WIOA ANNUAL REPORT

Workforce Innovation and Opportunity Act

PY 2020

NORTH Dakota | Job Service

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Executive Summary

The pandemic of 2020 created significant workforce challenges for North Dakota, triggering an unprecedented number of unemployment claims causing the unemployment rate to surge from 1.6% in October of 2019 to 8.9% by April of 2020[1]. Traditionally, North Dakota has a lower unemployment rate. In the beginning of the current program year unemployment rates were on a downward trend, reaching a low of 3.5% in May of 2021.

During his State-of-the-State Address in January of 2021, Governor Doug Burgum highlighted the resiliency of our state with businesses remaining open resulting in one of the lowest states to experience a decrease in the demand for products and services. Governor Burgum emphasized how all state agencies came together to address the challenges caused by the pandemic, but also acknowledged the impact of the pandemic on the state's economy and workforce.

The pandemic impacted the workforce landscape with higher demands in the health, transportation, and supply chains; while other industries were severely impacted such as food service and accommodations. The lingering effects of the pandemic continue to affect the workforce with job openings on an upward trajectory as the labor force declines. Despite these new challenges, North Dakota remains committed to collaborating and connecting with partners across the state to build upon the five strategic initiatives[2] outlined by Governor Burgum during his first year in office.

The Workforce Development Council (The Council) established the framework for addressing the state's workforce challenges in a report of recommendations to the Governor[3], and renewed its commitment to continue its focus in three main areas of the original report to address these challenges[4]:

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. *Non-Resident Nurse Employment Recruitment Program (NNERP)* – The NNERP was originally created during North Dakota's 65th Legislative session with the intent to aid healthcare facilities in the recruitment of out-of-state nurses by providing up to a $4,000 match for incentives such as sign-on and annual bonuses, relocation expenses, continuing education and more. During the recent legislative session, the program was extended to in-state nursing programs with a $500,000 allocation into the 2019-2021 biennium. Increased outreach and promotion efforts for this program are currently underway.
2. *North Dakota Relocate* – This program focuses on attracting and recruiting individuals who may have an interest in relocating to North Dakota. In early 2021, the program was revamped to facilitate more personalized service to better match the individual to communities, industries, and work opportunities.
3. *Recruiter Network* – The Recruiter Network is another long-standing program in North Dakota, bringing together Human Resource professionals to network regarding workforce needs, obstacles, and recruiting tactics. This program was recently re-energized to aid the

[1] https://www.ndlmi.com
[2] https://www.governor.nd.gov/five-strategic-initiatives-north-dakota
[3] North Dakota WORKFORCE DEVELOPMENT COUNCIL Summary report (nd.gov)
[4] wdcfactsheet_web.pdf (nd.gov)

Department of Commerce as they prepare to launch a large-scale talent attraction and workforce marketing campaign.

Addressing Opportunities for Populations with Barriers to Employment

North Dakota hiring managers participating in the 2018 North Dakota Workforce Survey indicated growth is limited by the inability to hire and/or retain qualified staff, and yet, there are populations of North Dakotans who want and need to work, but experience barriers to entering the workforce. The Council renewed its efforts to focus on these populations.

1. *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 of 2020. These offices are essential for providing services to a wide variety of populations who experience barriers to employment. With the pandemic, over 50% of the staff in these centers were shifted to assisting with unemployment insurance while 50% remained dedicated to administering the Workforce Innovation and Opportunity Act (WIOA) programs. The services provided under WIOA are critical in helping workers displaced due to the pandemic find opportunities in training and career readiness. In preparation of opening the offices to the public, several updates were made to the workforce centers across the state to meet the COVID-19 standards and to provide a safe working environment for employees when serving citizens displaced due to the pandemic.
2. *Virtual Services* - The Council approved the use of WIOA set-aside funds for implementing virtual tools to continue providing services to these populations including 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 for employers and job seekers.
3. *Occupational Licensing* – In 2019, legislation was passed to expedite the licensing applications for military spouses. During the recent legislative session, the law was revised to better articulate qualifications and expand coverage of the law to active military personnel. Additionally, the bill granted the Department of Commerce the ability to collect a one-time report from licensing boards to submit an annual report related to the applicants served.
4. *Digital Skills Gap* – The Council formed a subcommittee to brainstorm solutions for New Americans, tribal populations, and rural areas in North Dakota who may be experiencing barriers to employment due to a digital skills gap. The goal of this subcommittee is to increase digital equality for these populations.
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.
6. *Transition Services* – The DHS Vocational Rehabilitation Department continues its strong advocacy for students with disabilities. During the 2020 fiscal year, the department established 18 contracts with 70 North Dakota schools and served 2,241 students with disabilities, helping them transition to employment and post-secondary options.
7. *High School Graduation Requirements* – During the recent legislative session, a new bill was passed to provide students who are at-risk of credit deficiencies other pathways to recover or catch up in core subject areas to receive their high-school diploma.

Career Exposure and the Technical Skills Gap

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 and Technology Centers* – The 67th Legislative Assembly appropriated $70M of Federal Funds to the Department of Career and Technical Education to build and expand access to Career and Technical Education Centers and Facilities. This grant requires a 1:1 dollar match and provides grant preference for entities that partner with Workforce Development and Training and Post-Secondary Institutions.
2. *Work-Based Learning (WBL) Opportunities* – As the state has selected WBL as its secondary program quality measure for Perkins V, the Department of Career and Technical Education has developed statewide Work-Based Learning Guidance and technical assistance to assist local programs stand up and expand WBL opportunities.
3. *Career Builders Scholarship Program* – This program is a public/private partnership engaging students interested in high-demand jobs through available funding. The Council endorsed using a portion of the available funds for this program to promote the program to stakeholders across the state.
4. *Technical Skills Training Grant* – In July of 2020, a program was created to support public and private sector led training providers in expanding and developing new accelerated, skilled workforce training programs aimed at helping displaced workers prepare for in-demand occupations in North Dakota.

