

NORTH
Dakota

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PY 2021

WIOA
ANNUAL
REPORT

WORKFORCE INNOVATION AND OPPORTUNITY ACT

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Executive Summary

Historically, North Dakota has one of the highest labor force participation rates in the nation. In 2021, North Dakota ranked 2nd in the nation at 68.5%.¹ Unemployment rates dipped to a low of 1.3% in 2019 before surging to a high of 8.9% in 2020 due to the pandemic. As the impact of the pandemic wanes, North Dakota is again experiencing unemployment rates as low as 2.1%² as recent as May of 2022.

North Dakota is also facing high numbers of job openings with numbers consistently reflecting levels not seen since 2015. While labor market trends continue to see shifts to remote work, rising wages and inflation, and a shrinking labor force; North Dakota is not immune to the extraordinary trajectory creating a frenzy of competition for workers. In fact, during his State-of-the-State Address in January 2022, Governor Burgum clearly articulated the workforce challenges within the state, acknowledging that the state is in competition with recruiting and retention from other states and other nations. Governor Burgum also recognized the need for critical infrastructure including childcare, the need for open and transferrable professional

"...We're competing for talent and for workforce. We're competing to retain our youth and our adults..."

-Governor Doug Burgum
2022 State of the State Address

licensing, and the need to connect students in education to the workforce.

The Workforce Development Council (The Council) established the framework for addressing the state's workforce challenges in 2018³. The framework

continues to be relevant, and each year The Council renews its commitment to addressing these challenges. Through collaborative efforts of State Agencies, North Dakota is working on a sustainable long-term, multi-faceted approach in several categories. While more proposals will be made during the upcoming legislative session, current information is provided in the following categories:

1. Recruiting and Retention of Workers
2. Addressing Opportunities for Populations with Barriers to Employment; and
3. Focusing on Career Exposure and the Technical Skills Gap.

Recruiting and Retention of Workers

1. *Find the Good Life* – This is a comprehensive talent attraction initiative that connects jobseekers with community members and employers to support relocation to North Dakota.
2. *Statewide Virtual Job Fair* – North Dakota launched its first ever statewide virtual job fair with more than 150 employers attracting participants from 20 states and 6 countries.

Addressing Opportunities for Populations with Barriers to Employment

North Dakota State agencies have renewed their efforts to focus on populations who may have barriers to employment:

1. *Adult Education* – Adult Education received state funding to support the implementation of integrated education and training (IET) programming which includes adult education and

¹ [NDWR.xlsx \(ndlmi.com\)](#)

² NDLM - Labor Force and Unemployment Statistics Dashboard

³ North Dakota WORKFORCE DEVELOPMENT COUNCIL Summary report (nd.gov)

literacy activities, workforce preparation, and workforce training. Four locations within North Dakota implemented programs for high in-demand jobs including CNA, CDL drivers, and Welding.

2. *Digital Skills Literacy* - North Dakota was one of six states accepted into the National Governors Association (NGA) Workforce Innovation Network (WIN), which provides technical assistance for developing the foundation of a state plan for digital skill literacy among adult workers, jobseekers, and learners, particularly those in rural and tribal communities. The preliminary plan developed by our state team will be used in North Dakota's Digital Equity Act state plan.
3. *Occupational Licensing* – The Council continues to work with occupational licensing groups to provide transparency and ease in the issuance of professional licenses, including the transfer of out-of-state licenses to North Dakota. A statewide survey of these groups indicates licensing approval times are continuing to decrease.
4. *Refugee Resettlement* – North Dakota has experienced an influx of refugees including those from war-torn countries like Ukraine. Statewide efforts to address the needs of these populations include English Learning (EL) services, the hiring of an EL Teacher to provide remote learning and offering childcare services.
5. *Customized and Supported Employment* – The Department of Human Services (DHS) Vocational Rehabilitation Department, in partnership with the North Dakota Tax Department, created a program, approved by the legislature, to provide incentives to employers to encourage the hiring of individuals placed through customized and supported employment. To date, 61% of the available slots have been filled.
6. *Transition Services* – The DHS Vocational Rehabilitation Department continues its strong advocacy for students with disabilities. During the 2021 fiscal year, DHS established 20 contracts with 73 North Dakota schools. With the school contracts, along with VR Counselors, 1,885 students with disabilities received services, helping them transition to employment and post-secondary options.
7. *Justice Involved* - The DHS Vocational Rehabilitation Department began a pilot program with Heart River Correctional Center in Mandan, ND to reduce recidivism by starting the Vocational Rehabilitation process with inmates prior to their upcoming parole date rather than waiting for their release to start services. Vocational Rehabilitation plans to work with the Department of Corrections and Rehabilitation to expand this pilot in the coming years.
8. *Justice Involved Services* – The State has reenergized its efforts to provide in-house services to correctional facilities for individuals who are within 90 days of release and include resume building and job searches.
9. *Recovery Services* – The state has also initiated work with individuals recovering from addiction in alignment with the Governor's strategic initiatives. This includes providing resume building, job search, and mock interview services for individuals in transitional homes who want to become self-sufficient.
10. *Probation Job Readiness Services* – The state has implemented a pilot program in one location to provide job readiness services to individuals in drug court who are released on probation. A case manager is assigned to work with the individual to provide supportive services to prepare the individual for the work environment.

Career Exposure and the Technical Skills Gap

The state continues to focus efforts in partnering with schools, universities, and employers to bring awareness to the need for earlier career exposure. The Career Builders Scholarship and the Technical Skills Training Grant described in last year's report continue to be fundamental programs to incentive engagement for in-demand positions.

1. *Career and Technology Centers* – Previously, the 67th Legislative Assembly approved funding for the Department of Career and Technical Education to build and expand access to Career and Technical Education Centers and Facilities. This past year, thirteen projects were approved, that upon completion, will provide more access to Career and Technical Education and workforce development and training.
2. *Work-Based Learning (WBL) Opportunities* – As noted in last year’s annual report, the state has selected WBL as its secondary program quality measure for Perkins V and the Department of Career and Technical Education developed WBL learning and technical assistance. This past year, the State launched a WBL platform which will utilize technology to match students with work-based learning experiences. Additionally, a WBL endorsement and professional development has been created to provide local expertise on work-based learning.
3. *Apprenticeships* – The previously approved Apprenticeship State Expansion group was extended to advance apprenticeship opportunities through a partnership with North Dakota State College of Science.
4. *Technical Skills Training Grant* – This grant is designed to support accelerated skilled workforce training programs and incumbent worker upskilling, onboarding, and safety training.
5. *Career Viewer* – The State introduced a virtual reality platform focusing on in-demand jobs which will offer significant opportunities for the evolution of Career and Technical Education. While listed in this category, the Career Viewer is being used not only with students, but also with those who are justice involved and those in recovery facilities.

In addition to these critical workforce areas, the State also approved funding for community-led workforce programs including the Regional Work Impact Program which is designed to support locally led workforce solutions through regional collaboration; and the Workforce Innovation Grant which is designed to support innovative local or industry-led workforce solutions.

North Dakota remains committed to driving and advancing the initiatives outlined herein, and continuing to partner with schools, employers, and other stakeholders across the state to address the ongoing workforce challenges. As we approach the next legislative session, several State Agencies are continuing to collaborate and propose solutions to continue to meet the workforce needs of our state.

One-Stop Career Center System

Job Service North Dakota (JSND) is the designated State Workforce Agency that provides services under Title I – Workforce Innovation & Opportunity Act, which serves adults, dislocated workers, youth, and Title III – Wagner-Peyser services. JSND has nine One-Stop Workforce Centers divided across the state. In addition to the **physical locations**, JSND 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 Workforce 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
- 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 Wagner-Peyser/Employment Service focuses on providing a variety of employment related labor exchange services including, but not limited to, job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches. Depending on the needs of the labor market, other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops, and referral to training may be available.

The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers to analyze hard-to-fill job orders, assisting with job restructuring, and helping employers deal with layoffs.

Jobsnd.com uses "job spidering", a powerful online tool that captures job listings from other sources including corporate websites, online newspaper listings, and other private job boards. Spidered jobs are added to Job Service's internal job listing which provides great efficiency advantages for employers. Employers who list job openings on a corporate website will automatically have their positions spidered to jobsnd.com and will not have to re-enter job order information.

