Served	Cost per Participant	Total Positive Outcomes[2]	Cost per Positive Outcome
Adult	$1,711,025	537	$3,186	378	$4,527
Dislocated Worker	$346,681	124	$2,796	48	$7,223
Youth	$1,638,733	340	$4,820	246	$6,662
TOTAL	**$3,696,439**	**1,001**	**$3,693**	**672**	**$5,501**

[1]Includes Career and Training Services
[2]Only Includes Employment Rate Q2 and Q4

Research and Evaluation

The 2019 North Dakota Legislature passed HB1171 which was signed into law by North Dakota's Governor Doug Burgum on April 25, 2019. This bill will assist employers hiring and retaining workers with the technical skills needed in high-demand occupations, along with scholarships and student loan repayment programs to assist job seekers. The Legislature approved $6 million to fund the two programs with $3 million for each program. The programs will require employers and other stakeholders to contribute by fund matching. Due to North Dakota's low unemployment rate and a growing economy, these programs will provide individuals the technical skills needed to fill open jobs.

The North Dakota Department of Commerce in conjunction with the Council and Job Service North Dakota, conducted a research and evaluation project to study the in-demand occupation list and decided to remove occupations that require 4-year degrees and high school diplomas or less. To assist with the In-Demand Occupation list, the North Dakota Labor Market Intelligence (NDLMI) provided the wages, employment projections, annual job openings, etc. Information not available from NDLMI was provided by the Bureau of Labor Statistics (BLS). Using BLS data from North Dakota and five other states, wage competitiveness data was created. Surveys were conducted to determine emerging jobs and jobs considered essential for the rural areas or at-risk communities throughout North Dakota.

This list was reduced to 75 occupations in 10 categories. The new In-Demand Occupations list became effective July 1, 2019 and can be found on the Job Service North Dakota website.

Workforce Innovation & Opportunity Act Waivers

North Dakota experienced a reduction in training providers and programs as a result of the WIOA reporting requirement of all students in training programs. Training providers were hesitant to report on all students due to FERPA restrictions as well as the low number of WIOA participants compared to all students within training programs.

North Dakota requested and received a waiver of the obligation of eligible training providers (ETPs) to collect and report performance data on all students in a training program. The waiver is in effect through June 30, 2020. As a result of the granting of this waiver, there has been an increase in the number of eligible training providers and a significant increase of eligible programs. The state

continues to collect and report data for all WIOA-funded participants in accordance with all statutory and regulatory requirements.

Effectiveness in Serving Employers

Title III Employment Service

North Dakota has selected the following two performance measures for services provided to employers:

Employer Penetration Rate

The Employer Penetration Rate is measured by comparing the total number of establishments that received a service or, if it is an ongoing activity, are continuing to receive a service or other assistance during the reporting period, against the total number of establishments located within the state during the final month or quarter of the reporting period. ("Establishment" is defined by the Bureau of Labor Statistics Quarterly Census of Earnings and Wages program. www.bls.gov/cew/cewfaq.htm#Q20)

Employee Retention Rate

The Employee Retention Rate is measured by using wage records to identify whether a participant matched the same federal employer identification number in the 2nd and 4th quarters after exit.

Due to North Dakota's small population and employer numbers and the rural nature of the state, most business establishments employ fewer than ten people and may not always need staff-assisted services. Job Service North Dakota Employment Services and Veteran staff received training on outreach to engage employer customers in overall workforce development goals, especially work-based learning programs such as work experiences, on-the-job trainings, and apprenticeships.

Employer Information and Support Services	831
Workforce Recruitment Assistance	6,236
Engaged in Strategic Planning/Economic Development	2
Accessing Untapped Labor Pools	105
Training Services	44
Incumbent Work Training Services	3
Rapid Response/Business Downsizing Assistance	22
Planning Layoff Response	9

There were no state-established employer measures or other metrics used to assess employer engagement.