The global pandemic exacerbated what was already a long-term workforce challenge for North Dakota. As a state, we are experiencing some of the highest numbers of job openings since 2015, and with a decreasing labor force, there is not a one-size fits all approach in solving these challenges. We remain committed to driving and advancing the initiatives outlined herein, and continuing to partner with schools, employers, and other stakeholders across the state to address these ongoing challenges as we work toward solutions to meet the workforce needs of our state.

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, Youth and Title III – Wagner-Peyser services. Job Service has nine One-Stop Workforce Centers. In addition to the physical 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 I - Adults, Dislocated Workers, Youth
- Wagner-Peyser - Title III
- Unemployment Insurance
- Job Opportunities and Basic Skills (JOBS) (Cass and Richland Counties)
- Labor Market Information (LMI)
- Veterans Employment and Training Programs (VETS)

- Trade Adjustment Assistance
- Foreign Labor Certification
- Work Opportunity Tax Credit
- Parental Responsibility Initiative for the Development of Employment (PRIDE)
- Basic Employment Skills Training (BEST) (Burleigh and Cass Counties)
- North Dakota New Jobs Training

The One-Stop core and required system partners include:

- Job Corps
- Adult Education and Family Literacy Act
- Vocational Rehabilitation
- Motivation, Education and Training under National Farmworker Jobs Program
- Post-secondary Vocational Education under the Carl D. Perkins Act
- Experience Works, ND Senior Career Development and 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 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 farm-workers, 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 AJC resource rooms.
- Individualized Career Services – Individuals who receive services customized in the form of skill assessment, qualification identification for available jobs, career counseling/promotion based on the state's targeted industries and labor market information. In addition, short term industry specific skill training, and possible degree programs are options that are available to individuals using staff-assisted services.

Each One-Stop AJC has a resource area with computers available for self-service. Resource area staff promote tools to assist individuals in making career choices such as the RUReadyND.com, resume writing software, myskillsmyfuture.org, and mynextmove.org. The resource areas offer a wide variety of printed materials and staff who are 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
- 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 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, 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 (ETPL).

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 on industry-leading courses with remote instruction designed specifically for correctional facilities. This initiative supports the Workforce Development Council's (state board) 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 into our case management and labor exchange system allowing direct reporting into the Participant Individual Record Layout (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 workforce centers, and drove job-seekers 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 statewide 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 Impacts

During PY20, the COVID-19 pandemic resulted in unusual activity in the Workforce Centers and had a huge impact on the economy of ND. COVID-19 impacts are outlined below:

- JSND has 71 staff assigned to the nine AJCs, 35 of these employees were assigned to the Unemployment Claim Center. These 35 employees normally work in WIOA, Wagner Peyser, and other state employment contract programs like BEST, PRIDE, and JOBS. These individuals were released back to the Workforce Centers on April 27th, 2021.
- Starting in July of 2020, all nine Workforce Centers moved to an appointment only basis (to include a health screen) and the doors were locked to the centers. We stayed in this model until August 1, 2021.

- 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 for three quarters of the PY, we have been able to provide WIOA services to our participants. We currently have 260 active cases throughout the state. During the last 24 months, the Workforce Centers served over 1,000 WIOA participants in either Career or Training services.
- Summer youth work experience was very minimal during the summer of 2020 due to the pandemic.
- Governor Burgum opted out of the Federal Unemployment programs on June 15, 2021.

Delivery of Program Services

The One-Stop system 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 Career 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 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.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 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 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 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, 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. 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 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 Career Centers, including assistance with work search, resume writing, interviewing, career exploration, and job openings on jobsnd.com to learn of unsubsidized employment opportunities in the state.

Summer employment opportunities, paid and unpaid work experience, including internships, job shadowing, and occupational skills training are directed at preparing youth for successful North Dakota employment. Summer employment opportunities are directly linked to academic and occupational learning. In many rural areas in North Dakota, youth are initially introduced to jobs through summer employment opportunities. Activities for youth with significant barriers to employment focus on pre-employment and work maturity skills. Older youth will focus on occupational skills training and utilize ITA’s. However, the individual plan of each youth focuses on the needs identified through the individualized assessment process.

Out-of-school youth with the interests in pursuing North Dakota-based post-secondary educational opportunities, including non-traditional training, are 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% 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 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 18	PY 19	PY20
Adult	189	179	155
Dislocated Worker	30	48	68
Youth	85	121	77
Total	304	348	300

Individuals trained with WIOA funding during PY20 continue to support target industries and high-wage/high-demand occupations in North Dakota.

PY20 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	10	6.45%	1	1.47%	19	24.68%	30	10.00%
Manufacturing	9	5.81%	1	1.47%	15	19.48%	25	8.33%
Technology	10	6.45%	6	8.82%	11	14.29%	27	9.00%
Healthcare	43	27.74%	11	16.18%	19	24.68%	73	24.33%
Transport	67	43.23%	46	67.65%	6	7.79%	119	39.67%
Support Occupations[2]	9	5.81%	3	4.41%	3	3.90%	15	5.00%
Other[3]	7	4.52%	0	0.00%	4	5.19%	11	3.67%
Total	155	100%	68	100%	77	100%	300	100%

[1]Includes COVID-19 DWG participants.
[2]Includes occupations supporting all targeted industries including financial, administrative, human resources, and marketing.
[3] Includes 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, and support services monitoring at least annually with efforts to do it more often throughout each program year.

Monitoring is conducted using a couple of methodologies, 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. 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 data elements, 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 of WIOA records and Wagner-Peyser records. 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.

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.