Job seekers who are Veterans receive priority referral to jobs and training, as well as special employment services and assistance. In addition, the system provides specialized attention and service to individuals with disabilities, migrant and seasonal farmworkers, ex-offenders, youth, minorities, and older workers.

The One-Stop Workforce delivery system delivers services in the following manner:

- Basic Career 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 minimum staff assistance 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 Center resource rooms.
- 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 Center 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 RUPReadyND.com, resume writing software, myskillsmyfuture.org, and mynextmove.org, and Big Interview. 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 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 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 jobseekers 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 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.

Job Service assists in workforce recruitment efforts by offering space in the One-Stop Centers 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, energy, trucking, manufacturing, and healthcare take advantage of this service.

Statewide Funding

Statewide funding is essential for operation of the federal programs JSND offers and for continued workforce development in our state. This funding is utilized for the North Dakota Workforce Development Council, One-Stop certification and monitoring, maintenance and development costs related to our Virtual One-Stop management information system, and continued work on our Eligible Training Provider List.

In cooperation with the North Dakota Department of Corrections, statewide funds were used to provide a full-stack web development curriculum and will be taught to 48 residents of the state penitentiary over the next 24 months. The program includes equipment to train residents with industry-leading courses with remote instruction designed specifically for correctional facilities. This initiative supports the Workforce Development Council's recommendation for bridging the technical skills gap and supporting those with barriers to employment. The curriculum provides a certificate of completion in alignment with WIOA requirements.

Statewide funds were used to purchase a virtual job fair platform called TalentSpace. This is being used not only for job fairs, but also for statewide employer workshops. Funds were also used to purchase an ETPL module from our vendor Geographic Solutions. This has enhanced the efficiency and accuracy of the ETPL and ties it into our case management and labor exchange system allowing direct reporting into the PIRL.

Finally, statewide funds were used for a statewide promotional campaign called JobUPND. This was a council sponsored initiative that highlighted industries across North Dakota who were hiring, promoted Title I and III services in the nine One-Stop Centers, and drove jobseekers and employers to our website. This was done through social media platforms like Facebook, Linked-In, and Instagram. This twelve-week campaign was seen 3.3 million times and drove 142,000 visitors to our labor exchange website www.jobsnd.com.

Through the activities supported by these funds, North Dakota's One-Stop Delivery System provides high-quality, outcome-focused workforce development services consistent with our state's four-year plan, while tracking progress toward meeting strategic goals and implementing the Governor's vision for North Dakota's workforce system.

Delivery of Program Services

The One-Stop Center's partners work collaboratively to remove barriers so 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 Centers deliver services with a customer-focused approach providing skill level assessments, evaluations of skill development, 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 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 individualized career services and training.

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.

North Dakota coordinates Titles I, II, III, and IV at the state level through the administrative committee meetings of the Workforce Development Council. These meetings include discussions and reviews of policies and procedures for WIOA programs, annual narrative, and performance reports.

WIOA Career Services

Job seekers visiting a One-Stop 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 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 is 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 resumes 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 resume 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 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 One-Stop 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
- In-Demand Occupations in ND and Eligible training provider information
- Information on support services and referrals to appropriate services
- Assistance establishing eligibility for financial aid for training and education
- Follow-up services

One-Stop Centers and partner programs provide individualized 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. 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 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 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, 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 One-Stop Centers. 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 aged 14 to 24 (out-of-school youth aged 16-24 and in-school youth must be aged 14-21 under WIOA).

Assessment information and individual service strategies for education or employment goals 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 may 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 Centers, including assistance with work search, resume writing, interviewing, career exploration, and job openings on jobsnd.com to learn about 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 targeted for occupational skills training. Participants are supported in this process through tutoring services and study skills training which aids in the completion of secondary school. A focus is placed on preparing youth for high-wage/high-demand occupations in 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 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 resources made available by the Bank of North Dakota.

Entrepreneurial skills training and labor market information help youth transition to post-secondary education and training. Education offered concurrently with workforce preparation 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% and the work-based learning requirement of 20% are 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 ensures that youth have access to the fourteen 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. WIOA Youth program staff may participate on state or regional Disability Transition Community of Practice 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 WIOA TRAINING

	PY 19	PY 20	PY21
Adult	179	155	256
Dislocated Worker	48	68	24
Youth	121	77	84
Total	348	300	364

Individuals trained with WIOA funding during PY21 continue to support target industries and high-wage/high-demand occupations in North Dakota.

**PY21 ACTIVE WIOA TRAINING ENROLLMENT NUMBERS WITHIN
TARGETED INDUSTRIES AND HIGH-WAGE/HIGH-DEMAND OCCUPATIONS**

	Adult		Dislocated Worker ¹		Youth		Total Training	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Energy	15	5.86%	0	0.00%	17	20.24%	32	8.79%
Manufacturing	13	5.08%	1	4.17%	15	17.86%	29	7.97%
Technology	16	6.25%	3	12.50%	11	13.10%	30	8.24%
Healthcare	69	26.95%	1	4.17%	21	25.00%	91	25.00%
Transport	119	46.48%	13	54.17%	10	11.90%	142	39.01%
Support Occupations ²	12	4.69%	3	12.50%	2	2.38%	17	4.67%

Other ³	12	4.69%	3	12.50%	8	9.52%	23	6.32%
Total	256	100%	24	12.50%	84	100%	364	100%

¹Includes COVID-19 DWG participants.

²Includes occupations supporting all targeted industries including financial, administrative, human resources, and marketing.

³Includes occupations such as social service workers, legal, law enforcement, plumbers, and carpenters.

WIOA Monitoring Activities

Workforce Programs statewide staff members conduct monitoring and data validation. North Dakota conducts monitoring, data element validation at least annually with efforts to do it more often throughout each program year, and support services monitoring quarterly.

Monitoring is conducted using a couple of methodologies including in person, through office visits, or remotely reviewing system activities in the Virtual One Stop case management system. The staff member conducting the monitor review pulls a random sample. Using the sample records, the review includes proper documentation, eligibility, case management, adherence to policies and procedures, and appropriate start and end dates for activities. Monitoring includes a review of payments made using WIOA dollars to support training and career service activities. Support service monitoring ensures local workforce center staff follow policies and procedures for justification of payments, authorized signatures, and allowable expenditures. The final report provides a description of the focus, recommendations, and findings, and required action to be taken in either corrective action or training.

Data validation is conducted to verify data accuracy and to help ensure the accuracy of the annual statewide performance reports, safeguard data integrity, and promote the timely resolution of data anomalies and inaccuracies for WIOA and partner programs. When validating data elements, TEGL 7-18 joint guidance and TEGL 23-19 DOL only program specific are followed. A random sample of WIOA records and Wagner-Peyser records are pulled. Using the sample records, data elements are checked for appropriate source documentation to ensure data is valid and reliable. The final report focuses on the accuracy of key data elements reported in the PIRL that workforce center staff must focus on either through corrective action or training. Evaluation of the Data Element Validation process is conducted regularly to promote continuous improvement. In PY21, local administrative staff performed the validation with the assistance of statewide systems management staff. Statewide systems management staff rolled up the data and wrote the report.

WIOA policies including the data validation policy are located here for public information:
<https://www.jobsnd.com/workforce-development-council/governance>

Final monitoring and data validation reports are shared with WIOA administrators, managers, supervisors, and workforce center staff.

State Performance Accountability

North Dakota does not have any specific state performance measures or goals. Performance results for workforce development and training programs in the state are listed below. Progress for programs included are Titles I and III.

North Dakota meets or exceeds all negotiated performance measures, except for Wagner-Peyser ER2 and Dislocated Worker ER4. Training has been provided to case managers with

encouragement to maximize the intention and commitment of managing cases more closely, providing the support to participants for more successful outcomes that will also increase MSGs, credential rates, and unsubsidized employment. North Dakota has implemented a data match with the K-12 and university systems for youth high school diploma attainment and subsequent enrollment into post-secondary training.

