

Workforce
Innovation and
Opportunity
Act

PY 2019

WIOA ANNUAL REPORT

NORTH
Dakota | Job Service
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Executive Summary

During the 2019 Program Year, North Dakota continued building upon the five strategic initiatives¹ outlined by Governor Doug Burgum during his first year in office. During his State-of-the-State Address in January of 2020, Governor Burgum acknowledged that while there has been forward progress on the initiatives aligned to the workforce, there is a common challenge of workforce retention and attraction facing North Dakota communities, which served to emphasize his commitment to addressing workforce challenges throughout the state.

Pre-Pandemic

In July of 2019, North Dakota's unemployment was 2.2% and dipped as low as 1.6% in October of 2019² further highlighting the shortage of workers as a primary workforce challenge. Low unemployment has made it difficult for businesses to find the talent needed to operate and continue to grow. As noted in North Dakota's 2018 Annual Report, the Workforce Development Council (The Council) established the framework for addressing the workforce challenges in a report of recommendations to the Governor³.

In furtherance of these recommendations, The Council brought together leaders in education, workforce, and the private sector tasked with creating strategies and recommendations in three main areas of the original report:

Recruiting and Retention of Workers:

The Council has made significant movement with programs and legislation to attract people to North Dakota and retain them through solid employment opportunities.

1. *Nationwide Marketing Campaign* - The Council continues to work with core partners, university alumni organizations, and business and economic development organizations throughout the state on a strategic marketing campaign to enhance the workforce through the migration of new residents into the state.
2. *Non-Resident Nurse Employment Recruitment Program* – The North Dakota legislature awarded the Non-resident Nurse Employment Recruitment Program \$500,000 to attract and retain highly qualified nurses to North Dakota with matching funds available to facilities for each nurse recruited.
3. *Military Pay Tax Exemption* – To incentivize military members for serving and staying in North Dakota, The Council recommended a tax exemption for military retirement pay from the North Dakota state income tax. The legislation was implemented beginning with the 2019 tax year.
4. *Occupational Licensing* – A grant was received to study the occupational licensing requirements within the state to determine where barriers could be removed. As a first step, North Dakota removed the licensing barrier for military spouses moving into the state.
5. *Partners in Planning* – This program provides grants to fund comprehensive plans, economic development, or diversification strategies to build engagement and momentum within North Dakota communities to attract and retain workers.

¹ <https://www.governor.nd.gov/five-strategic-initiatives-north-dakota>

² <https://www.ndlmi.com/vosnet/analyzer/results.aspx?enc=HofuwY22SoLTS/uC+bpmizGZkm52zV+sR+IKAe/bUj0=>

³ <https://www.governor.nd.gov/sites/www/files/documents/WDC-Report-FINAL-10-25-18.pdf>

Opportunities for Populations with Barriers to Employment

During 2019 Program Year, North Dakota has focused on the ex-offender population who experienced significant barriers returning to the workforce. While there is much work to do in engaging stakeholders and employers across the state, The Council established their commitment to this population by using the Governor's set aside funds under the Workforce Innovation & Opportunity Act (WIOA) to bring programming to North Dakota's correctional facilities.

1. *The Last Mile* – This program is intended to create vocational reform to aid residents in attaining employment in the technology industry for successful workforce re-entry.
2. *Pilot Training Program* – The Council continues to work with the private sector on the development of a pilot on-the-job training program for ex-offenders providing both the technical skills, as well as soft skills, to be prepared for re-entry into the communities.
3. *Customized Employment Tax Incentive* – Implemented the Customized Employment program which includes a tax incentive passed by the North Dakota legislature. The tax incentive is available to employers who hire individuals with disabilities.
4. *Student Transition Services* – In support of WIOA, the Vocational Rehabilitation Department was successful in entering into 15 contracts covering 65 schools within the state in support of 2,485 students with disabilities to transition to employment and post-secondary options.
5. *GED Performance* – During the 2019 Program Year North Dakota improved its performance to second in the nation with an 88% passing rate. Completing the GED will improve the prospect for individuals to land good-paying jobs.

Focusing on Career Exposure and the Technical Skills Gap

With many employers across the state taking advantage of apprenticeship programs, the state continues to partner with schools, universities, and employers to bring awareness to the need for earlier career exposure and to build programs for in-demand positions which incentivize engagement through scholarships.

1. *Career Builders Scholarship Program* – This program is a public/private partnership engaging students interested in high-demand jobs through available funding.
2. *Choice Ready* – This is a new component of the North Dakota Accountability System within the Department of Public Instruction to measure the career readiness of students upon graduation from high school. It is intended to have graduating students choice ready with the knowledge, skills, and the disposition to be successful.
3. *Career Academies* – The Council continues to work with private and public entities to bring career academies to North Dakota to create earlier and more meaningful exposure for students to suitable careers.
4. *Operation Intern* – During the 2019 Program Year, the North Dakota Department of Commerce realized an increased demand for the Operation Intern grant as companies strive to provide work experiences for students.
5. *Work-Based Learning Opportunities* – North Dakota recently selected the completion of work-based learning experiences as a secondary program quality measurement and is in the process of expanding access to these experiences across the state.
6. *K-20W Initiative* – The K-20W initiative was supported by The Council as a statewide, comprehensive approach to cybersecurity education and workforce training. This initiative won the national CSO50 Award in 2019, along with the North Dakota Governor's Award. This partnership between K-12, higher education, workforce development, military, state government, and industry has made progress since its 2018 inception and has resulted in a variety of programs to support the technical skills gap.

Pandemic of 2020

The pandemic of 2020 was unexpected and the overall effect on the workforce was substantial. North Dakota was facing unprecedented numbers of unemployment claims as the unemployment rate rose from 2.2% in March to a peak of 9.2% in April of 2020⁴. These numbers significantly changed the landscape related to the workforce with higher demands in the health, transportation, and supply chains while other industries were severely impacted such as food service and accommodations. State agencies came together working around the clock to ensure businesses and citizens had access to needed resources. In partnership with federal, local, and tribal partners, North Dakota tackled the pandemic through a whole-of-government and whole-of-community approach.

1. *Disaster Recovery Grant* – To assist those who had been laid off, the grant provided funding for work experiences and occupational classroom training. Much of the work experience focused on clean up and humanitarian efforts related to the pandemic.
2. *Workforce Coordination* – To assist businesses during the early days of the pandemic, North Dakota collaborated to create the Workforce Coordination Center, an emergency operations center to find needed workers to help state agencies and businesses effected by the pandemic with needed personnel.
3. *Workforce Centers* – Under a statewide mandate, the State Workforce Agency offices were closed to the general public from late March through the end of June. Several of the training providers used for participants in the programs were also closed, creating a gap in needed services for in-demand jobs. To continue to serve participants under the programs, the workforce centers moved to virtual communication including e-signature tools. This included providing services related to eligibility and assessment, employment plans, and one-to-one meetings. Additionally, a module was added to the current system to allow for virtual job fairs. In preparation of opening the offices to the public in July 2020, several updates were made to the workforce centers across the state to meet the COVID-19 standards to provide a safe environment when serving citizens displaced due to the pandemic.
4. *ND Smart Restart* – Through collaborative efforts across state agencies, North Dakota introduced protocols for citizens and businesses taking a low-mandate, high-compliance approach to create a roadmap to a better, safer and healthier tomorrow.