Customer Satisfaction

Employers/Job Fairs

Job Service North Dakota, along with such workforce partners as Vocational Rehabilitation, local Economic Development Corporations and/or Chambers of Commerce, and other stakeholders host job fairs during the year in various locations throughout North Dakota. The job fairs are held in Williston, Dickinson, Minot, Bismarck, Grand Forks, and Fargo. These job fairs are either industry specific or multi-industry, depending on the need and time of the year. Additionally, for the first time this past year, the Workforce Centers in Bismarck, Grand Forks, and Fargo hosted "2nd Chance" Job Fairs that catered to non-traditional job seekers who were recently released from prison, disabled job-seekers, and others who may need that extra little bit of assistance to find meaningful employment.

During the job fairs, a survey is given to each employer one hour before the event ends. The survey consists of nine questions ranging from “were you satisfied with the number of visitors at your booth, approximately how many jobs seekers visited the booth, how many the employer would consider hiring, job offers made, job fair times, promotion of the event”, etc. These surveys are collected by staff 15 minutes prior to the event concluding resulting in a 100% success rate.

Approximately two weeks after each job fair, a follow-up email is sent to each employer asking how many job seekers the employer hired from the event, how many are being considering, and how many are veterans. The average response rate during the second survey was approximately 45%.

All surveys are compiled and reviewed after the event and if the situation warrants are acted upon. Most of the responses are always favorable and include notes like “Great Event”, “We will be back next year”, “Prepared Job-Seekers”, “Great promotion of the event”, but on occasion the employers make suggestions to improve the events. Items asked for include a more comfortable atmosphere (too hot/cold), too long of a job fair, not long enough, no resume copy services on-site, etc.

Employers	Total
Total number of employers surveyed	666
Total number of job seekers attended the events	4,493
Total number of job seekers employers indicated they would hire	2,560

Customers/Participants

During September 2017, all workforce centers instituted a customer survey/suggestion box. Each survey consists of five short questions about their workforce center experience. The same survey is used in all nine workforce centers. Once the customer has completed the survey, he/she can either turn it in at the front desk or put it in the “Suggestion/Survey” box. Each customer is highly encouraged to fill out a survey when he/she has worked with a staff member on a one-on-one basis or group orientation/training event. All surveys are compiled each week and given to the manager for action. Surveys are then compiled on a monthly basis and results are sent to the Area Director. The Area Director consults with the corresponding Workforce Center manager about any proposed changes in service delivery that may or may not be changed from the suggestions that were received from job seekers. If a change is implemented in one workforce center, the other eight managers are brought into the conversation to see if this is good idea in their respective centers.

The survey poses five questions about the customer experience while visiting the workforce center. The survey allows for comments and of those individuals that did comment, almost all of them, were complimentary of staff and the services they received. Without identifying the participant, the comments were shared with staff to show areas they did well in and areas they may need improvement, as perceived by their customers.

The five questions asked are as follows:

1. Staff were friendly and helpful
2. My employment-related needs were met
3. My unemployment claim needs were met
4. I learned something useful today
5. What did we do great?

All questions rank the service the customers received in a numerical format of 1-5 (1 lowest, 5 highest). During the past year, the nine workforce centers received 422 surveys from the customers/participants who were utilizing the services of Job Service North Dakota.

Success of WIOA

Adult

Tony relocated to Williston, North Dakota from Louisiana. He had worked with Vocational Rehabilitation (VR) in the past, as a Donation Attendant for a nonprofit business. He was interested in continuing post-secondary education in the Computer Science field but knew that he would struggle with the general educational requirements associated with the degree.

WIOA and VR partnered to work with Tony. When he met with VR staff, he indicated he wanted to work with computers because he was good at it and had completed some education in the field but his only experience working with computers was with his family and friends. Tony and his VR counselor formulated a plan with an employment goal of Computer Repair Technician.