The state's common exit policy includes Title I Adult, Youth, Dislocated Worker, Title III Wagner-Peyser, Trade Adjustment Assistance (TAA), and Jobs for Veterans State Grant Programs. Policies are available for public viewing on jobsnd.com: <https://www.jobsnd.com/workforce-development-council/governance>

Negotiated and actual performance levels for program year 2021:

Wagner-Peyser

	Emp Rate Q2	Emp Rate Q4	Median Earnings
Negotiated Target	68.8%	66.0%	\$7,129
Actual	60.0%	62.2%	\$6,734

Adult

	Emp Rate Q2	Emp Rate Q4	Median Earnings	Credential Rate
Negotiated Target	77.0%	75.0%	\$6,758	62.5%
Actual	82.3%	74.6%	\$9,595	60.7%

Dislocated Worker

	Emp Rate Q2	Emp Rate Q4	Median Earnings	Credential Rate
Negotiated Target	84.1%	90.0%	\$11,296	80.0%
Actual	80.8%	80.0%	\$14,294	75.0%

Youth

	Emp Rate Q2	Emp Rate Q4	Median Earnings	Credential Rate
Negotiated Target	77.5%	75.0%	\$5,150	58.0%
Actual	76.8%	77.2%	\$7,148	59.2%

Data validation of WIOA activities is conducted at least annually to determine compliance with provisions of the Act as stated in the policy. ND uses the Virtual One Stop (VOS) system from Geographic Solutions to pull random samples to assist with data validation. Future plans include using the system for calculations of results, which will eliminate the need for manual processes. Workforce center staff are involved with data validation with State administration as the lead. This promotes a shared understanding of requirements and should lead to a reduction in error rates.

Level of Service & Effectiveness in Service Employers

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 PY21 WIOA Performance Outcomes and Effectiveness in Serving Employers Rates

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.

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

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 PY21 overall cost per participant served for all programs was \$4,300. The PY21 overall cost per positive outcome for participants from all programs was \$7,658. 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	\$2,238,695	674	\$3,322	264	\$8,480
Dislocated Worker	\$400,534	53	\$7,557	86	\$4,657
Youth	\$1,450,042	224	\$6,473	184	\$7,881
TOTAL	\$4,089,271	951	\$4,300	534	\$7,658

¹Includes Career and Training Services

²Only Includes Employment Rate Q2 and Q4

Analysis of WIOA performance measures is the primary method of program evaluation used this program year. North Dakota met all required program performance measures for the WIOA adult, dislocated worker, and youth program.

Workforce Innovation & Opportunity Act Waivers

North Dakota did not have any waivers in place for PY21. 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 was in effect July 1, 2018, through June 30, 2021. A direct result of this waiver was an increase of public colleges and universities with programs in registered nursing, teaching degrees, and several additional training program options.

Almost all ETP providers have chosen to remain on the list without the waiver in place, choosing to provide data on ALL students. Just one training provider declined to provide the data, unwilling to provide the required data on ALL students.

North Dakota uses Geographic Solutions Inc (GSI) as the vendor for labor exchange, WIOA case management, budget, document management site, and ETPL. This combines all WIOA Title I and III program tracking in North Dakota under one management information system. The result of this change is more efficiency of staff time, incorporating existing interfaces between JSND and GSI. GSI currently serves most of the US states and territories for WIOA services so understands and adapts to US DOL reporting requirements as needed.

Customer Satisfaction

Employers/Job Fairs

Job Service North Dakota, along with workforce partners as local Economic Development Corporations and/or Chambers of Commerce, Department of Corrections, Vocational Rehabilitation, and other stakeholders hosted 33 job fairs during the year in various locations throughout North Dakota. Some of the bigger job fairs were held in Fargo, Grand Forks, Bismarck, and Williston. Most of these events were multi-industry job fairs that attracted 1,402 employers and 2,598 job-seekers. Grand Forks and Minot Workforce Centers held drive-thru job fairs in the parking lots of their local community events centers. The employers were spread throughout the parking lots and job-seekers were able to drive their vehicles through the maze of employers. A total of 105 employers and 134 job seekers participated in these two events.

The nine workforce centers also held local hiring events at their locations. Hiring events are a great tool to showcase what an employer has available for job opportunities. These employers are allowed to use the conference rooms, smaller meeting rooms, and are able to talk to job-seekers who are using the computer banks in the resource rooms. During the year, a total of 186 employers took advantage of this unique opportunity while attracting 366 job seekers.

During the job fairs, surveys are handed to the employers during the last hour of the event. 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 employees the employer would consider hiring, job offers made, job fair times, promotion of the event”, etc. There was a total of 392 surveys returned during the job fairs this past year.

All surveys are compiled and read through after the event and if the situation warrants are acted upon. Most of the responses were favorable and include notes like:

- Very well organized, super helpful staff-great experience. Thank you!!
- Encourage job seekers to dress for the job they want.
- Great promotion of the event.
- Good number of job-seekers who seemed like they were ready to go to work.

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, run the event into the evening, run the event on a Saturday afternoon, job-seekers were not qualified, different types of food/drink, etc.

Additionally, Job Service North Dakota has considered the three measures proposed by the USDOL for the performance indicator pilot and chose the two which best match JSND's mission to "Meet the Workforce Needs of the State's Employers": Participant Retention with the Same Employer and Repeat Business Customers.

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. As a result, the Overall Employer Penetration Rate measure is not the best indicator to determine effectiveness in serving employers. Job Service 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.

Customers/Participants

Each of the nine workforce centers has 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 monthly, and results are sent to the Workforce Services Director. The Workforce Services 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 that are 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 PY year, the nine workforce centers received only 166 surveys from the customers/participants who were utilizing our services. Average service was excellent.

Here are a few comments:

- You made it so clear, I could understand what was being presented.
- Everyone was so patient.
- I cannot think of one thing that the staff could improve on.
- Our first day here we worked with two amazing employees, thank you so much!
- The 2 individuals that helped me are amazing and provided everything I needed.

Success of WIOA

Adult

Sandy* was 26 years old with a high school diploma and working multiple jobs when she came to the workforce center. Her two to three jobs at any given time included seasonal cleaning, maintenance, and convenience store clerk: in addition to picking up overtime at these jobs, when available. She worked with her case manager and applied to attend CDL training through TrainND Southwest and earned her Class A driver's license. Sandy's highest hourly rate before she applied for training was \$16.80, and she began her job as a CDL driver at \$26.80 per hour.

Maame Akosua was taking a language class at the Adult Learning Center when she was referred to Job Service for WIOA services. Maame entered the training program for Certified Nursing Assistant (CNA) at Bismarck State College and completed her language work at the same time. Once certified, she was hired as a CNA with a \$5,000 sign-on bonus and now earns \$19 an hour. Maame wrote in recently to thank her case manager for the opportunities made available through WIOA and included a picture of her wearing the scrubs that WIOA funds were able to help purchase.

Hi Nita,

Thank you so much for everything you and your company have done for me.

May the good Lord bless all of you[.] [P]lease remember to send my gratitude to all the members involved in this journey of mine.

*Thank you,
Maame Akosua*



[Maame has given permission to share her name in telling her story.]

During the lockdowns of the early COVID-19 Pandemic, Ian* decided to give up his life in the Bronx, New York and move to North Dakota to find work, riding the bus the whole way with just a suitcase. Upon arriving in North Dakota, he was able to find help through several different government agencies that helped him find housing and employment—including the WIOA program that would help Ian find long-term, successful employment.

Ian came to a WIOA orientation at the Bismarck Workforce Center where he learned more details about the program and filled out an application. After being determined eligible, Ian decided that he would like to become a welder. He participated in a welding program through Train ND at Bismarck State College, riding the bus or getting rides from classmates to attend class every day. Eventually, Ian passed the class, gained a welding certificate, and procured employment in Fargo with True North Steel, making \$25.80 per hour.

Ian related to his case manager that he was excited to be able to get off government assistance and would soon be able to purchase his own truck and have his own apartment. He feels very strongly that he would never have had this opportunity had he not decided to take a chance on North Dakota.