While there are strategic initiatives currently being developed to help North Dakota continue to weather the effects of the pandemic and the impact on its workforce, there is also an emphasis on services provided under WIOA. Job Service North Dakota, the state agency designated by the Governor as the WIOA Title I Fiscal Agent, Grant Subrecipient and State Administrative Entity, and serves as the One-Stop Operator as designated by The Council, is working across the state to help displaced workers find opportunities in training and career readiness so they can move into high-demand occupations. While part of the staff is working in the Unemployment Insurance Claims Center, the remaining staff have been successful in serving participants either by appointment only or through virtual means.

The pandemic of 2020 has created workforce challenges, but North Dakota continues its commitment to collaborate and connect to advance strategic initiatives to solve these challenges and create career opportunities for workers across the state.

⁴ <https://www.ndlmi.com/vosnet/analyzer/results.aspx?enc=HofuwY22SoLTS/uC+bpmi7ntbB42L7XyypLjx+HEeK0=>

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 has nine One-Stop Workforce Centers. In addition to the [office locations](#), Job Service 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 1 - Adults, Dislocated Workers, Youth
- Wagner-Peyser
- 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 NICOA 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 – 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. Job seekers receive services within the One-Stop AJC resource rooms.

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 staff promote tools to assist individuals in making career choices, such as RUReadyND.com, resume writing software, [My Skills My Future](#), and [My Next Move](#). 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, [First Link](#). It connects people to community and volunteer resources online. FirstLink 2-1-1 provides 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 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 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 offices for businesses to hold individual, onsite 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.

Additionally, statewide funds were used to purchase PPE for the nine workforce centers across our state. Other items purchased were safety and security items such as cameras, plexi-glass barriers, and touchless door handles.

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.

COVID-19

During PY19, the COVID-19 pandemic resulted in incredibly unusual activity in the One-Stop offices. COVID impacts to the AJCs (April-June 2020) are outlined below:

1. Governor Burgum closed all state agencies to the public. We kept our AJCs open during this time to take phone calls and operate in more of a virtual world but are not letting the public into our AJCs.
2. JSND has 71 staff assigned to the nine AJCs, 35 of these employees were assigned to the Unemployment Insurance Claim Center. These 35 employees normally work in WIOA, WP, and other state employment contract programs like BEST and JOBS.
3. JSND moved our four DVOP staff and reduced them to 50% DVOP and 50% WP so they can assist in the AJCs phone queue. This was approved by US DOL/VETS.
4. During mid-March most training providers closed doors or changed operations to offer classes online (where possible). This shutdown short-term training like CDL, CNA, and welding classes for our WIOA participants. In saying this, we did find out on April 20, 2020 Commercial Education and Safety (truck driving training provider) resumed in person classes as the transportation industry has been deemed necessary by the state.
5. ND stood up the Workforce Coordination Center (WCC) which is an arm of our Department of Emergency Services (DES). The Workforce Services Director co-lead for the state and worked with DES in filling state agency and National Guard needs during this emergency. We had a team of eight that found emergency workers for the state. Additionally, as we continue to fill the needs of the state, we are now working with private medical providers to fill their needs such as RNs, LPNs, Lab Techs, and CNAs to name a few. We had two employees from Workforce Programs/JSND's WIOA policy and programs unit assigned to the WCC.

6. ND is a minimally funded state and rural, the result of these two factors means low enough numbers that almost every participant's results has a great weight on overall state outcomes for performance.
7. Summer Youth Work Experience might be delayed, and in some cases, may not occur at all. This is usually strong for ND.
8. During the month of June, JSND opened six of the nine AJCs to the public (by appointment only and after a health screen).
9. The effects of the interrupted service delivery due to the pandemic remain to be seen. Even with over half of our WIOA staff assigned to the Claims Center, we were able to provide WIOA services to our participants. We currently have 271 active WIOA cases throughout the state.

Delivery of Program Services

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

- Individuals with disabilities
- Dislocated workers, including trade impacted
- Displaced homemakers
- Individuals with multiple challenges to employment
- JOBS 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 priority of 75% out-of-school and 20% work experience expenditures for PY19.

Veterans and eligible spouses of veterans - covered persons - 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 Career Center receive skill assessment, career counseling, and labor market information. Job Service staff recommends on-site development tools to help improve individuals' interviewing skills, soft skills, and computer skills. Staff also 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](#) links to the online labor exchange system for individual job searching and employer job posting activities. Job seekers can use JobsND 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. When a claimant files a claim online, information is interfaced to JobsND and creates a partial registration. JobsND 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 and serves as the state's premiere up-to-date workforce resource for our customers.

Adults and Dislocated Worker Services

Job Service One-Stop Career Centers provide 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 on support services and referrals to appropriate services
- Assistance establishing eligibility for financial aid 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 basic 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. Assessments include a financial determination of the individual's current resources and expenses, including financial aid from schools and family support. Recipients are required to apply for Pell Grants and alternative funding sources, if 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 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 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.

While enrolled in secondary education, participants are supported through tutoring services and study skills if the additional assistance is needed. Youth interested in pursuing North Dakota-based post-secondary educational opportunities, including non-traditional training, are targeted for occupational skills training. North Dakota uses the ITA process for youth based on the Department of Labor approved waiver. 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 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 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 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 ensures that youth have access to the 14 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.

In addition, the WIOA Youth and Adult Education Core partners have established a partnership to review services provided to dually-enrolled 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 partnership. Additional information can be found in the evaluation portion of this report.

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 17	PY 18	PY 19
Adult	213	189	179
Dislocated Worker	28	30	48
Youth	83	85	121
Total	324	304	348

Individuals trained with WIOA funding during PY 19 continue to support target industries and high-wage/high-demand occupations in North Dakota.

PY 19 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	19	11%	1	2%	25	21%	45	13%
Manufacturing	16	9%	3	6%	19	16%	38	11%
Technology	7	4%	8	17%	7	6%	22	6%
Healthcare	60	33.5%	8	17%	59	49%	127	36%
Transport	60	33.5%	26	54%	5	4%	91	26%
Support Occupations ²	4	2%	2	4%	3	2%	9	3%
Other ³	13	7%	0	0%	3	2%	16	5%
Total	179	100%	48	100%	121	100%	348	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 reviews. Traditionally, monitoring and data validation were conducted annually, October through December, but North Dakota has moved to a quarterly basis for Data Element Validation and WIOA Support Services Monitoring.