Performance results indicate credential rates and measurable skills gains have dropped for both Adult and Dislocated Worker programs. In order to address these measures going forward, ND is strengthening our efforts to increase these areas. Reports on credentials and MSG rates are being generated at the state level and shared with workforce centers on a monthly basis to help keep these measures in the forefront. A process for using a data match for these measures is also being implemented, details of the process are being developed and will be implemented shortly.

The state's common exit policy includes Title I Adult, Youth, Dislocated Worker, Disaster DWG grant, 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 Performance Levels for PY20:

Wagner-Peyser

	Emp Rate Q2	Emp Rate Q4	Median Earnings
Negotiated Target	63.4%	63.0%	$5,500
Actual	67.8%	66.9%	$6,781

Adult

	Emp Rate Q2	Emp Rate Q4	Median Earnings	Credential Rate
Negotiated Target	76.5%	77.0%	$5,700	67.0%
Actual	82.7%	76.8%	$7,483	70.7%

Dislocated Worker

	Emp Rate Q2	Emp Rate Q4	Median Earnings	Credential Rate
Negotiated Target	84.1%	85.7%	$8,600	72.2%
Actual	80.0%	83.3%	$8,588	76.0%

Youth

	Emp Rate Q2	Emp Rate Q4	Median Earnings	Credential Rate
Negotiated Target	75.0%	75.0%	$5,275	70.0%
Actual	81.4%	76.7%	$4,361	48.8%

Data validation of WIOA activities is conducted at least annually to determine compliance with provisions of the Act as stated in the policy. ND has newly discovered the MIS system has capabilities to assist with data validation. Our procedures are changing to involve workforce center staff in the process with central office as the lead. We anticipate this new process to promote a shared understanding of the requirements, immediate efficiencies of central office staff time, and eventually a reduction of error rates.

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.

See Attachment 1 for PY20 WIOA Performance Outcomes and Effectiveness in Serving Employers Rates.

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 PY20 overall cost per participant served for all programs was $3,946. The PY20 overall cost per positive outcome for participants from all programs was $4,982. 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	$1,496,653	420	$3,563	377	$3,970
Dislocated Worker	$332,776	124	$2,684	41	$8,116
Youth	$1,264,300	240	$5,268	203	$6,228
TOTAL	**$3,093,729**	**784**	**$3,946**	**621**	**$4,982**

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

Analysis of WIOA performance measures is the primary method of program evaluation used this program year. North Dakota overall scores exceeded required program performance measures for the WIOA Adult, Dislocated Worker and Youth program.

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 as well as several private training providers, reducing the number of programs available to choose from by eligible individuals. North Dakota's in demand occupations list consistently includes a great need for registered nurses, teachers, and social workers, all 4-year degrees. WIOA eligible individuals' options for these types of programs are 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 require 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 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.

Over the last three years, with the waiver in place, seven higher education institutions and nine short-term training providers have chosen to participate as an Eligible Training Provider. This added 139 available options for WIOA eligible individuals within local communities. Over one hundred WIOA participants enrolled in programs from these additional 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 site. The ETPL module of this system was added in May of this year. This combines all WIOA programs 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 twenty-six states for WIOA services and are able to understand and adapt to US DOL reporting requirements as needed.

Customer Satisfaction

Employers/Job Fairs

Job Service North Dakota, along with workforce partners such as local Economic Development Corporations and/or Chambers of Commerce, Department of Corrections, Vocational Rehabilitation, and other stakeholders host job fairs during the year in various locations throughout North Dakota. Due to COVID-19, the only job fairs that were held during PY20 were in the cities of Grand Forks and Fargo. Fargo held a multi-industry job fair in early March of 2021 that attracted 72 employers and 125 job-seekers. Grand Forks held a drive-thru multi-industry job fair in the parking lot of their local community events center, and it attracted 55 employers but only 60 job-seekers. The employers were spread throughout the parking lot and job-seekers were able to drive their automobiles through the maze of employers.

During the two job fairs, a survey was electronically sent to each employer after the event but unfortunately the return rate was only 10% of those that attended. 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.

All surveys were compiled and read through after the event and if the situation warranted were acted upon. Most of the responses were favorable and included notes like “Great Event”, “We will be back next year”, “Prepared Job-Seekers”, “Great promotion of the event”, but on occasion the employers made suggestions to improve the events. Items asked for included a more comfortable atmosphere (too hot/cold), too long of a job fair, not long enough, no resume copy services on-site, job-seekers were not qualified, different types of food/drink, etc.

*Job Fair Numbers	Total
Total number of employers surveyed	127
Total number of job seekers attended the events	185
Total number of job seekers employers indicated they would hire	NA

*Due to Covid-19, Job Service did not host any in-person job fairs from March 2020-March 2021.

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 fives 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, the nine workforce centers received **114 surveys from the customers/participants 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 then moved to “an appointment only basis” from July 1, 2020 through July 31, 2021.

Success of WIOA

Adult

Michael was recently incarcerated and is currently on federal probation. He was working as a pizza delivery driver for $8.00/hr. plus tips when he came to the AJC in June of 2021, for an information session covering the application and eligibility requirements for the WIOA program. Michael was determined adult eligible and underemployed. Due to his experience driving trucks with manual transmission, Michael was most interested in training for a CDL Class A. The truck driver shortage and wages he would receive from that training, would set him on a course of self-sufficiency.

He was determined eligible for a three-week commercial driver’s training program, remotely provided in Minot at the AJC. He successfully completed CDL training in July of 2021 and tested later in the month passing on the first try! He used his time wisely before and after the testing by conducting job searches and talking to employers. He received a job offer just two days after receiving his license and was working the following week.

WIOA supplied funds for training, transportation costs to and from the test site, flame-retardant clothing and steel-toed boots for employment. He will be making a percentage of the haul in his new driving position, which ranges from $27-$37 when the hourly rate is calculated, and he will receive health insurance after 60 days. He works 20 days on with 10 days off. His new employer will supply an apartment for him while he is working. Michael was smiling when he received his authorization for flame-retardant clothing and steel-toed boots for the new job.