DOL VETS, Youth & Partnerships with Adult Education

Rhonda* was a separating service member who completed TAP in September 2021 and started her Terminal Leave in February of 2022. She was anticipating her official retirement from the military and was in the process of filing her disability claim. When she initially contacted the VETS program staff, she was concerned with not only finding employment for herself, but also for her 18-year-old daughter, Rachel*.

Rachel had been struggling to make up missing credits to complete high school and whose only job experience was as a certified babysitter on the Airforce base. When Rachel connected with a local WIOA youth program advisor, she was enrolled in the program and simultaneously referred to Adult Education. She immediately began classes to complete her GED, which she did in less than a semester, and moved on to discuss work readiness skills and employability with her advisor.

Rachel quickly began a work experience position at a local, recently opened grocery store, and after her first progress report, it was clear that Rachel was thriving in all areas of her work experience. Rachel found the confidence to pursue other avenues of career and educational development, weighing options like enrolling in college or attending an occupational training program as she moves forward.

With her daughter's newfound independence, Rhonda was able to focus on taking care of her medical needs with the VA and on conducting her work search. She worked with a County VSO to complete her medical evaluations and enrolled in online courses in the meantime to progress towards her Bachelor's in Mechanical Engineering. After discussing interview practices with the VETS staff, Rhonda applied at multiple daycares and garden centers in her area, ultimately procuring a position with one of the garden centers.

Business Services & Adult

A local business was having a difficult time filling a Two-Way Radio Communication Technician position due to the specialized nature of the position. When a Business Services representative learned about the difficulty in hiring, she educated the employer about the WIOA On-the-Job Training (OJT) recruitment strategy. Following this discussion, the business referred Tom*, one of their previous applicants, to the WIOA Adult program for eligibility determination.

Tom, a 21-year-old from a rural community in North Dakota, had limited work experience, was basic skills deficient, and had a two-year vocational technical degree in Electronics Technology. There were limited employment opportunities in his community for this field, so Tom had been working as a retail sales associate, earning \$12.25 per hour when he applied for the Two-Way Radio Communication Technician position. Tom was selected for the position and began in June 2021 with a wage of \$20 per hour at 40 hours a week.

During the OJT, Tom successfully completed the following recognized trainings from AA Motorola Solutions, exhibiting competency, ability, and knowledge: AEE0402 Mobile Radio Installation, Professional and Commercial Radio Technical Associate, LTE Technical Associate, Professional and Commercial Radio Sales Associate, Public Safety LTE Sales Associate, P25 System Technical Associate, and Armada Programmer Version 1.32.9 training and certification process (through EF Johnson technologies Training Department).

Tom successfully completed his OJT in December 2021 and a follow-up phone call by Business Services in February 2022 confirmed that he was still employed with the company, earning \$21 an hour with benefits (vacation and sick time and a 401k plan).

BEST

Monica* had been referred to the BEST program and attended an orientation, completing her Individual Employment Plan (IEP) and Assessment on the same day. While completing her IEP and working on updating her resume, Monica's case manager noted that she currently worked in furniture sales and inquired about her interest in automotive or clothes sales. Although the Capital Area Transit (CAT) bus was her only means of transportation, she returned to the workforce center multiple times to attend workshops on resumes, interviewing, and completed an online training module for job readiness. Throughout her work with the BEST program, Monica completed weekly job searches and interviewed for multiple jobs, ultimately getting a second interview, and then hired for a position as an assistant manager at a retail store. Monica expressed her gratitude to her case manager and other workforce center staff, saying that had her eyes not been opened to other related careers, she never would have the job she has now.

Youth

Alysse Nubson was a youth co-enrolled in the Crossroads and WIOA Youth programs. Crossroads is a program that provides teenage parents with the help to graduate from high school and work toward their post-secondary education goals. Alysse began in the Crossroads program when she was a senior at Dakota High School. She graduated and immediately went into college the following fall at Minnesota State, seeking an Associate of Applied Science (AAS) in Dental Hygiene. While she stayed in the Crossroads program throughout her education, the WIOA Youth program provided tuition assistance and Alysse also worked part-time at a daycare.

Alysse graduated in May of 2022 with her AAS in Dental Hygiene with honors (a cumulative GPA of 3.78). She said she was the only mom in her class to graduate with honors. She took her Minnesota licensing exam and is also planning on following through with a North Dakota licensure to expand future possible opportunities. Alysse procured a position at a family dentistry business in Moorhead, MN in June 2022.

Both Alysse's Crossroads and WIOA case managers were extremely proud of her accomplishments and her ability to overcome every challenge presented to her, all while raising her child. The multiple programs worked together to help Alysse achieve her highest measure of success.

[Alysse has given permission to share her name in telling her story.]

Gabrielle* is a youth and a single parent of two young children, receiving both TANF and SNAP benefits, who was referred to the WIOA Youth program. She knew she wanted to go to post-secondary school, but with two young children, her case manager suggested a two-year program as the best service strategy. Gabrielle was approved for training and obtained an Associate of Applied Science (AAS) degree in Human Resources. She is now full-time employed with the State of North Dakota.

Youth, Vocational Rehabilitation

Manny* was a student from rural Cass County who has a learning disability. The WIOA Youth program partnered with Vocational Rehabilitation to assist with providing him the best options for training into unsubsidized employment. Manny completed a 16-week welding course and graduated with several welding certifications. He obtained full-time employment with a railroad company upon completion of this program.

Youth, JOBS, & Vocational Rehabilitation

Marias is a youth single parent who expressed a desire to become a welder when she first began working with her case manager. She worked with the JOBS and Vocational Rehab programs and had been on an Individualized Education Plan (IEP) in high school. Upon enrolling in her welding program, she excelled in her classes and had perfect attendance for the duration of the program. In fact, Marias was one of only two graduates that received all certifications, passed all tests on the first try and graduated on time. She recently accepted employment at Norwood Sales in Horace, ND.

[Marias has given permission to share her name in telling her story.]

**Some names have been changed to protect participant privacy.*

Attachments Below

PY 2021 WIOA Performance Outcomes and Effectiveness in Serving Employers Rates

		Negotiated Performance	Actual Performance
Adult	Employment Rate 2nd Quarter After Exit	77.0%	82.3%
	Employment Rate 4th Quarter After Exit	75.0%	74.6%
	Median Earnings in the 2nd Quarter After Exit	\$6,758	\$9,595
	Credential Attainment Rate	66.0%	65.1%
	Measurable Skill Gains	62.5%	60.7%
Dislocated Worker	Employment Rate 2nd Quarter After Exit	84.1%	80.8%
	Employment Rate 4th Quarter After Exit	90.0%	80.0%
	Median Earnings in the 2 nd Quarter After Exit	\$11,296	\$14,294
	Credential Attainment Rate	80.0%	85.4%
	Measurable Skill Gains	80.0%	75.0%
Youth	Education or Training Activities or Employment in the 2nd Quarter After Exit	77.5%	76.8%
	Education or Training Activities or Employment in the 4th Quarter After Exit	75.0%	77.2%
	Median Earnings in the 2 nd Quarter after exit	\$5,150	\$7,148
	Credential Attainment Rate	55.0%	55.9%
	Measurable Skill Gains	58.0%	59.2%

Wagner-Peyser

Employment Rate 2nd Quarter After Exit	68.8%	60.0%
Employment Rate 4th Quarter After Exit	66.0%	62.2%
Median Earnings in the 2nd Quarter After Exit	\$7,129	\$6,734

Effectiveness in Serving Employers

Employer Services	Establishment Count
Employer Information and Support Services	1,224
Workforce Recruitment Assistance	5,650
Engaged in Strategic Planning/Economic Development	7
Accessing Untapped Labor Pools	18
Training Services	14
Incumbent Worker Training Services	4
Rapid Response/Business Downsizing Assistance	4
Planning Layoff Response	0

Pilot Approaches	Numerator/Denominator	Rate
Retention with Same Employer in the 2 nd and 4 th Quarters After Exit Rate	844 / 1,255	67.3%
Employer Penetration Rate	6,080 / 33,306	18.3%

Employment Trends in Today's Economy

In the past 20 years, North Dakota's economy has gone through three distinct stages: flat growth (2000-2006), rapid growth (2006-2015), and sustained growth (2015-present). Following years of stagnation, the state experienced dramatic workforce fluctuations in the mid-2000s due to the Great Recession in the United States (2007-2009) and the oil boom in western North Dakota (2006-2014). Despite some downturn during the recession, the concurrent effect of the oil boom quickly drove overall economic growth to surpass pre-recession levels in the 2010s. During the oil boom, North Dakota experienced sudden population growth, an employment surge, and an increase in average wages.