Monitoring may be conducted using a couple of methodologies, in person through office visits or remotely reviewing system activities in the Virtual One Stop case management system. Monitoring includes a review of payments made using WIOA dollars to support training and career service activities to ensure local workforce center staff follow policies and procedures. The staff member conducting the monitor review pulls a random sample (10%) of payment records. Using the sample records, the review includes proper documentation and justification for payments, authorized signatures, allowable expenditures, and appropriate begin and end

dates for activities. 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. Reviews may be conducted either in the local workforce centers or remotely using the Virtual One Stop case management and document management system. When validating PY18 data elements, TEGL 7-18 joint guidance has been followed. When validating data elements beginning with PY19, TEGL 7-18 joint guidance and TEGL 23-19 DOL only program specific are followed. The staff member conducting the review of data elements pulls a random sample (10%) of WIOA records and at least (2%) of Wagner-Peyser records. Using the sample records, data elements are checked for appropriate document matches, those allowed within the TEGLS, 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.

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 mandated performance measures or goals. Performance results for workforce development and training programs in the state are listed in Attachment 1. Progress for programs included are Titles I and III.

Performance results demonstrate levels meet or exceed negotiated levels for WP, Adult and Dislocated Worker programs. The Youth program exceeds in employment rates but has a deficiency in the credential rate. Job Service North Dakota, with the assistance of Adult Education, is evaluating credential outcomes for out of school youth more closely to determine causes for the lack of a credential for youth seeking a GED credential.

A review of youth records where a credential was not achieved determined three major factors contributing to the deficiency: 1) the most frequent factor is a participant quits and does not respond to repeated contact attempts by the case manager, 2) several records showed a need to strengthen follow-up by the case manager, and 3) low grades, individuals were either unable to continue under the WIOA program without remediation or they chose not to continue. ND will review possible solutions to determine next steps which may include changes in procedures and 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>

Data validation of WIOA activities is conducted quarterly to determine compliance with provisions of the Act as stated in the policy. Procedures include a checklist of source documentation essential to meet components of eligibility, services, and outcomes as required for accurate, validated Federal performance reporting. The section on WIOA Monitoring Activities of this report provides information on the methodology and process followed for North Dakota's data validation process. The data validation policy may be found here:

<https://www.jobsnd.com/workforce-development-council/governance>

Level of Service & Effectiveness in Serving 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. Measurable Skill Gains was a baseline performance measure in PY19 and wasn't a required measure however it was still reported.

See Attachment 1 for PY 2019 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 or not 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 PY 2019 overall cost per participant served for all programs was \$3,727. The PY 2019 overall cost per positive outcome for participants from all programs was \$5,517. 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	\$1,660,672	523	\$3,175	351	\$4,731
Dislocated Worker	\$321,906	107	\$3,008	54	\$5,961
Youth	\$1,647,667	344	\$4,790	253	\$6,512
TOTAL	\$3,630,245	974	\$3,727	658	\$5,517

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 or exceeded all required program performance measures for the WIOA Adult, Dislocated Worker and Youth program, except for the Youth Credential Rate.

Workforce Innovation & Opportunity Act Waivers

North Dakota experienced a drastic 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. All public four-year institutions refrained from participating, reducing the number of programs available to choose from by eligible individuals. North Dakota's in demand occupations list includes a great need for registered nurses, teachers, engineers and social workers, which are four-year degrees. WIOA eligible individuals' options for these types of programs were private institutions which are certainly fewer in number requiring individuals to leave their homes and communities to attend training programs that are typically more expensive. Individuals required more financial support for transportation costs and temporary housing to attend training.

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 July 1, 2018 through June 30, 2021. A direct result of this waiver has been an

increase of public colleges and universities with programs in registered nursing, teaching degrees, and several additional training program options.

Over the last two years, with the waiver in place, five higher education institutions and seven short-term training providers have chosen to participate as an Eligible Training Provider. This added 109 available options for WIOA eligible individuals within local communities. Sixty-one WIOA participants enrolled in a program from one of these providers to pursue their chosen career pathway.

North Dakota uses Geographic Solutions Inc (GSI) as the vendor for labor exchange, WIOA case management, budget and document management. In PY19 the ETPL module was considered and will be implemented in PY20. This will combine all WIOA programs in North Dakota under one management information system. The process to incorporate training providers and programs is under development with the intention of using interfaces already in place between JSND and GSI. GSI serves several states for WIOA services so they understand and adapt to US DOL reporting requirements as needed.

Customer Satisfaction

Employers/Job Fairs

Job Service North Dakota, along with workforce partners including local Economic Development Corporations, Chambers of Commerce, Department of Corrections, Vocational Rehabilitation, 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, during June of each year, “Second Chance” job fairs are held with concentrated efforts on providing employment opportunities to individuals with barriers.

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 prior to the event concluding resulting in a 100% return 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 fall 2019 was approximately 45%.

All surveys are compiled and read after the event, and if the situation warrants, are acted upon. Most of the responses are favorable and include notes like “Great Event”, “We will be back next year”, “Prepared Job-Seekers”, “Great promotion of the event”. On occasion, employers make suggestions for improvement. Items suggested are more comfortable atmosphere (too hot/cold), length of job fair, no resume copy services on-site, job-seekers were not qualified, etc.

<u>*Job Fair Numbers</u>	<u>Total</u>
Total number of employers surveyed	396
Total number of job seekers attended the events	2,245
Total number of job seekers employers indicated they would hire	561

*Due to COVID-19, Job Service did not host any in-person job fairs from March-June of 2020.

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 have 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 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.

Customers were asked the following five questions:

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 PY19, the nine workforce centers received **422 surveys from customers who were utilizing our services.

**Due to COVID-19, the nine workforce centers were closed to the public from March 30th through June 30th. The Workforce Centers have since opened on a "by appointment only basis."

Success of WIOA

Adult

Declan, originally a farm worker from Kenya, was utilizing the AJC Resource Room looking for work. With no training and work experience beyond the farm labor work he did in Kenya, he was having difficulty finding employment that would allow him to be self-sufficient and support his family. The family was receiving SNAP, heat assistance and medical assistance. He inquired about CDL Class A training in November 2019. Declan was approved for the WIOA Adult program as he was low income and basic skills deficient. He was approved for CDL class A training and started on January 6, 2020, and successfully completed the training January 31, 2020. Due to being 20 years old at the time of completing his training, he was hired with a local company at \$24.50/hr starting on February 20, 2020 working with the oilfield pushers until the intrastate restriction can be removed on his 21st birthday.

Follow up note: Declan was working through April 30, 2020, then laid off due to COVID-19. On August 1, 2020, he planned to return to the employer and transition to CDL driving as he would be 21 and the intrastate restriction would be removed.