Tony knew he would benefit from obtaining an industry recognized certification. VR offered to provide the study materials for the exam, but Tony stated he had everything he needed to successfully study for and complete the certification exams. After dealing with a few barriers and some anxiety, Tony completed two certification exams and demonstrated he had the drive to complete his goal and become a certified Computer Repair Technician.

Next, Tony needed to obtain some work experience so he would be more marketable. Through the WIOA Adult program, Tony was placed in a work experience with a local IT company. The case managers worked with Tony to prepare him for an interview. Because of Tony's anxiety, the business allowed the counselors to prepare him with the actual interview questions and for the potential of needing a break during the interview. On the day of the interview, Tony was extremely nervous, but he was able to complete the interview with just one break. The company was thrilled with Tony and offered the work experience option immediately.

Through patience and encouragement by the company staff, the case managers' encouragement and problem solving with Tony, he improved his skills and confidence during the 90 days on the work experience. At the conclusion of the work experience, the company and the WIOA case manager transitioned Tony to an on-the-job training position as a Service Technician Level 2.

To go from little to no work experience to a full-time OJT in 90 days for someone with an anxiety barrier demonstrates the hard work Tony, the counselors, and company staff put forth. Tony achieved his ultimate Computer Service Technician goal when the company offered him a full-time position with benefits.

A local window manufacturer was interested in establishing a registered apprenticeship for Mechatronics Technicians. When the program was ready, the American Job Center staff worked with the employer/sponsor to assist them in locating individuals to fill the apprentice role. It was determined that two current employees were eligible for the WIOA Adult program.

On-the-job training agreements were established and assistance with tools was provided using WIOA Adult funds. The related technical instruction was provided by a regional community and technical college. WIOA Adult funds were used for tuition, books and fees for the first 2 semesters.

Participating in registered apprenticeship will help move both individuals toward self-sufficiency and to become Journey level workers as Mechatronics Technicians. This will allow them to increase their wages at a much faster rate and to gain marketable skills for long-term employment.

Jane is a WIOA Adult participant who learned about the program and came to the American Job Center to see if she would be eligible for services. Jane had moved to North Dakota to be closer to her son but fell on hard times. She lost her job, lost her home and was living out of her car and sometimes storage containers during the winter months. She was interested in training for a Certified Nurse Assistant. She had worked previously in the industry, but her license had expired. It was an occupation she loved and was wanting to get back in.

When she came to the American Job Center, she said that she felt if she would be able to attend CNA training, it would be the shift she needed to get her life back on track. She was approved for training as a CNA. Shortly after passing the CNA exam, she was hired at a local assisted living facility earning $18.90 an hour. She is no longer living out of her car and a friend had offered her a rent-to-own home option once Jane got a steady paying job.

When the case manager spoke with Jane during the follow-up service period, there was excitement and confidence back in her voice. This training really did shift her life back on track and Jane has gained the self-sufficiency she had lost.

Dislocated Worker

Tom came to Job Service North Dakota as a convicted felon who was on probation. The only employment he had been able to find was helping on a family farm. He received services from the veteran's representative and he indicated he had a goal of becoming a CDL driver. As he had no financial resources, Tom was referred to the WIOA Dislocated Worker program for possible assistance with training.

During the assessment some concerns came up regarding his ability to travel due to his parole requirements. The WIOA case manager communicated with Tom's probation officer to work through these issues. Tom attended CDL training funded by the WIOA Dislocated Worker program and attained his CDL license.

It took some time for Tom to find his first driving position, but he did find employment as a truck driver locally. He's done so well that his probation officer has removed some of his restrictions and after one year of employment he will be allowed to seek an over-the-road position. Veteran's staff continue to provide guidance and advice to help Tom stay on track with keeping his job and meeting his probation requirements. Tom is working hard toward a brighter future.

Angela worked as a child care provider in her home for more than 15 years. When she decided to return to the workforce, she found employment in an electronic manufacturing position. Just a few months after starting this job the company announced the closure of their factories located in rural North Dakota communities. Angela knew there were limited opportunities in her local rural area, and she did not want to commute 40 miles or more for work, especially during winters in North Dakota.