Many industries in North Dakota were affected by both the upswing of the oil boom (2006-2014) and the downturn caused by lower oil prices (2015-2016). At the end of the boom, many economic figures initially declined, but employment and wage numbers for most industries have remained high and steadily growing in the years prior to 2020 and the onset of the COVID-19 pandemic.

The COVID-19 pandemic triggered the creation of public health policies, mandates, and guidelines, which impacted the economy at every level – globally, nationally, and locally. The impact was reflected in metrics such as higher unemployment numbers, lower total employment at each industry level, and a decrease in the labor force in North Dakota in 2020. In 2021, the number of unemployed people in North Dakota decreased, but employment has not returned to pre-pandemic levels. Though the current numbers indicate the state is recovering economically, the effects of the pandemic are ongoing. Such effects include inflation due to supply issues and sustained consumer demand (consumer prices increased 8.6 percent from May 2021 to May 2022) and a smaller labor force due to retirements, resignations, and relocations during the pandemic (North Dakota's labor force was 415,169 in 2019; 411,550 in 2020; and 406,187 in 2021).

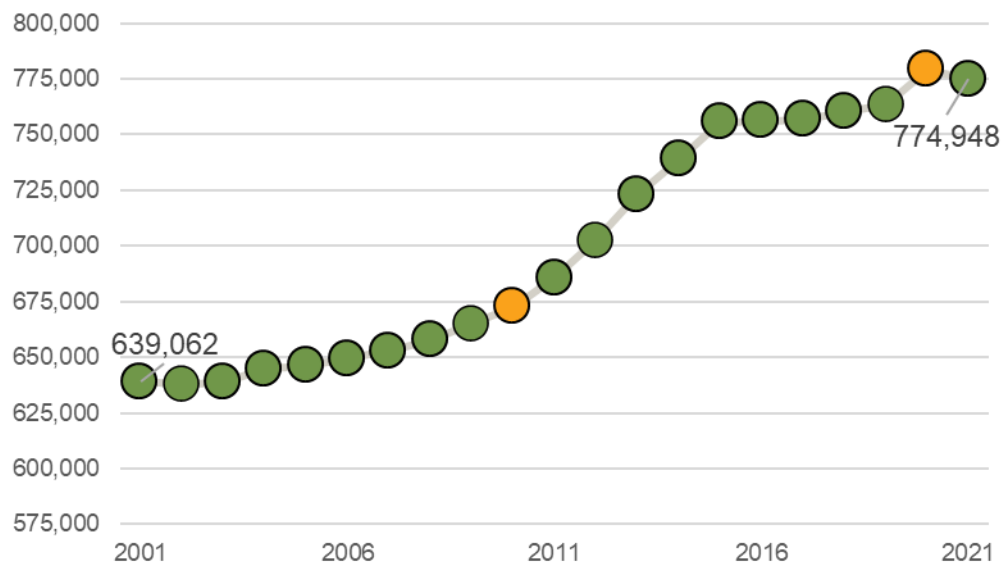
Population

Looking at North Dakota's population over the past 20 years (Figure 1), the growth curve seems to exhibit three distinct stages: a period of stagnation, a period of rapid growth, and a recent period of sustained growth. Because the greatest growth period occurred between 2006 and 2015, the population data visualizes the effect the oil boom had in North Dakota. Specifically, the economic stimulus of the oil boom correlated with steady year-over-year population growth until 2015, when the oil boom ended. Sustained population numbers in recent years suggests that North Dakota's economy has generated growth outside oil-related industries.

Population in Recent Years

Between 2001 and 2021, the biggest year for population growth occurred in 2013, during the oil boom. The population in 2013 increased by 20,922 or 3 percent, over the previous year. During the oil boom, from 2006 to 2015, North Dakota's population grew annually at a rate between 0.5 and 3 percent. By comparison, the average annual growth rate before the oil boom, between 2001 and 2005, was 0.1 percent.

In the years after the oil boom, annual growth rates have been lower but mostly positive, ranging from -0.5 to 2 percent. In the last year, North Dakota's population decreased by 4,146, or 0.5 percent, from the previous year.

Figure 1: North Dakota population 2001-2021

Census years are indicated by **gold markers** on the graph. The US Census produces actual population figures; for all other years, the US Census Bureau produces July 1 estimates.

Source: United States Census Bureau, 2001-2021

Table 1: North Dakota population from 2016-2021

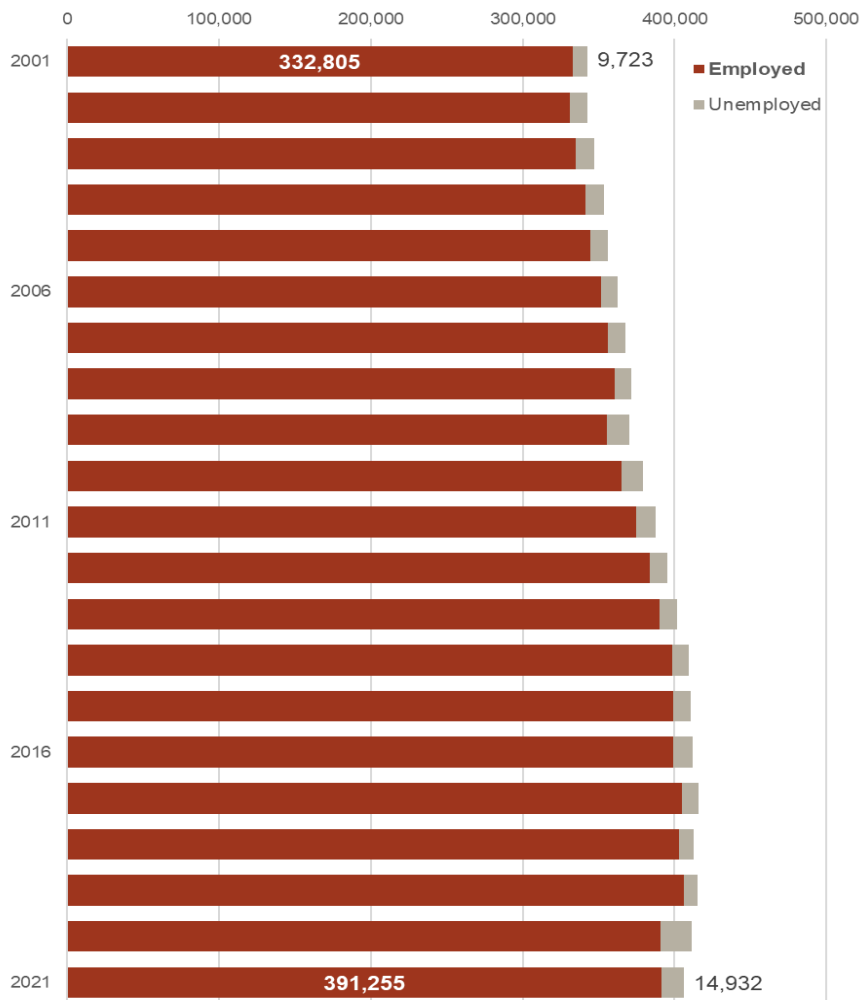
	2016	2017	2018	2019	2020	2021
POPULATION	756,114	756,755	760,062	763,724	779,094	774,948
# CHANGE	-	641	3,307	3,662	15,370	(4,146)
% CHANGE	-	0.1	0.4	0.5	2.0	(0.5)

Source: United States Census Bureau, 2001-2021

Labor Force

From 2001 to 2021, the labor force grew from a total of 342,528 to 406,187 (a net increase of 63,659, or 19 percent). Over the same period, North Dakota's population grew from 639,062 to 774,948 (a net increase of 135,886, or 21 percent). North Dakota's labor force has generally followed the same pattern as its population, steadily increasing during the oil boom and remaining rather flat in the years since. The COVID-19 pandemic in 2020 caused a sudden increase in the unemployed portion of the labor force, which has since decreased.