Kashir approached Job Service in September 2019 regarding WIOA training possibilities to allow him to support his family of 5. He had been working as a Frac Equipment Operator when the company in Williston closed in August 2019. No new Frac Equipment Operator positions were available due to the slowdown in the oil field work. Looking for something transferable and steady, Kashir requested CDL Class A Training.

He was eligible for the WIOA Adult program as he was low income (on SNAP and Medicaid) and was approved to attend CDL Class A training. He started in November 2019 and successfully completed training and obtained CDL Class A in December 2019. With continued assistance from his case manager, Kashir was offered a position requiring his CDL license in February 2020. He accepted a job offer with a local cement service company, a new business in Williston, ND. He was their first hire in ND for the newly opened location. He started February 17, 2020, with a beginning wage of \$20.00/hr.

Dislocated Worker

Sonya came in September of 2017 to our AJC Resource Center. She was upset as she had been terminated from her position at a local production facility. The case manager visited with her about our in-demand occupations and available training programs. After doing some career exploration, Sonya decided that she was interested in working in healthcare and getting her LPN license. She was enrolled in school and she started taking classes toward her LPN.

Throughout the process, she had several barriers to break down. When she took the TEAS test, her score wasn't high enough to get into the LPN program at one ND training provider, but she was able to get into a program at another training provider. Rather than give up because she was unable to go to her first choice of schools, she made the necessary adjustments to continue with her training.

After 3 years, Sonya received her LPN credential in August 2020. She was able to locate employment right away and started working as a Licensed Practical Nurse. Her long-term plan

is to go back to school part-time for a RN license while working as an LPN. She was very excited and proud of herself to have achieved her goal.

Cole was referred to WIOA in January 2020 by a local machine company in a rural ND town. Cole had applied for a job with the machine company after he was laid off due to the seed plant closing. On the recommendation of a former co-worker, the machine company wanted to hire Cole for a machine operator position in their metal fabrication business because he has a reputation in their small town for having a great work ethic. He lacked skills needed for a CNC machine operator that the machine company needed.

Although Cole, age 33, had been a supervisor at the seed company for more than 7 years he also had the barrier of being a high school dropout. His dropping out was due to circumstances and not that he struggled in school. Cole is very intelligent and passionate about learning. His TABE scores confirmed that he wasn't deficient in basic skills even though he hadn't been in a classroom for more than 10 years. The assessment with Cole affirmed that he would be able to master the knowledge and skills needed to be a successful machine operator.

He was enrolled in WIOA Dislocated Worker and participated in an On-the-Job Training at the machine company for a full-time position as a machine operator at \$16.00 per hour. Cole was approved for 1040 hours of training, since he had never done that type of work before. When monitoring was completed for Cole, he indicated he was enjoying the work and looked forward to having the opportunity to do some cross-training in the future to better understand the whole manufacturing process. The Human Resources Manager said that Cole's work ethic and willingness to be flexible with his work location hadn't gone unnoticed. He completed his OJT hours in July 2020 and had earned a \$1.00 per hour raise.

Cole and his case manager spoke at the end of his OJT and Cole is interested in furthering his knowledge and training within the company. He hopes there will be an opportunity for an apprenticeship soon.

Youth

Jordan is a 19-year-old youth, low income, an individual with a disability and is basic skills deficient. He was referred by a local school guidance counselor to the WIOA Youth program. Jordan had taken a shop class in high school and was introduced to welding at that time. Jordan was interested in attending the 480-hour welding combination class through a local training provider. He was determined eligible under WIOA's Out of School Youth Program.

In June of 2019, Jordan was approved for financial assistance under WIOA for the Combination I Welding program beginning July 8, 2019. WIOA covered tuition, fees, and the cost of books, welding kit, per diem and the initial and final transportation cost to/from the training site.

Jordan successfully completed the Combination I program and received one welding certification in September 2019. After graduation, Jordan interviewed with a local supply company and was offered employment as a welder. He started working for them on December 9, 2019, at \$15.00 per hour plus benefits (after 90 days). He continues to work there today (9/2020).

Michelle, an 18-year-old female, was referred by her case manager from her high school transition program. She was on an IEP and working with a Vocational Rehabilitation counselor. Michelle had taken two years of welding in high school and had been offered a job with a local construction company upon completion of welding training.

Michelle was determined eligible for the WIOA Out of School Youth program and approved for the Combination Welder I training program, a 120-hour or 12-week program, at a local training provider. She started in September of 2019, and successfully completed the training in December 2019, with the following welding certifications: GMAW-P, SMAW, GMAW, and FCAW.

WIOA assisted with tuition, books, and fees, plus housing and per diem, and transportation costs to and from training, and the cost of new eye glasses. Partnering with Vocational Rehabilitation, they provided funds toward tuition and the safety welding kit.

Michelle started working for the construction company in January 2020, as a welder for \$18.00/hour, 40 hours a week, and the position comes with health benefits.

Michelle's WIOA case manager reached out to her in April 2020 and at that time, she was experiencing a temporary COVID-19 related layoff. In July 2020, Michelle has been back to work with the original construction company and has recently completed H2S (Hydrogen Sulfide gas) training successfully.

DWG Funding & Policies

Job Service North Dakota submitted an emergency application to request National Dislocated Worker (DWG) funds in April 2020 and is conditionally approved for \$509,615 available through March 2022. As a condition of this grant award, a full application was submitted to DOL in July 2020. North Dakota continues to await final approval by the Grant Officer.

Disaster-Relief Employment to Address Specific Needs

COVID-19 has caused many ND city, county and state agencies/facilities to close public access spaces for services offered to the general public. In addition, COVID-19 has resulted in the need for states to employ contact tracers to track the spread of the disease. To respond to these needs, the North Dakota Disaster Recovery DWG will focus on providing Disaster Relief Employment for the Sanitation Worker/Social Distancing Monitor and Contact Tracers. These positions will be available for participants within ND cities, counties and state agencies/facilities to ensure that public spaces are safe and sanitized due to COVID-19.

Currently the ND Health Department is responsible for all Contact Tracers in the state; however, this Disaster Relief Employment position is requested if this position is needed in ND. The other Disaster Relief Employment position requested is a Sanitation Worker/Social Distancing Monitor position to minimize the spread of COVID-19. This position will control admittance into buildings, direct and assist customers to maintain social distancing, sanitize and enforce social distancing requirements in public spaces in ND city, county and state agencies/facilities. This will enable cleanliness, sanitization, social distancing requirements due to the impact of continued COVID-19 cases.

Eligible Participants

An individual eligible to receive services through a Disaster Recovery DWG must be one of the following, per 20 CFR 687.170(b):

1. temporarily or permanently laid off as a consequence of the disaster;
2. a dislocated worker as defined at 29 U.S.C. 3102(3)(15);
3. a long-term unemployed worker; or
4. a self-employed individual who became unemployed or significantly underemployed as a result of the disaster or emergency.