Erica is a 22-year-old, single mother with a 1-year old son. She was working at the local grocery store as a cashier; however, her hours had been significantly reduced due to the COVID -19 pandemic. She inquired about WIOA assistance and training in October of 2020, that would be available in Williston ND. She was interested in the new fast track program for nursing assistants due to the increased demand. The fast track program is a 75-hour intensive combination of online, workbook and in-person skill training.

She was determined adult eligible in November 2020 and approved for training as a nursing assistant. She started classes in January 2021 and successfully completed training while caring for her son and still working part-time as a cashier. She tested and received her ND Certified Nursing Assistant license in February 2021. She became employed and started working as a certified nursing assistant on April 1, 2021, at $14.00/hr.

Adult, Dislocated Worker and National Dislocated Worker Grant

Dan obtained his GED and completed two years of Business Administration classes, however did not earn a degree. He was able to land a job as a Rail Engineer/Yard Worker, earning him $20.00/hr.; which went a long way helping him make his child support payments. He was laid-off from his job in March of 2020 due to the lack of work created by the COVID-19 pandemic. Dan started looking for a stable career, one without seasonal lay-offs. After four months of trying to find employment, he applied to WIOA in July of 2020. He said it felt like it was a good time to obtain training and certifications while everything had slowed down due to the pandemic. He was determined eligible for WIOA adult, dislocated worker, and the National Dislocated Worker Grant (NDWG).

Dan's assessment and interests indicated that CDL Class A training would be a good fit for his future and through the NDWG, he received approval for training. WIOA helped with training costs including pre-training assessment requirements such as Federal Motor Carrier Safety Administration (FMCSA) drug screening and DOT physical for the medical card, per diem, one round trip to and from the training site in Fargo, and temporary housing for the 4-week training program. Dan started training in late August 2020 and successfully completed his training in September 2020.

Dan continued to seek CDL positions. The COVID-19 pandemic and safety protocols continued to make it a challenge finding employment. Dan's WIOA case manager, continued to check on him and assist with his job search. Dan was happy to report at the end of April he started with a Michigan company as an independent truck driver. He negotiated his salary at $109,000.00 gross annual income, or $52.40/hr. and is currently leasing his truck from the company. Dan reports he is living in his truck currently as the company has him driving all over the Midwestern states. He is happy, busy, and home very little! He is planning to buy a home soon.

Gabe is a 31-year-old, male who had been working in the oil field until January 2020. When his job ended, he worked as a taxi cab driver for the next 3 months. He initially talked to Job Service staff in June 2020 about the possibility of CDL training. He followed up in November 2020, deciding to move forward with his eligibility determination as the job market had not changed for him.

At the time of eligibility determination, he had been unemployed for 28 weeks and doing sporadic spot jobs through a temp agency. He was determined eligible for the National Dislocated Worker Grant on November 18th and approved for the 120-hour CDL program beginning in December of 2020. He successfully completed his training in January of 2021. Gabe tested and obtained his CDL Class A in February of 2021.

As of March 1, 2021, he was successfully working for a new trucking company out of from the western part of the state doing over the road trucking. Gabe reported that he is making 25% of the value of the loads he hauls. He is getting lots of good over the road experience driving in new places and with different types of loads. He is enjoying the work and appreciates the opportunity provided to him to take the training and improve his skills and life!

Eric is a retired Air Force Veteran who had been working as an electrician for three years, until the COVID-19 pandemic occurred, and he was laid off. He had been seeking employment for several months in the Minot Workforce Center and was interested in jobs requiring a CDL Class A. He was determined eligible for the National Dislocated Worker Grant and he was approved to attend CDL training. He began training in June of 2021 and successfully completed training in July of 2021. He passed his CDL road test the end of July 2021. The NDWG paid for classroom training, pre-training testing for DOT drug screening and DOT physical, and for the round trip to and from the testing site 2 hours away.

Between training ending and the testing date, Eric was very proactive in his job search and reaching out to several area employers that indicated interest in employing him as soon as he obtained his license. On August 4, 2021, Eric called his case manager to report accepting a job offer! After not working for 76 weeks or 1 ½ years, he started on Monday, August 10, 2021, after passing background checks and drug screening. He started working 40+ hours a week, at $18.00/hr. to start, driving hotshot (home each night) with health benefits, and hospitalization insurance after 60 days. Eric was very excited to complete the training and obtain employment. He expressed sincere appreciation for the training opportunity and financial assistance that allowed him to take the training.

Kyle is a dislocated worker who had been laid off from his job in the oil field in western ND. Kyle was determined to be eligible for the NDWG and he was also determined to be basic skills deficient in both reading and math. Kyle was interested in obtaining his CDL license so he would be marketable in western ND. Kyle received his CDL permit and was enrolled in CDL training at Commercial Education and Safety. He completed his training and passed the Class A CDL test in February 2021.

Kyle is now employed with a trucking company and he transports frozen food to the Chicago and Ohio areas and back again. He began earning $.43 cents per mile, working 14-hour days and 4.5 days per week and driving approximately 2200 miles per week. After his 90-day probation period is completed, he will be making $.45 per mile and in 6 months $.48 per mile. After 1 year the pay will be increased to $.54 per mile.

Youth

Michael is a youth living in foster care who was enrolled in the WIOA youth program in 2020. He attended the Combination II Welding Program with a local provider. The welding training was funded by the WIOA youth program from August through December 2020. Michael earned several different welding certifications while he was in the program. On Feb.1, 2021 he began a full-time job with a local manufacturing company in Fargo where his beginning wage was $17.85/hr. He started on the assembly line with hopes to move up to a welding position in the company. He has such a great outlook on the job, as he told his case manager, “You have to start somewhere to get where you want to go”.