North Dakota's labor force fell by 5,363, or 1 percent, from the previous year. The change primarily came from movement in the unemployed portion of the labor force, which fell by 6,114, or 29 percent. For comparison, the employed portion of the labor force grew by 751, or 0 percent, from the previous year.

Figure 2: North Dakota labor force number of employed and unemployed from 2001-2021

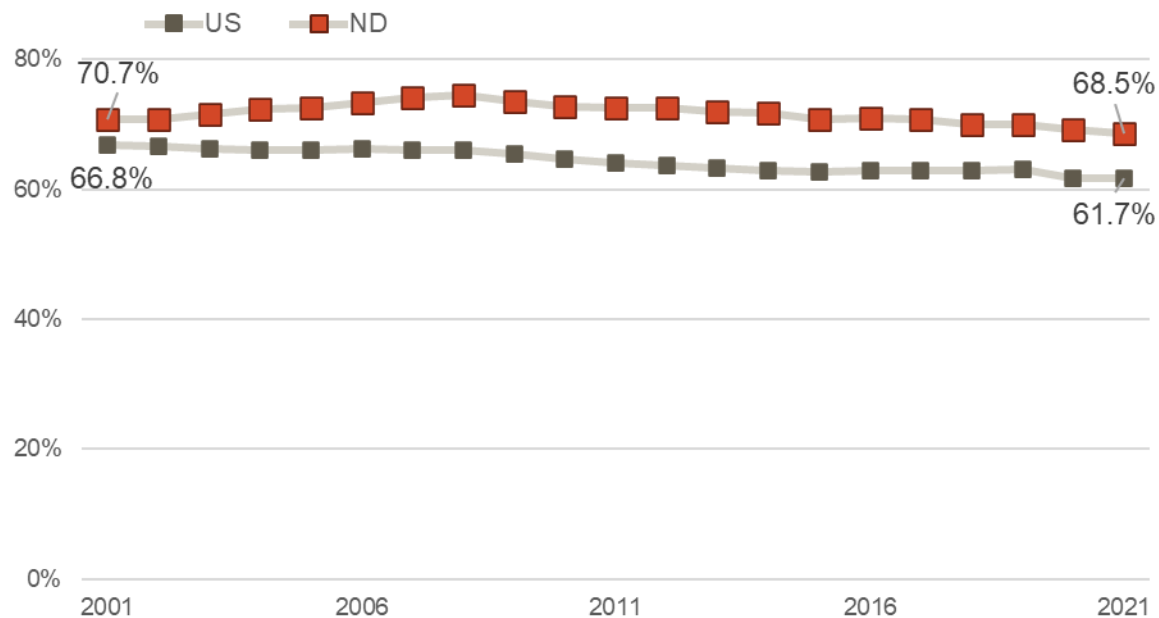
Source: Labor Market Information Center, Job Service North Dakota, Local Area Unemployment Statistics (LAUS) Unit

Labor Force Participation

North Dakota had a labor force participation rate of 68.5 in 2021. By comparison, the national rate was 61.7 percent. Historically, North Dakota has had one of the highest labor force participation rates in the nation. The rate has remained relatively flat for the past 20 years, reaching a peak of 74.5 in 2008 and a low of 68.5 in 2021. The labor force participation rates in all states declined since 2020 and the onset of the COVID-19 pandemic.

Compared to all states in 2021, North Dakota ranked second in the nation with an adjusted labor force participation rate of 68.5 percent. Nebraska ranked first among all states, with an adjusted rate of 69.5 percent. West Virginia ranked last among all states, with an adjusted rate of 54.7 percent.

Figure 3: Labor force participation as a percentage of the civilian noninstitutional population



Source: Bureau of Labor Statistics, Current Population Survey

Industry Projections

Employment projections rankings do not necessarily reflect the fastest-growing industries, but they provide an idea of how industries are expected to grow or decline in the next 10 years (2020-2030). The Health Care and Social Assistance industry ranks highest in projected growth, with an expected increase of 9,922 positions, or 16 percent. Most industries are projected to increase in the same period. The average projected increase for each industry in the 10-year period is 2,174, or 11 percent. Other industries with significant projected growth are the Arts, Entertainment, and Recreation industry (the highest percent growth expected: 1,923, or 31 percent) and the Accommodation and Food Services industry (the second highest numerical growth expected: 6,388, or 22 percent).

Table 2: North Dakota Projected Industry Change by number or percentage from 2020-2030

RANK	INDUSTRY	2020 EST.	2030 PROJ.	# CHANGE	% CHANGE
1	Health Care and Social Assistance	62,661	72,583	9,922	15.8
2	Accommodation and Food Services	29,523	35,911	6,388	21.6
3	Construction	26,107	30,928	4,821	18.5
4	Mining, Quarrying, and Oil and Gas Extraction	15,281	19,664	4,383	28.7
5	Transportation and Warehousing	20,235	23,119	2,884	14.3
6	Professional and Technical Services	15,721	18,442	2,721	17.3
7	Manufacturing	25,655	28,341	2,686	10.5
8	Educational Services	38,163	40,790	2,627	6.9
9	Wholesale Trade	23,083	25,548	2,465	10.7
10	Arts, Entertainment, and Recreation	6,209	8,132	1,923	31.0
11	Administrative and Waste Services	11,974	13,472	1,498	12.5
12	Retail Trade	43,978	45,257	1,279	2.9
13	Government	38,123	39,279	1,156	3.0
14	Self-Employed Workers (excluding Agriculture)	15,147	16,255	1,108	7.3
15	Real Estate and Rental and Leasing	4,882	5,699	817	16.7
16	Finance and Insurance	17,565	18,331	766	4.4
17	Management of Companies and Enterprises	3,677	4,300	623	16.9
18	Other Services (except Public Administration)	16,067	16,572	505	3.1
19	Information	5,789	5,809	20	0.4
20	Utilities	3,329	3,306	-23	-0.7
21	Agriculture, Forestry, Fishing and Hunting	30,463	27,550	-2,913	-9.6
	Represents largest projected change from 2020 to 2030 by number or percentage				

Source: Job Service North Dakota, Labor Market Information Center

Occupational Projections

Employment projections rankings do not necessarily reflect the fastest-growing occupations, but they provide an idea of how occupations are expected to grow or decline in the next 10 years (2020-2030). Occupations in the Office and Administrative Support occupations group rank highest in projected growth, with an expected increase of 6,504 positions, or 20 percent. Most occupation groups are projected to increase in the same period. The average projected increase in the 10-year period was 2,075, or 10 percent. The Office and Administrative Support occupations group has the highest projected growth by both number and percent. The

occupation group with the second highest projected growth by both number and percent is the Transportation and Material Moving occupations group, which is expected to grow by 5,840 positions, or 18 percent.

Table 3: North Dakota Projected Industry Change by number or percentage from 2020-2030

RANK	OCCUPATION GROUP	2020 EST.	2030 PROJ.	# CHANGE	% CHANGE
1	Office and Administrative Support	31,945	38,449	6,504	20.4
2	Transportation and Material Moving	32,198	38,038	5,840	18.1
3	Sales and Related	40,223	46,035	5,812	14.4
4	Food Preparation and Serving Related	28,582	32,996	4,414	15.4
5	Healthcare Practitioners and Technical	18,137	21,282	3,145	17.3
6	Construction and Extraction	22,563	25,534	2,971	13.2
7	Educational Instruction and Library	24,183	26,639	2,456	10.2
8	Production	19,043	21,250	2,207	11.6
9	Installation, Maintenance, and Repair	14,502	16,677	2,175	15.0
10	Management	16,108	18,259	2,151	13.4
11	Business and Financial Operations	23,008	24,668	1,660	7.2
12	Healthcare Support	38,345	39,980	1,635	4.3
13	Building and Grounds Cleaning and Maintenance	6,113	7,107	994	16.3
14	Personal Care and Service	6,837	7,799	962	14.1
15	Protective Service	47,468	48,222	754	1.6
16	Computer and Mathematical	7,377	8,005	628	8.5
17	Community and Social Service	5,779	6,295	516	8.9
18	Architecture and Engineering	6,819	7,328	509	7.5
19	Arts, Design, Entertainment, Sports, and Media	4,230	4,580	350	8.3
20	Life, Physical, and Social Science	3,225	3,532	307	9.5
21	Legal	51,739	51,795	56	0.1
22	Farming, Fishing, and Forestry	5,208	4,818	-390	-7.5
	Represents largest projected change from 2020 to 2030 by number or percentage				