Job Service North Dakota has established policies for determining participant eligibility, and has determined documentation that must be collected to demonstrate that each participant is eligible under 20 CFR 687.170(b), has included the DWG in current co-enrollment (multiple program enrollment) procedures, and has identified which WIOA formula procedures will be used for processing disaster related and part-time employment, Classroom Training and Support Services for DWG participants. All procedures will be completed by June 30, 2020. Co-enrollment is encouraged with Title I programs administered by JSND or other WIOA core partner programs.

Allowable Grant Activities

Disaster Recovery grant activities include enrolling/providing services to DWG participants in both disaster-relief employment, and employment and training activities including disaster-relief employment, which is temporary employment of eligible individuals for the purposes described in WIOA Section 170(b)(1)(B) and (d), as well as 20 CFR 687.180(b) and (c). Activities are:

1. Clean-up and recovery part-time disaster relief employment in positions cleaning and sanitizing public service facility property for ND cities, counties and state facilities. Individuals will help prevent the on-going spread of COVID-19 as facilities are open to the public, tracking customers/individuals in a facility to ensure social distancing guidelines are attainable, and ensure customer/individuals maintain social distancing requirements. Participants in disaster-relief positions may be employed for a maximum of 12 months or 2,080 hours, whichever is longer. The worksite employer, Job Service North Dakota (JSND), provides participants temporary disaster-relief employment under a Disaster Recovery DWG and will pay the higher of the Federal, state, or local minimum wage, or the comparable rates of pay for other individuals employed by the worksite in similar occupations. JSND provides participants with Workers Compensation coverage. Disaster Recovery employment worksites are businesses located in North Dakota. The worksite is responsible for the supervision and safety training for each participant. The goal for disaster relief employment participants is 10.
2. Employment and training activities to participants not in disaster-relief employment. These services include the payment of tuition, books and fees in a training program supported by the WIOA ND In-Demand jobs and Eligible Training Provider list for eligible DWG participants. In addition, work-based training, internships, and other customized training programs in a position similar or related to the course of study to financially support the student and provide occupational experience in while in training. As needs are identified via job openings or the [ND In-Demand Occupations list](#), eligible individuals will work with case managers to be trained to fill the jobs in-demand in the state. The goal for employment and training participants is 130. Individuals enrolled in disaster recovery or humanitarian employment will be assessed for skill upgrade training needs and inclusion in this portion of DWG activities and services.

3. Supportive Services aligned with existing Title 1 Support Service policies will be allowable when needed to enable individuals to participate in disaster relief employment and employment and training services and when supportive services cannot be obtained through other co-enrolled program services. Supportive service policies for this Disaster Recovery DWG align with existing WIOA supportive service policy and will be provided consistent with existing Title 1 WIOA services.

Activities may occur concurrently, or one may occur prior to the other. Job Service North Dakota staff assess and determine the specific needs of each individual participant and enroll them in services that are most likely to result in successful outcomes. Co-enrollment is encouraged with Title 1 programs administered by JSND or other WIOA core partner programs.

Identified needs of employers and dislocated workers will be tracked through the management information system. ND uses a virtual one stop system from Geographic Solutions Inc (GSI). Job Service North Dakota has determined elements required for tracking activities, obligations, and expenses, these elements are in place within the MIS system.

Monitoring

Job Service North Dakota has a multi-tiered monitoring and oversight system to provide checks and balances. Procedures have been updated for monitoring assuring alignment with WIOA and specific provisions governing this project.

Summary of Grant Progress

During the final quarter of PY 19, DWG funds were available in ND, (April 16 – June 30), key activities have included those aimed at grant implementation. These key activities include: implementation of the required updates to our Management Information System (MIS) to track and report grant services and activities; the ability to make payments based on services and activities, implement mechanisms for required reporting and performance; development of internal policies and procedures relating to grant activities and services including management information system requirements, eligibility determinations, data validation and reporting requirements for front-line staff use for grant compliance; and implementation of internal grant codes for reporting of staff time and administrative time. This training occurred on July 16, 2020.

During the last quarter of PY19, nine individuals were enrolled in the grant with five in career services, and four in training.

Partnership development and coordination with WIOA core partners, Adult Education and Vocational Rehabilitation is ongoing. Workforce Development Council (SWIB) members are informed of grant receipt and updated on activities, service and progress at Workforce Development Council meetings.

PY 2019 WIOA Performance Outcomes and Effectiveness in Serving Employers Rates

		Negotiated Performance	Actual Performance
Adult	Employment Rate 2nd Quarter After Exit	76.5%	82.7%
	Employment Rate 4th Quarter After Exit	77.0%	76.8%
	Median Earnings in the 2nd Quarter After Exit	\$5,700	\$7,483
	Credential Attainment Rate	67.0%	70.7%
	Measurable Skill Gains	Baseline	64.1%
Dislocated Worker	Employment Rate 2nd Quarter After Exit	84.1%	80.0%
	Employment Rate 4th Quarter After Exit	85.7%	83.3%
	Median Earnings in the 2nd Quarter After Exit	\$8,600	\$8,588
	Credential Attainment Rate	72.2%	76.0%
	Measurable Skill Gains	Baseline	78.4%
Youth	Education or Training Activities or Employment in the 2nd Quarter After Exit	75.0%	81.4%
	Education or Training Activities or Employment in the 4th Quarter After Exit	75.0%	76.7%
	Median Earnings in the 2nd Quarter After Exit	Baseline	\$5,275
	Credential Attainment Rate	70.0%	48.8%
	Measurable Skill Gains	Baseline	62.7%

Wagner-Peyser

Employment Rate 2nd Quarter After Exit	63.4%	67.8%
Employment Rate 4th Quarter After Exit	63.0%	66.9%
Median Earnings in the 2nd Quarter After Exit	\$5,500	\$6,781

Effectiveness in Serving Employers

Employer Services	Establishment Count
Employer Information and Support Services	868

Workforce Recruitment Assistance	5,695
Engaged in Strategic Planning/Economic Development	10
Accessing Untapped Labor Pools	32
Training Services	43
Incumbent Worker Training Services	3
Rapid Response/Business Downsizing Assistance	15
Planning Layoff Response	14

Pilot Approaches	Numerator/Denominator	Rate
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate	2,268 / 3508	64.7%
Employer Penetration Rate	5,972 / 32,068	18.6%

Employment Trends in Today's Economy

Over the past 20 years, North Dakota's economy transitioned from a period of long-term consistency, to a period of rapid growth and stabilization and now to its current state with the pandemic. The state experienced dramatic workforce fluctuations during and following the oil boom in western North Dakota (2006- 2014). The effect of the oil boom quickly drove overall employment, wage, and business growth to new levels. Post-boom, the economy adjusted to less (but continued) oil and gas activity, and exhibited slower, sustained economic growth. Because the oil boom sparked rapid economic growth, many industries were affected by both the upswing (2006-2014) and the recent downturn (2015-2017). Now we face a completely new economic situation which could prove to be a challenge in the months and possibly years ahead.