Michael choose to live with his foster parents as long as possible and has been such a positive young man. His WIOA youth case manager told him that she is very proud of him for choosing to use the services of the foster care program even after he turned 18. He will be able to live in the transitional housing program for one year where he could work on saving his money to make him completely independent in the future.

Jack is a 21-year-old underemployed incumbent worker who is employed at a home building company. He received a referral from his employer to the WIOA program for On-the-Job-Training (OJT) and the apprenticeship programs as a drywall applicator. Jack was not attending school, was basic skills deficient in reading, and was not a strong candidate for traditional school. Jack enrolled in an apprenticeship for dry wall with the company and the employer was able to support the related technical instruction (RTI) as well. Jack successfully completed the OJT in May of 2020 and the RTI in November of 2020. The company increased his wage to $22/hr.

Tim was working for a local home building company as a general laborer. The company was looking for a drywall construction worker and referred Tim to the AJC to see if he would be eligible for On-the-Job Training (OJT). They saw him as someone they would like to train through the Federal Apprenticeship Program. This position was recently registered and added to the Bureau of Apprenticeship and Training. The position is higher skill with higher wage potential. It involves critical thinking, precision construction related work, reading blueprints, etc. Although Tim had done some construction labor work, he had no training with drywall installation and finishing.

Tim was determined eligible for the WIOA youth program. Tim entered the apprenticeship in November of 2019 and finished the (OJT) in May of 2020. He completed the employer related technical instruction (RTI) in November of 2020. Tim is enjoying his new wage that was increased to $23/hr.

Jacob is a young man who just graduated from the ND State College of Science (NDSCS) Fargo campus with an AAS degree in Welding. He was enrolled in the WIOA youth program and co-enrolled with the Vocational Rehabilitation partner program. He attended the two-year Case Cooperative through NDSCS with WIOA youth and Vocational Rehabilitation assistance. He started the co-op portion of the program at Case last January to get some work experience.

Upon graduation, Jacob was hired full-time as a welder, earning $27.03/hr. or $56,000+ a year! A nice wage for a young man right out of two years of college. Plus, he received a $2,000 sign-on bonus.

DWG Funding & Policies

In April 2020, Job Service North Dakota received a National Dislocated Worker (DWG) COVID-19 disaster-relief grant in the amount of $509,615 available through March 2022. During this PY, a grant modification was submitted focusing the services on the following:

Disaster Recovery grant activities will 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 will include:

1. Clean-up and recovery part-time disaster relief employment in positions cleaning and sanitizing public service facility property for State of ND Agencies to 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 repair, renovation or movement of facility furnishings to 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 goal for disaster relief employment participants is 4.

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. Based on the new normal of society, individuals may need short-term or long-term tech-enabled or digital skill upgrade training to meet the post-COVID-19 employment need. 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 72.

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 I WIOA services.

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.

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

Through this PY, 69 individuals were enrolled in the DWG with 67 in Career and Training Services and two in Disaster Recovery Employment. Training programs include: Wind Energy Tech, Crane Operator, Commercial Driver License (CDL), Cybersecurity, Accounting, Management, Computer Programming, Computer Science, CNA, HR Management, Line

Worker. The two individuals in Disaster Recover Employment worked in Job Service North Dakota workforce centers.

Support Services in the amount of $20,847 were paid on behalf of or to program participants to enable individuals to participate in authorized DWG grant activities. Support services include, but are not limited to, the following:

- Linkages to community services
- Assistance with transportation
- Assistance with Housing/Rental/Temporary Shelter for participants in DWG Training services.
- Referrals to medical services
- Credential/licensing requirements

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

PY20 WIOA Performance Outcomes and Effectiveness in Serving Employers Rates

		Negotiated Performance	Actual Performance
Adult	Employment Rate 2nd Quarter After Exit	77.0%	79.2%
	Employment Rate 4th Quarter After Exit	75.0%	72.8%
	Median Earnings in the 2nd Quarter After Exit	$6,758	$6,263
	Credential Attainment Rate	66.0%	68.0%
	Measurable Skill Gains	57.4%	64.4%
Dislocated Worker	Employment Rate 2nd Quarter After Exit	84.1%	80.6%
	Employment Rate 4th Quarter After Exit	90.0%	84.2%
	Median Earnings in the 2nd Quarter After Exit	$11,296	$10,000
	Credential Attainment Rate	80.0%	58.8%
	Measurable Skill Gains	80.0%	77.6%
Youth	Education or Training Activities or Employment in the 2nd Quarter After Exit	77.5%	75.6%
	Education or Training Activities or Employment in the 4th Quarter After Exit	75.0%	66.9%
	Median Earnings in the 2nd Quarter after exit	$5,150	$4.180
	Credential Attainment Rate	55.0%	49.5%
	Measurable Skill Gains	58.0%	59.2%

Wagner-Peyser

Employment Rate 2nd Quarter After Exit	68.8%	63.7%
Employment Rate 4th Quarter After Exit	66.0%	65.0%
Median Earnings in the 2nd Quarter After Exit	$7,129	$6,952

Effectiveness in Serving Employers

Employer Services	Establishment Count
Employer Information and Support Services	1,012
Workforce Recruitment Assistance	5,478

Engaged in Strategic Planning/Economic Development	11
Accessing Untapped Labor Pools	18
Training Services	13
Incumbent Worker Training Services	2
Rapid Response/Business Downsizing Assistance	9
Planning Layoff Response	1

Pilot Approaches	**Numerator/Denominator**	**Rate**
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate	996 / 1,532	65.0%
Employer Penetration Rate	5,780 / 32,617	17.7%

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 is 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. The number of unemployed people in North Dakota has begun decreasing, though the monthly numbers are still higher than normal levels.