There was a job opening in the rural area with another manufacturing company. Angela, however, had only 6 months of experience in a manufacturing setting and none of it even related to the work with the other company. Angela decided she would apply for the position regardless of her lack of experience. The staff at the business referred Angela to the American Job Center to see if she qualified for WIOA as a possible on-the-job (OJT) training candidate since Angela had limited skills and experience.

Angela was eligible for WIOA Dislocated Worker services. She started her job as an Industrial Painter through the OJT program just 10 days after being laid off from her previous job. In this new position, Angela began employment at a wage more than $5.00 per hour higher than her previous position. She successfully completed 6 months of OJT and was hired into a permanent position. Although this is a non-traditional occupation for women, Angela stated she loved her job and the business is very happy with their new employee.

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Youth

During a recent business service visit, a local welding and gas company expressed interest in an on-the-job training agreement for a counter sales/delivery position. A youth with very limited work history was job searching and stopped at the business to ask if the company had any job openings. The business owner, having just been visited by the AJC staff, referred the youth to Job Service North Dakota to see if he would be eligible for the WIOA OJT program.

The youth was eligible as an out-of-school youth and an agreement was developed. The youth successfully completed the 6-month OJT and was hired upon completion. He is still employed and enjoys his line of work. He is doing counter sales and delivery and has learned their extensive computer system in a short time.

His supervisor says the youth is attentive, follows directions well, and works well with the customers. He has been an asset to the business and able to step up when needed. The case manager was excited to see his self-confidence grow throughout the time she has worked with him. He is excited to take on additional responsibilities in the future.

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Jordan was referred to the WIOA Youth program by his Vocational Rehabilitation case manager. He graduated from high school with aspirations of becoming a welder. Jordan was eligible for the WIOA Youth program and was co-enrolled in WIOA and Vocational Rehabilitation.

As an impressive young adult, with short- and long-term personal and professional goals, Jordan and his case manager explored his enrollment into a 9-month Welding Technology program. Jordan was accepted at the community and technical college and began the welding program with funding assistance from both the WIOA Youth program and Vocational Rehabilitation.

While in school, Jordan received WIOA staff assisted service that taught him to proactively research welding employment opportunities for his future. Jordan was enjoying his classes and was learning so much from his internship at a local production company. When Jordan completed his welding program and received his Welding Technology diploma, he quickly found employment just 25 miles from his rural hometown making $17 per hour as a welder.

The WIOA Youth case manager and Vocational Rehabilitation counselor were extremely proud of Jordan. Jordan is also proud of himself, enjoys his job and hopes to be there a very long time.

Anna, a 24-year-old, was referred to the WIOA Youth program by an American Job Center partner program. Anna and her case manager talked about her goals and Anna shared her hope to one day attain her GED so she could find full-time employment that would provide financial self-sufficiency. She was determined, had an optimistic demeanor and a drive instilled to get her GED.

The WIOA Youth case manager referred Anna to the GED instructor at the Adult Education center that same day. Anna began attending GED classes very quickly upon referral and within two months she completed 3 of her 4 GED tests, with support from the AJC partner programs. Anna successfully attained her GED one month later.

With great joy and a more self-assured approach, Anna stopped into the AJC to show her case manager her GED Diploma. She had already applied for a job and two weeks later, Anna attained full-time employment at a local grocery store. Through the partner programs' collaborative efforts, Anna was able to use the services available to her and successfully take a step toward self-sufficiency and sustainable employment. She is now able to provide needed support for her children. Anna's case managers are very proud of her accomplishments.

Curt, an 18-year-old, was referred to the WIOA program by his Alternative High School counselor. Curt and his mother met with the WIOA Youth case manager and it was determined that he was eligible for the WIOA program as an out-of-school youth. Curt had taken a year of welding in high school, and he was interested in attending a Combination Welding program offered by a local training provider.