From 2008 to 2019, the labor force grew by 32,574, or just over 8%. Like the state's population, the labor force grew significantly during the oil boom. From 2006 to 2015, the state's overall population grew by over 104,000, while the labor force grew by over 51,000.

North Dakota's August 2020 not seasonally adjusted unemployment rate was 4.8 percent. The rate is lower by 1.5 percentage points from the prior month but 2.6 percentage points higher than the same period one year ago. There were an estimated 19,386 unemployed individuals in August, down 25.6 percent from the prior month but more than double the same month one year ago. The national not seasonally adjusted unemployment rate was 8.5 percent, down from 10.5 percent in July but higher than the 3.8 percent rate reported one year prior.

Through 2019, North Dakota continued to display a high labor force participation rate compared to the nation (Figure 1). The most recent (2019) annual Current Population Survey figures show North Dakota's labor force participation rate for residents age 16 years and older was 69.3 percent, about 6 percentage points higher than the United States. This highlights how strongly engaged North Dakota residents are in the state's economy.

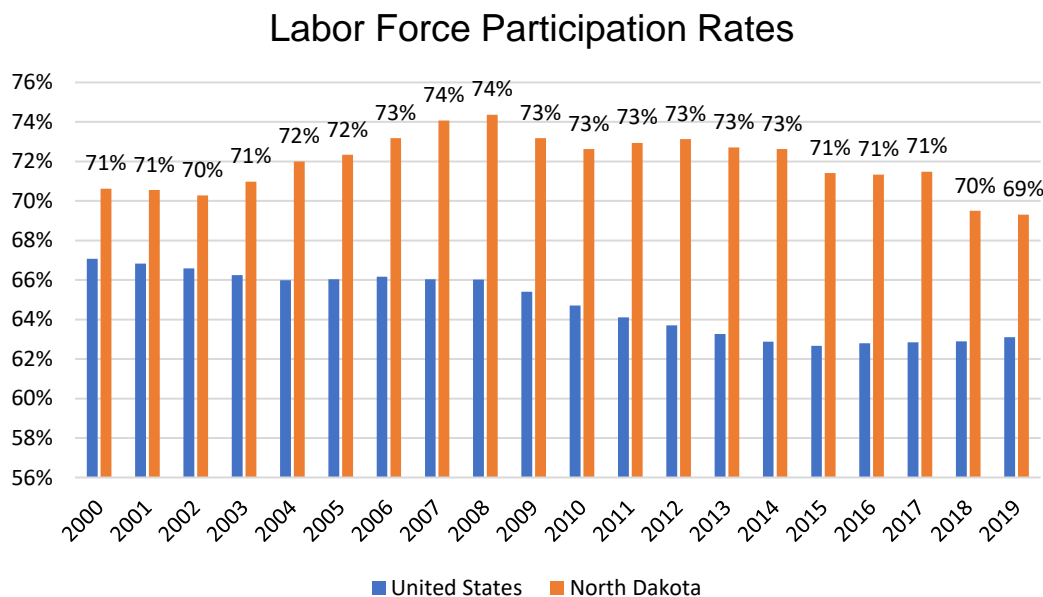


Figure 1:
Labor force participation as a percentage of the civilian noninstitutional population

Source: Bureau of Labor Statistics, Current Population Survey

In recent years, North Dakota’s labor force participation rate was 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 2019, the unemployment rate in North Dakota was 2.4 percent, while the United States had an unemployment rate of 3.7 percent.

Industry Projections

The 2018-2028 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 have the highest numerical growth, adding 9,306 jobs in a ten-year period and is projected to grow 14.9 percent from 2018-2028. Managements of Companies and Enterprises is expected to have the highest percentage growth of 16.8 percent.

Table 1: North Dakota Top 10 Industries with the highest numeric change from 2018-2028.

Industry Title	2018 Employment Estimate	2028 Employment Projection	Numeric Change
Total, All Industries	478,941	496,206	17,265
Health Care and Social Assistance	62,367	71,673	9,306
Construction	26,702	29,302	2,600
Professional, Scientific, and Technical Services	15,982	18,400	2,418
Accommodation and Food Services	34,691	36,416	1,725
Administrative, Waste Management, and Remediation Services	13,112	14,546	1,434
Government	38,037	39,456	1,419
Wholesale Trade	23,984	25,382	1,398
Finance and Insurance	17,870	19,087	1,217
Manufacturing	25,966	26,890	924
Educational Services	39,127	40,019	892

Source: Job Service North Dakota, Labor Market Information Center

Table 2: North Dakota Top 10 Industries with the highest projected percent growth from 2018-2028.

Industry Title	2018 Employment Estimated	2028 Employment Projection	Percent Growth
Total, All Industries	478,941	496,206	3.6%
Management of Companies and Enterprises	3,508	4,099	16.8%
Professional, Scientific, and Technical Services	15,982	18,400	15.1%
Health Care and Social Assistance	62,367	71,673	14.9%
Administrative, Waste Management, and Remediation Services	13,112	14,546	10.9%
Construction	26,702	29,302	9.7%
Real Estate and Rental and Leasing	5,335	5,828	9.2%
Finance and Insurance	17,870	19,087	6.8%
Wholesale Trade	23,984	25,382	5.8%
Arts, Entertainment, and Recreation	7,525	7,951	5.7%

Source: Job Service North Dakota, Labor Market Information Center

Accommodation and Food Services	34,691	36,416	5.0%
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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 Healthcare industry are fast growing occupations. Table 3 displays the top 10 fastest growing projected occupational groups in North Dakota. The table is just an example of the variety of fast-growing occupations in the state.

Table 3: North Dakota Top 10 Occupational Groups with the highest projected percent growth from 2018-2028

Occupational Title	2018 Estimated Employment	2028 Projected Employment	Percent Growth
Total, All Occupations	478,941	496,206	3.6
Healthcare Practitioners and Technical Occupations	27,603	31,488	14.1
Computer and Mathematical Occupations	8,006	8,919	11.4
Personal Care and Service Occupations	23,461	26,006	10.8
Healthcare Support Occupations	12,054	13,270	10.1
Business and Financial Operations Occupations	18,767	20,314	8.2
Architecture and Engineering Occupations	7,205	7,741	7.4
Community and Social Service Occupations	7,563	8,122	7.4
Building and Grounds Cleaning and Maintenance Occupations	16,548	17,702	7.0
Food Preparation and Serving Related Occupations	35,419	37,672	6.4
Life, Physical, and Social Science Occupations	3,626	3,799	4.8

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 4.4 percent and 9.3 percent respectively. Occupations that require a bachelor's degree are expected to grow by 8 percent, and occupations that require a master's, doctoral or professional degree are expected to grow by 14 percent. Occupations requiring short-term on-the-job training (<30 days) are projected to grow by 2.2 percent, and long-term on-the-job training (>12 months) by 4.1 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 July 2020 (online job openings total 11,760) to previous years (Figure 2), openings have decreased since the prior year by 1,922. Of the 22 non-military major occupational groups, Healthcare Practitioners and Technical reported the largest number of openings with 2,170, followed by Office and