Population

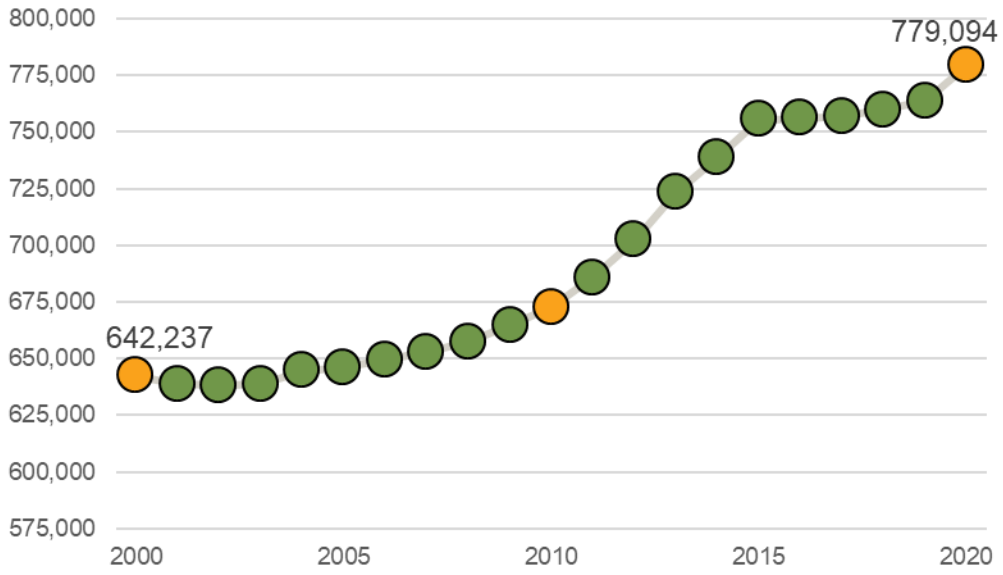
Looking at North Dakota's population over the past 20 years (Figure 1), the growth curve seems to exhibit three distinct stages: a period of stagnation, a period of rapid growth, and a recent period of sustained growth. Because the greatest growth period occurred between 2006 and 2015, the population 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 2000 and 2020, the biggest year for population growth occurred in 2013, at the height of the oil boom. The population in 2013 increased by 20,922, or 3.0 percent, over the previous year. From 2006 to 2015, North Dakota's population grew at a rate between 0.5 and 3.0 percent. By comparison, the average growth rate between 2000 and 2005 was 0.1 percent.

In the years after the oil boom, annual growth rates have been relatively low but positive, ranging from 0.0 to 0.5 percent and increasing each year (Table 1). In the last year, however, North Dakota's population grew by its largest margin since the oil boom: an increase of 15,370, or 2.0 percent, over the previous year.

Figure 1: North Dakota population 2000-2020



Source: United States Census Bureau, 2000-2020

Table 1: North Dakota population from 2015-2020

	2015	2016	2017	2018	2019	2020
POPULATION	**755,537**	**756,114**	**756,755**	**760,062**	**763,724**	**779,094**
# CHANGE	-	577	641	3,307	3,662	15,370
% CHANGE	-	0.1	0.1	0.4	0.5	2.0

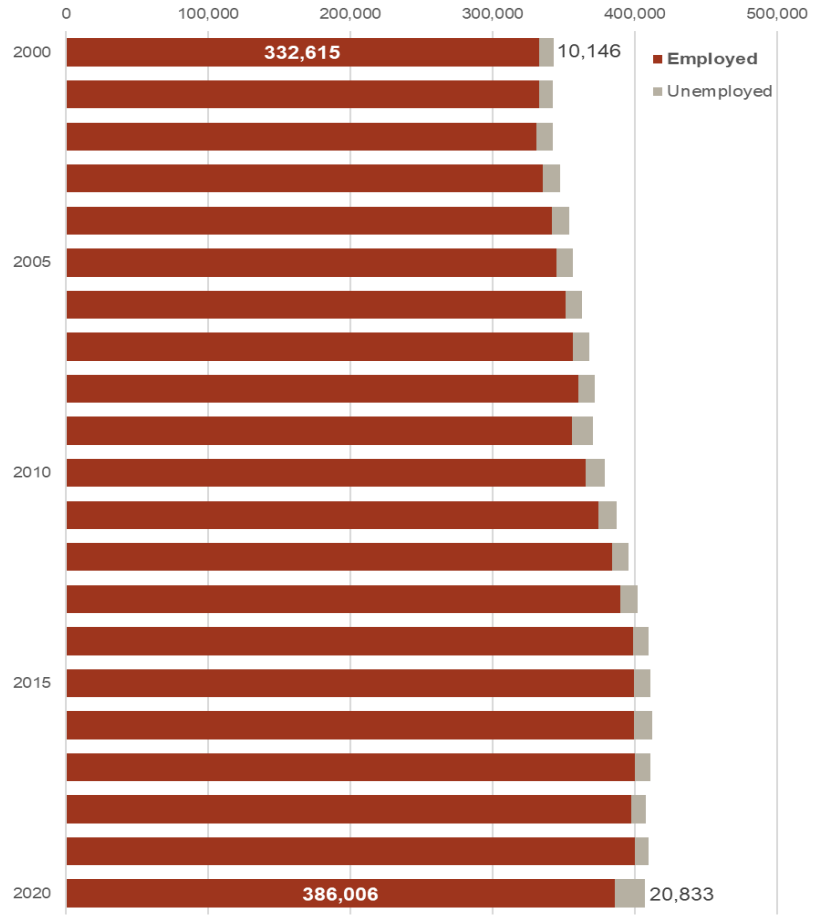
Source: United States Census Bureau, 2000-2020

Labor Force

From 2000 to 2020, the labor force grew from a total of 342,761 to 406,839 (a net increase of 64,078, or 19 percent) (Figure 2). Like the state's population, the labor force grew significantly during the oil boom, and has slowly decreased since 2015. From 2006 to 2015, the state's overall population grew by about 106,000, while the labor force grew by about 64,000.