Source: Job Service North Dakota, Labor Market Information Center

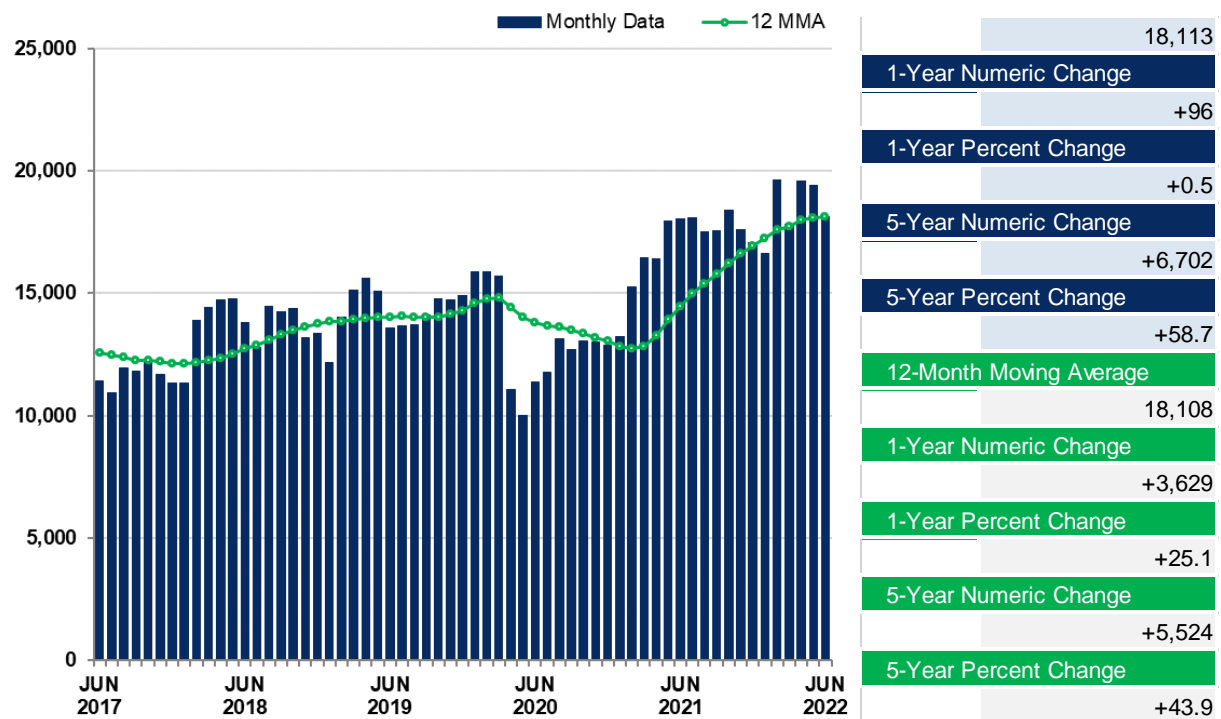
Education can also play a role in predicting where employment trends are heading. Occupations that require a postsecondary nondegree award or an associate degree are expected to grow by 13.5 percent. Occupations that require a bachelor's degree are expected to grow by 12.3 percent, and occupations that require a master's, doctoral or professional degree are expected

to grow by 12.4 percent. Occupations requiring short-term on-the-job training (<30 days) are projected to grow by 9.2 percent, and long-term on-the-job training (>12 months) by 13.2 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. Comparing June 2022 (online job openings total 18,113) to previous years (Figure 4), openings have increased since the prior year by 3,629. Of the 22 non-military major occupational groups, Healthcare Practitioners and Technical reported the largest number of openings with 3,555, followed by Transportation and Material Moving with 1,657 and Office and Administrative Support with 1,304. Among North Dakota's 53 counties, 23 reported an over-the-year increase in job openings, while 30 reported an over-the-year decrease.

Figure 4: North Dakota total job openings five-year trend

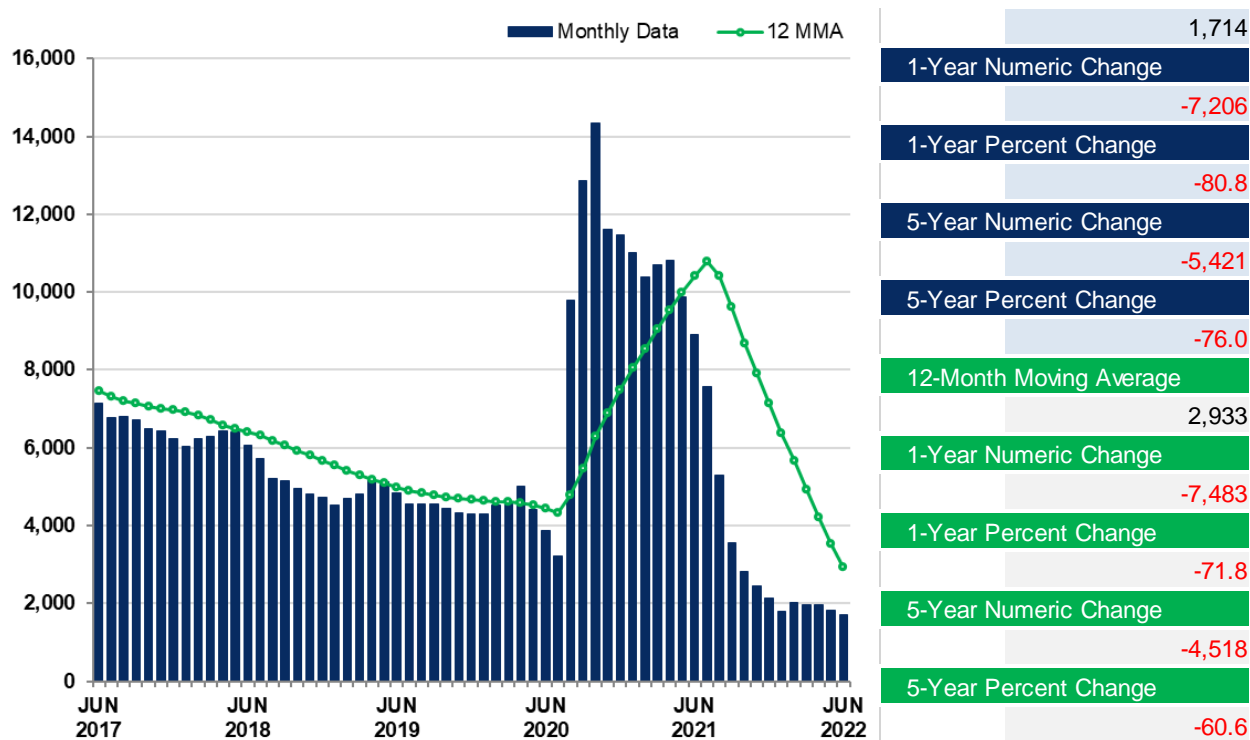


Source: Job Service North Dakota, Labor Market Information Center

Active resumes totaled 1,864 (Figure 5) in June 2022, a change of -80.8 percent from the same month one year ago. Of the 22-non-military major occupational groups, Office and Administrative Support reported the largest number of active resumes with 347, followed by Management with 231, and Transportation and Material Moving with 186. There was a total of 1,714 in-state active resumes and 150 out-of-state active resumes. In-state active resumes accounted for 92.0 percent of all active resumes while the remaining were from out of state. The employment status of active resume candidates is also tracked. Of all active resumes, 70.7 percent indicated they are currently not working.

Among North Dakota's 53 counties, 0 reported an over-the-year increase in active resumes, while 53 reported an over-the-year decrease. Cass County reported the largest over-the-year decrease in active resumes with a change of -1,494.