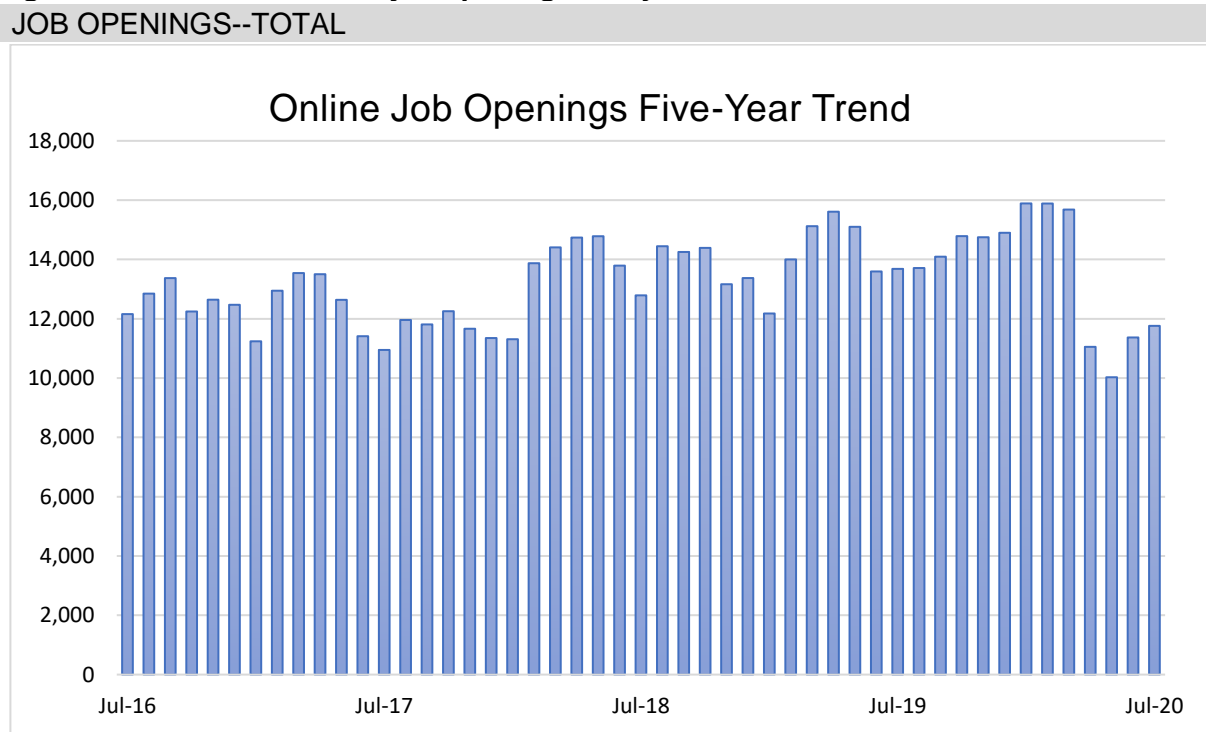
Administrative Support with 1,180 and Transportation and Material Moving with 1,014. Active resumes totaled 3,683 (Figure 3). Among North Dakota's 53 counties, 25 reported an over-the-year increase in job openings, while 26 reported an over-the-year decrease, and 2 reported no change.

Active resumes were 27 percent lower than one year ago. Of the 22-non-military major occupational groups, Office and Administrative Support reported the largest number of active resumes with 721 followed by Construction and Extraction with 434 Management with 390. Since last year, there has been a shift in applicant's locations. There has been an increase with out-of-state applicants and a decrease with in-state applicants. We've also seen a gradual increase over-the-year of applicants reported as not working. Active resumes consist of those posted or updated within the last 90 days. Among North Dakota's 53 counties, 6 reported an over-the-year increase in active résumés, while 42 reported an over-the-year decrease, and 5 reported no change.

North Dakota's rate of unemployed per job opening was 2.25. One year prior, North Dakota's rate was 0.80. The U.S. rate of unemployed per job opening was 4.27. One year prior, the U.S. rate was 0.76. Among North Dakota's 53 counties, 2 reported a rate less than one, while 50 reported a rate greater than one. A rate less than one means more job openings than available labor supply.

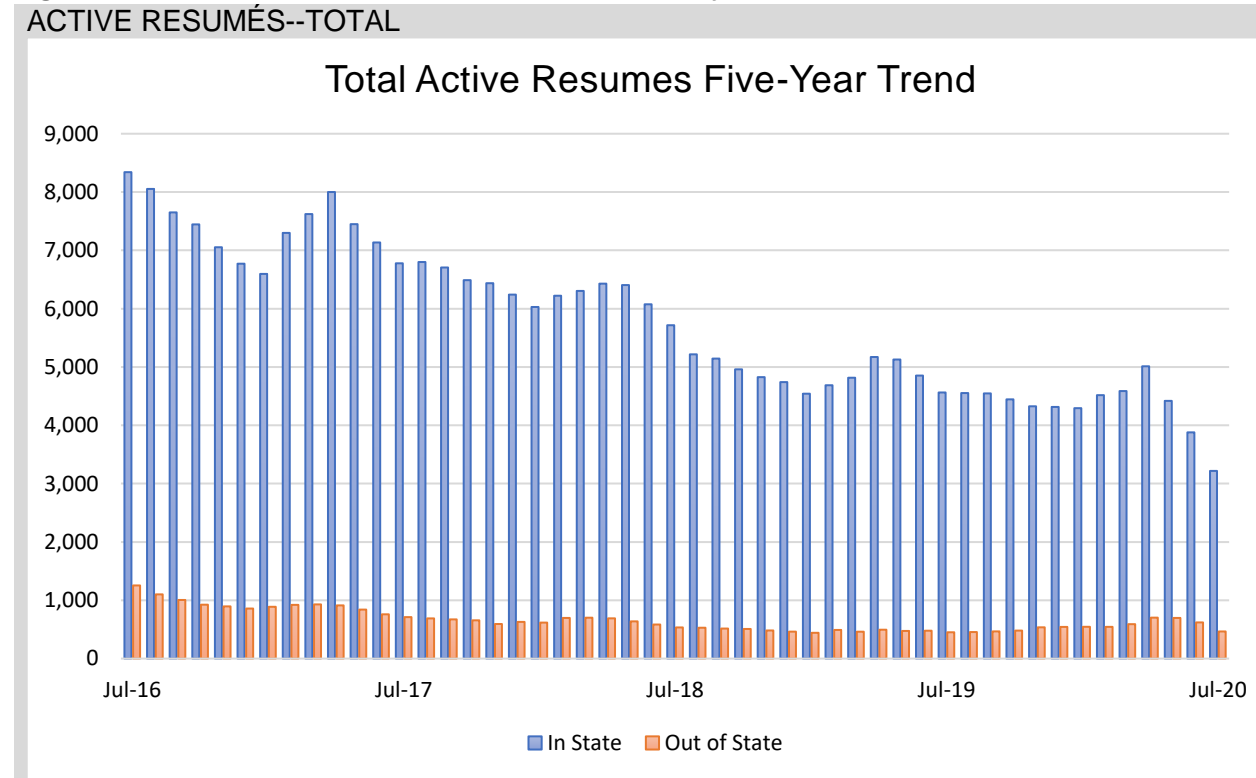
North Dakota's job openings rate was 2.7 percent. One year prior, North Dakota's rate was 3.0 percent. The U.S. job openings rate was 3.8 percent. One year prior, the U.S. rate was 4.6 percent. The job openings rate is the percentage of all jobs in the economy open and available. A higher rate is an indicator of increased labor market demand.