Since the end of the oil boom, labor force numbers have remained rather flat. This is largely explained by how the labor force is counted—only residents of the state are included. Because many oil and gas workers did not permanently reside in North Dakota, this data only captures a portion of the overall downturn. In 2020, the total labor force number decreased by 2,641 from the previous year, but the unemployed portion doubled from 9,521 in 2019 to 20,833. The spike in unemployed persons is consistent with the impact of the COVID-19 pandemic in 2020, which wrought sudden public health policies such as temporary and permanent business closures, restrictions on establishment capacities, and guidelines to minimize person-to-person contact.

Figure 2: North Dakota labor force number of employed and unemployed from 2000-2020



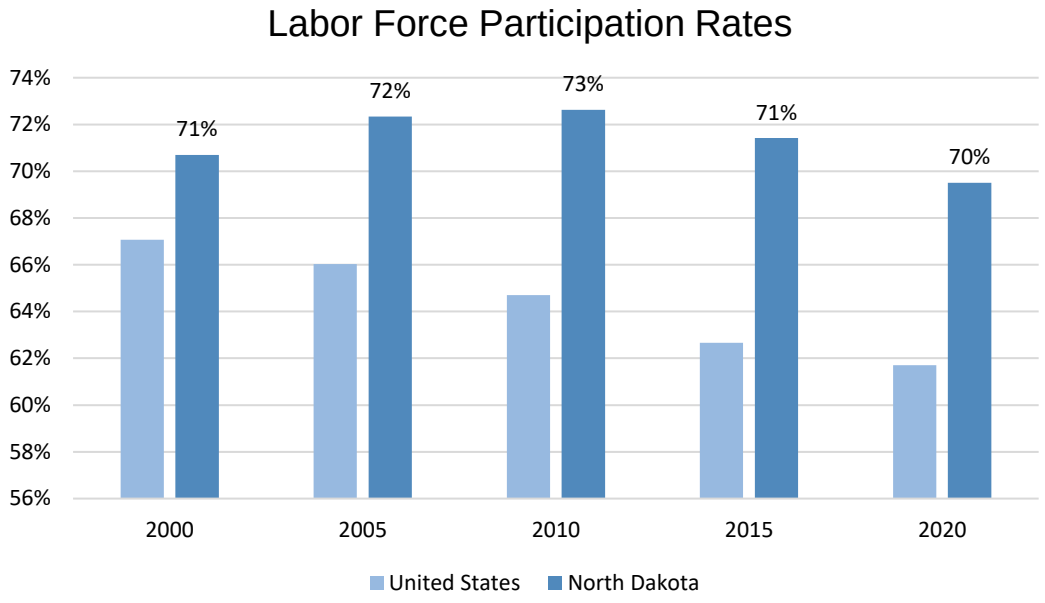
Source: Labor Market Information Center, Job Service North Dakota, Local Area Unemployment Statistics (LAUS) Unit

Labor Force Participation

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 69.5 in 2020 (Figure 3). During much of the oil boom, North Dakota's rate remained around 72 percent. Since then, the rate has slowly declined. In the same period, the national rate has decreased but has remained relatively flat for the past several years. The national rate was 61.7 percent in 2020.

The lower labor force participation rates in all states, including North Dakota, further illustrate the impact of the COVID-19 pandemic on the labor economy. In 2020, North Dakota ranked third in the nation for labor force participation with an adjusted rate of 69.5 percent. West Virginia ranked 50th with a rate of 54.9 percent.

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



Source: Bureau of Labor Statistics, Current Population Survey

Industry Projections

The 2019-2029 industry projections expect job growth for most industries in North Dakota. Table 2 displays the top ten industries expected to add the most jobs to North Dakota's economy while Table 3 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 9,983 jobs in a ten-year period. Health Care and Social Assistance is also expected to have the highest percentage growth of 16 percent.

Table 2: North Dakota Top 10 Industries with the highest numeric change from 2019-2029

Industry Title	2019 Employment Estimate	2029 Employment Projection	Numeric Change
Total, All Industries	483,373	505,872	22,499
Health Care and Social Assistance	63,489	73,472	9,983
Construction	28,708	31,642	2,934
Professional, Scientific, and Technical Services	16,467	19,029	2,562
Finance and Insurance	17,798	19,697	1,899
Accommodation and Food Services	34,780	36,550	1,770
Administrative and Support and Waste Management and Remediation Services	13,065	14,587	1,522
Manufacturing	26,483	27,932	1,449
Wholesale Trade	24,304	25,698	1,394
Educational Services	39,505	40,870	1,365
Government	38,128	39,227	1,099

Source: Job Service North Dakota, Labor Market Information Center

Table 3: North Dakota Top 10 Industries with the highest projected percent growth from 2019-2029

Industry Title	2019 Employment Estimated	2029 Employment Projection	Percent Growth
Total, All Industries	483,373	505,872	5%
Health Care and Social Assistance	63,489	73,472	16%
Professional, Scientific, and Technical Services	16,467	19,029	16%
Management of Companies and Enterprises	3,617	4,162	15%
Administrative and Support and Waste Management and Remediation Services	13,065	14,587	12%
Finance and Insurance	17,798	19,697	11%
Construction	28,708	31,642	10%
Arts, Entertainment, and Recreation	7,583	8,356	10%
Real Estate and Rental and Leasing	5,485	5,972	9%
Wholesale Trade	24,304	25,698	6%
Manufacturing	26,483	27,932	6%