The WIOA Youth program covered tuition, fees, the cost of books and support services throughout the program period. Curt successfully completed the Combination I program with perfect attendance and he received three American Welding Society (AWS) certifications by the end of the training. Prior to graduation, Curt interviewed with a local agriculture service dealership and was offered employment as a welder. Curt started working for the company at $19.50 per hour plus benefits and bonus opportunities.

The WIOA Youth Program partnered with the CREATE Internship Program administered by the Vocational Training Center (VTC) for Mark, a 24-year-old with a disability who applied with CREATE for internship assistance. Despite graduating with a bachelor's degree in University Studies, Mark was finding it challenging to obtain competitive employment. He had worked as a dog handler, animal care taker, and sanitation worker prior to participating in the CREATE Internship Program.

Mark shared his passion for history with both of his case managers. The VTC tapped into this passion and created an internship at the county historical museum. Through the WIOA Youth program, a work experience was established so Mark earned wages while on the internship and allowed him to gain skills as a collection assistant. This museum has a vast collection of 400,000 artifacts, many of which needed identification numbers and entry of these numbers

into the data management system. With Mark's assistance, they started an organizational shelf numbering project. In addition, Mark learned the proper way to handle artifacts. When Mark completed his internship, he was hired by the small organization where all members of the staff help with museum operations and special events.

Attachment A

State Performance

Adult Education

ABE: 1410 participants	48.7% (PoP w/ MSG)
ESL: 786 participants	38.5% (PoP w/MSG)
Total: 2196 participants	45.0% (PoP w/MSG)

Employed 2nd quarter after exit:	55.2%
Employed 4th quarter after exit:	49.2%
Median earnings 2nd quarter after exit:	$5211.00

227 students transitioned to postsecondary ed or training
498 students earned GED
1009 total MSG's
2996 students with 1 or more hours

346 participants in an IELCE program
69 participants in an IET program

Workforce Innovation and Opportunity Act

		Negotiated Performance	Actual Performance
Adult	Employment Rate 2nd Quarter After Exit	76.5%	77.7%
	Employment Rate 4th Quarter After Exit	77.0%	74.9%
	Median Earnings in the 2nd Quarter After Exit	$5,700	$7,277
	Credential Attainment Rate	67.0%	65.0%
	Measurable Skill Gains	Baseline	57.7%
Dislocated Worker	Employment Rate 2nd Quarter After Exit	84.1%	86.7%
	Employment Rate 4th Quarter After Exit	85.7%	91.7%
	Median Earnings in the 2nd Quarter After Exit	$8,600	$12,129
	Credential Attainment Rate	72.2%	88.9%
	Measurable Skill Gains	Baseline	79.7%
Youth	Education or Training Activities or Employment in the 2nd Quarter After Exit	75.0%	76.6%
	Education or Training Activities or Employment in the 4th Quarter After Exit	75.0%	77.8%
	Credential Attainment Rate	70.0%	58.7%
	Measurable Skill Gains	Baseline	58.2%

Wagner-Peyser

Employment Rate 2nd Quarter After Exit	63.4%	66.9%
Employment Rate 4th Quarter After Exit	63.0%	62.4%
Median Earnings in the 2nd Quarter After Exit	$5,500	$7,129

Vocational Rehabilitation

Total Employed: 579
Employer Contacts: 3,370

New Jobs Training Program

New Jobs Added: 196
New Agreements: 6
Agreements Open: 89
Jobs Filled for the First Time: 3,923
Average Wage of Filled Jobs: $21.64

ROI Statement

State income tax withholding from new positions created can be captured for up to ten years or until the loan or self-financing option is repaid, whichever comes first. A North Dakota New Jobs Training Preliminary Agreement establishes the effective date for a project and must be signed and in place prior to the start date of any employees.

New Jobs Training Program assists primary sector businesses, secure funding to offset the costs of creating new employment opportunities. Job Service North Dakota and employers enter into agreements to provide workers with education and training specifically required for jobs in new or expanding primary sector businesses in North Dakota.

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