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



Source: Job Service North Dakota, Labor Market Information Center

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



Source: Job Service North Dakota, Labor Market Information Center

Research & Evaluation

Project Description:

Adult Education and Job Service North Dakota partnered to compare co-enrollments for Title I and Title II. Factors considered include accuracy of credential rates and individuals with disabilities and ELL (English Language Learner).

In addition, Job Service North Dakota chose to evaluate participant records in the MIS regarding individuals receiving Adult Education services to ensure the accuracy of data entry.

Data sources are PIRL exiters for calendar year 2018 who received Adult Education services compared against Adult Education students enrolled from PY17-PY20.

Regarding co-enrollments, Adult Education and Job Service North Dakota collaborated to determine the credential rates for individuals with a disability, as well as, individuals enrolled in ELL.

Assumptions:

- ELL individuals enroll in GED to learn English rather than to attain a GED, resulting in a significantly lower credential attainment rate than those who are not ELL.
- Individuals with disabilities are less likely to earn a GED credential than individuals without disabilities.

Evaluation Questions:

- What is the number of co-enrollments between Adult Education and Title I programs?
- Are co-enrollments being recorded accurately between systems?
- Do more New American/ELL individuals earn a credential or not?
- Do more individuals with disabilities earn a credential or not?
- How many instances are there of recorded credentials with Adult Education that were not reported for Title I?

Data Collection Methods:

Adult Education provided an Excel spreadsheet containing a list of participants from PY17-PY20. After receiving the participant list from Adult Education, Job Service North Dakota used the PIRL to identify individuals that exited in calendar year 2018. Adult Education's data was mined for individuals who exited from Job Service North Dakota's WIOA program in calendar year 2018 with an ELL or disability indicator selected on their initial application to create a list of dually-enrolled participants.

Data Analysis Procedures:

The funding streams were separated by Adult, Dislocated Worker, and Youth. After these funding streams were identified, 24 participant records were identified as being dually-enrolled. All other participant records outside the exit date parameters were removed.

Once the initial list of dually-enrolled participants was identified, Job Service North Dakota went into the MIS to verify that each participant was enrolled in a GED component indicated on the WIOA application or an activity code. In addition to the initial list; credential, disability, and ELL status were reviewed in the MIS.

To verify data entry accuracy, Job Service North Dakota sent the list of dually-enrolled participants back to Adult Education to verify if the participant earned a GED, credential date, disability status, and if enrolled in ELL. With the list of dually-enrolled participants from Adult Education, the Job Service MIS was reviewed to ensure if a credential was received.

Analysis & Evaluation Results:

Through the research, it was concluded there were 24 participants who were co-enrolled between Adult Education and Job Service North Dakota. Of those 24 participants, 6 earned a GED (25%), and 2 of those 6 had a disability. The following observations regarding dually-enrolled participants include:

- 20.8% of the participants were enrolled in ELL
- 45.8% of the participants did not complete a GED or have a disability
- 66.7% of the participants that received a GED did not have a disability
- 33.3% of the participants that received a GED had a disability
- Of the 5 that were enrolled in ELL, no participants received a credential

In conclusion, there is no significant correlation between a participant with a disability, and his/her ability to attain a GED. Failure to attain a GED can be attributed to the numerous unknown variables impacting a participant's ability to earn a GED, regardless of disability/ELL status, including childcare, transportation, housing issues, etc.

After analyzing the data entry results, one participant was marked as working with Adult Education, however the individual had a post-secondary credential and was not working with Adult Education at program entry and therefore was excluded from the study. The results of this research/evaluation will be shared with Adult Education to strengthen the working partnership.

Recommendations:

After evaluating the data results, the recommendation is to contact Adult Education for clarification on how credential dates are recorded in their MIS. In four participant records, Adult Education recorded the date one day prior to what Title I recorded. Depending on the verification Title I receives, either date would be acceptable, however it is not in agreement with Adult Education records. Job Service North Dakota would like to know why the diploma date is recorded as one day later than the diploma issue date on the memo.

None of the participants indicating ELL and enrolled in GED earned the credential. A review of procedures may help to determine whether case managers have flexibility needed when working with these individuals to determine appropriate programs and services.

Less than half of the participants with a disability indicator earned a GED. This may indicate a need for support such as accommodations for testing, transportation, childcare, etc. After identifying the supports that could be beneficial to a participant, Adult Education and Title I would work together to provide the necessary support.

Moving forward, completing this comparison on an annual basis could assist Job Service North Dakota to ensure credentials are recorded in the MIS. Even though this study was limited in scope to 1 year of exiters, the results will assist with future staff training.

Conducting an annual comparison will strengthen the partnership between Adult Education and Job Service North Dakota for credential attainment verification. A stronger partnership will enhance opportunities to improve processes and procedures to assist individuals who struggle with GED attainment.

Evaluation Peer Learning Cohort

ND is participating in the 2020 Evaluation Peer Learning Cohort led by Maher & Maher. We recognize that although individual agencies may have strong evaluative processes, there is a need for a state level evaluation process across WIOA workforce services and programs.

The team represents five agencies: Job Service North Dakota (Phil Davis, Ruth Lacher, Tammy Barstad, Dawn Greuel), Adult Education (Stanley Schauer, Sara Mitzel), Vocational Rehabilitation (Robyn Throlson, Warren Granfor), Career and Technical Education (Wayde Sick, Mark Wagner), and Department of Commerce (Katie Ralston). Members are decision makers within the agencies and includes several who work directly with data and federal reporting.

The Readiness Assessment revealed ND is strong in Data Management and Evaluation Culture Awareness. Opportunities to improve are Funding Strategies, Staff Skills and knowledge, and Strategic Planning.

As ND works through the cohort group activities, ND will consider evaluation models and timeframes, review evaluation design plans and existing evidence bases, and create an action plan for next steps. To be effective, the action plan will include strategies, action steps with ownership, and deadlines.