Figure 5: North Dakota's total active resumes five-year trend



Source: Job Service North Dakota, Labor Market Information Center

North Dakota's rate of unemployed per job opening was 0.44 in May 2022, the latest month for which North Dakota data are available. One year prior, North Dakota's rate was 0.74. The U.S. rate of unemployed per job opening was 0.46 in April 2022, the latest month for which U.S. data are available. One year prior, the U.S. rate was 0.94. For comparison, North Dakota's April 2022 rate was 0.52. Among North Dakota's 53 counties, 34 reported a rate less than one in May 2022, while 18 reported a rate greater than one. A rate less than one means more job openings than available labor supply.

North Dakota's job openings rate was 4.3 percent in May 2022, the latest month for which North Dakota data are available. One year prior, North Dakota's rate was 4.1 percent. The U.S. job openings rate was 7.4 percent in April 2022, the latest month for which U.S. data are available. One year prior, the U.S. rate was 6.4 percent. For comparison, North Dakota's April 2022 rate was 4.4 percent. The job openings rate is the percentage of all jobs in the economy open and available. A higher rate is an indicator of increased labor market demand.

Research & Evaluation

Introduction

As a portion of the Workforce Innovation and Opportunity Act (WIOA) annual report, Job Service North Dakota performs an analysis on program reach and efficacy. The results of this analysis have been compiled in this Research & Evaluation section.

The programs covered by this report include:

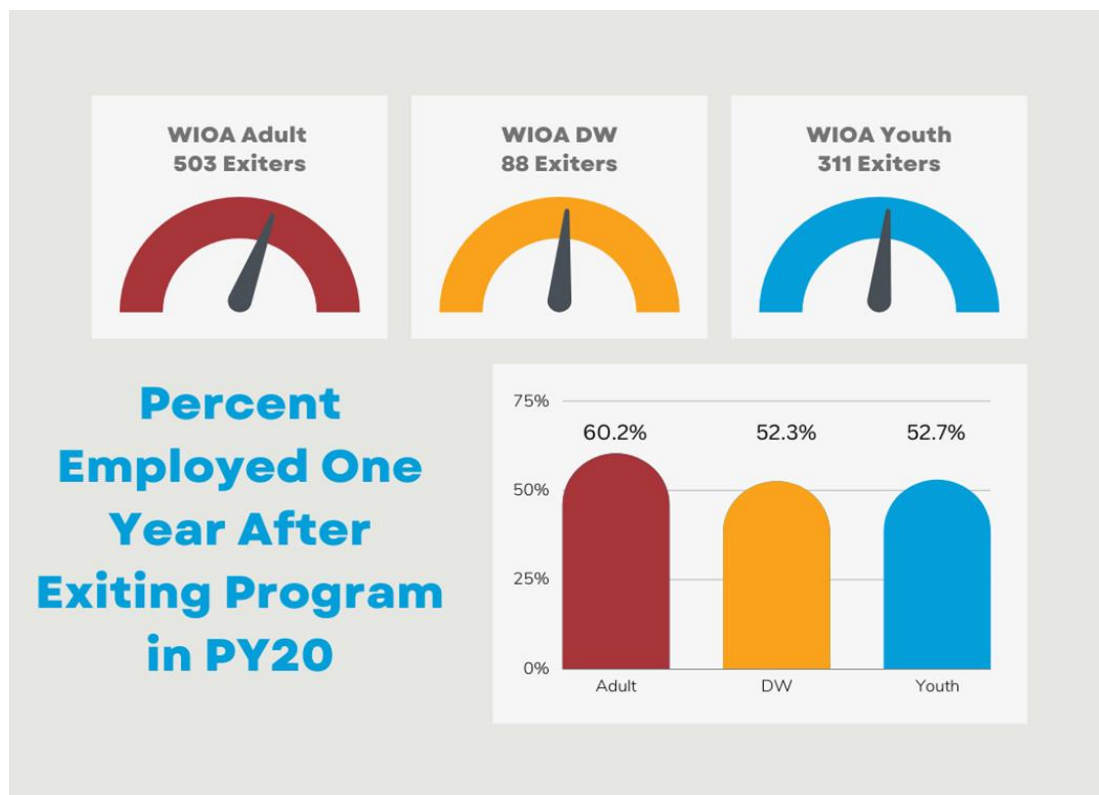
- WIOA Adult
- WIOA Dislocated Worker
- WIOA Youth

Performance Measures

1. The percentage of former participants who have a job one year after leaving the training program
2. The median wage of former participants 7-12 months after leaving the program
3. The percentage of former participants who were employed 7-12 months after leaving the training program and who received job-related training
4. In state versus out-of-state employment and wages

Overall Employment Outcomes

The chart below shows how many participants exited each in PY20 and what percentage were employed one year after exiting. The following pages will provide further detail on each provider and their PY20 performance.



Program Outcomes

WIOA Adult

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014, and consists of three funding streams: adult, dislocated worker, and youth.

The WIOA adult program is designed to assist individuals with employment and training services that will lead to obtaining or maintaining employment. Services provided include job search assistance, career guidance and planning, skill assessment and training services that help individuals obtain skills to be viable in the workforce.

Training Program Performance Indicators for Participants Exiting in PY20	
Total Training Participants Identified	503
Employed one year after training	303
Percentage Employed One Year After Training	60.2%
Median Total Wage 1 st Quarter Prior to Training	\$6,853.71
Median Total Wage 7-12 Months After Exit	\$8,161.14

WIOA Dislocated Worker

The WIOA dislocated worker program is similar to the WIOA Adult program by providing employment and training services. This program however focuses on those who are or soon will be unemployed due to business closing or substantial layoffs and is not likely to return to the previous industry or occupation.

Training Program Performance Indicators for Participants Exiting in PY20	
Total Training Participants Identified	88
Employed One Year After Training	46
Percentage Employed One Year After Training	52.3%
Median Total Wage 1 st Quarter Prior to Training	\$12,361.86
Median Total Wage 7-12 Months After Exit	\$13,287.51

WIOA Youth

The WIOA youth program serves low-income participants ages 14 through 24, both in school and out of school, who face employment barriers. Funds are used to provide comprehensive employment and educational services that support participants' occupational and academic goals.

Services for the youth program include work experiences, internships, job shadowing, occupational training, apprenticeships, and workforce preparation. Youth are also supported through leadership development services, adult mentoring, financial literacy, and support with job searching.

Training Program Performance Indicators for Participants Exiting in PY20	
Total Training Participants Identified	311
Employed in 1s Quarter	213
Employed One Year After Training	164
Percentage Employed One Year After Training	52.7%
Median Total Wage 1 st Quarter	\$5,774.30
Median Total Wage 7-12 Months After Exit	\$6,559.35
Footnotes	*Youth wages are not collected prior to enrollment

Data, Sources, Collection Methods & Sampling

When collecting information for the Training Program Performance Indicators, PIRL data from PY20 were analyzed for adult, dislocated worker, and the youth participants. The PIRL was first sorted by exit date and those who were still active were not included in the research. For the adult and dislocated worker programs, median wages for 1 quarter prior to training were noted. Being the youth wages prior to training are not collected, this was not included in the youth report. To ensure those wages that were not available previously, PIRL data from quarter ending 9/30 and 12/30 were also compared and included.

Statement of Findings for Each Outcome of Interest

1. *The percentage of former participants who have a job one year after leaving the training program*
 - a. 60.2% of WIOA Adult participants, 52.3% of WIOA Dislocated Worker participants, and 52.7% of WIOA Youth participants were employed one year after training.
2. *The median wage of former participants 7-12 months after leaving the program*
 - a. The median wages of participants in WIOA Adult, WIOA Dislocated Worker, and WIOA Youth 7-12 months after program exit were \$8,161.14, \$13,287.51
3. *Type of employment focused on the correlation of wages earned and if a participant received training*
 - a. This report excludes this measure due to the complexity of matching training related employment and is still a developing process.
4. *Similar to training related employment, only overall wages were analyzed*
 - a. Being the full PIRL was used, wages were not broken down by in-state vs. out of state wages.

Discussion

When reviewing the information, the data reflects training has a positive impact on participant wages and employment rate. In all three programs, over half of the data sample population were employed, and had higher wages verified through SWIS data.