Source: Job Service North Dakota, Labor Market Information Center

Occupational Projections

Occupational projections are calculated by looking at growth openings (number of anticipated openings due to new demand for that occupation) and replacement openings (number of anticipated openings due to workers who permanently leave an occupation due to retirement, death, change of job, etc.). Occupations with the highest projected percent growth typically correspond to the industries that expect a high level of growth. Occupations typically found in the Healthcare industry are fast growing occupations. Table 4 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 4: North Dakota Top 10 Occupational Groups with the highest projected percent growth from 2019-2029

Occupational Title	2019 Estimated Employment	2029 Projected Employment	Percent Growth
Total, All Occupations	483,373	505,872	4.7
Healthcare Support	19,074	22,359	17%
Healthcare Practitioners and Technical	28,512	32,728	15%
Computer and Mathematical	7,444	8,330	12%
Architecture and Engineering	6,785	7,470	10%
Community and Social Service	7,977	8,754	10%
Building and Grounds Cleaning and Maintenance	17,280	18,810	9%
Business and Financial Operations	18,808	20,464	9%
Food Preparation and Serving Related	35,740	38,308	7%
Personal Care and Service	17,169	18,200	6%
Installation, Maintenance, and Repair	23,800	25,044	5%

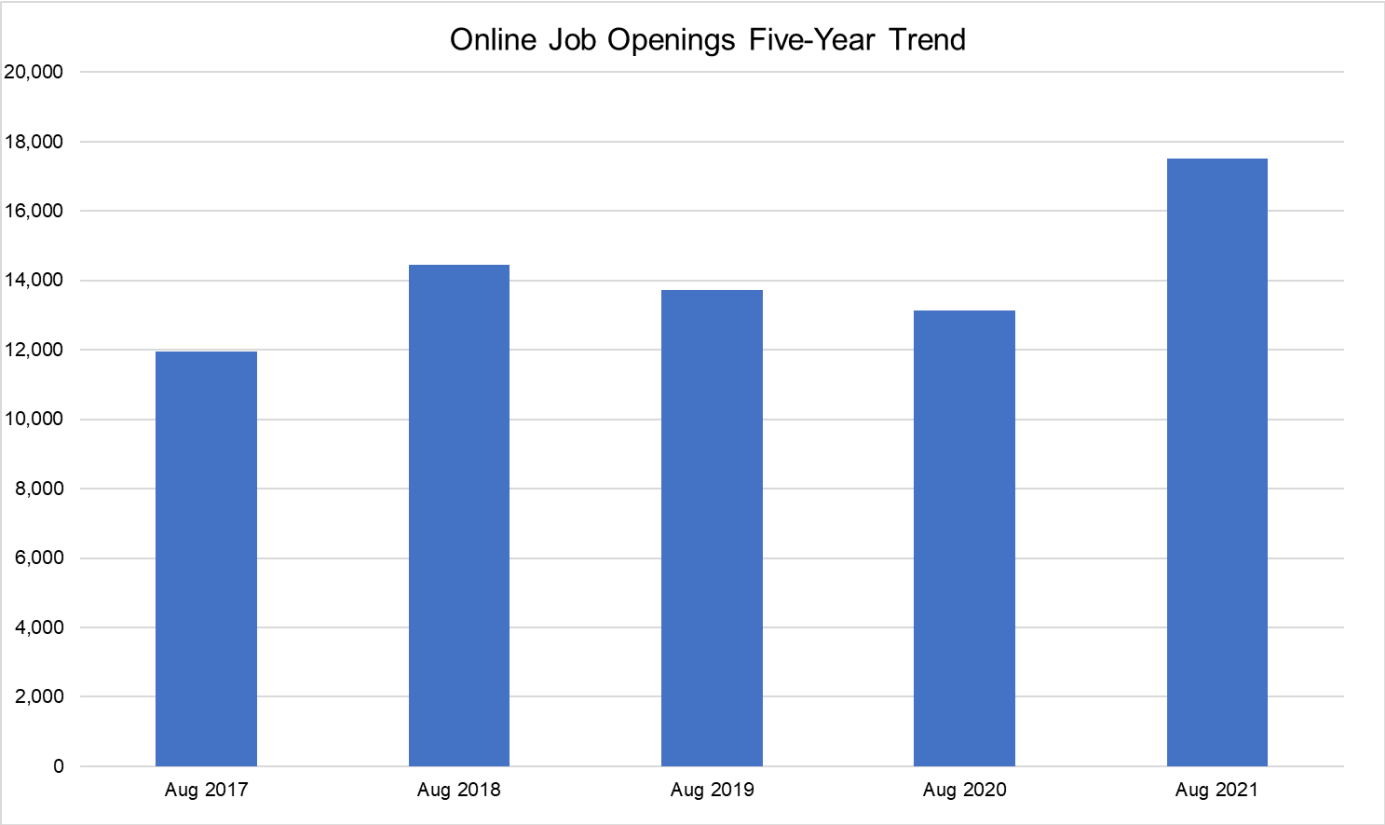
Source: Job Service North Dakota, Labor Market Information Center

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 6.1 percent. Occupations that require a bachelor's degree are expected to grow by 8.7 percent, and occupations that require a master's, doctoral or professional degree are expected to grow by 9.8 percent. Occupations requiring short-term on-the-job training (<30 days) are projected to grow by 3.9 percent, and long-term on-the-job training (>12 months) by 5.1 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 August 2021 (online job openings total 17,519) to previous years (Figure 4), openings have increased since the prior year by 4,396. Of the 22 non-military major occupational groups, Healthcare Practitioners and Technical reported the largest number of openings with 3,570, followed by Office and Administrative Support with 1,541 and Sales and Related with 1,352. Among North Dakota's 53 counties, 30 reported an over-the-year increase in job openings, while 23 reported an over-the-year decrease.

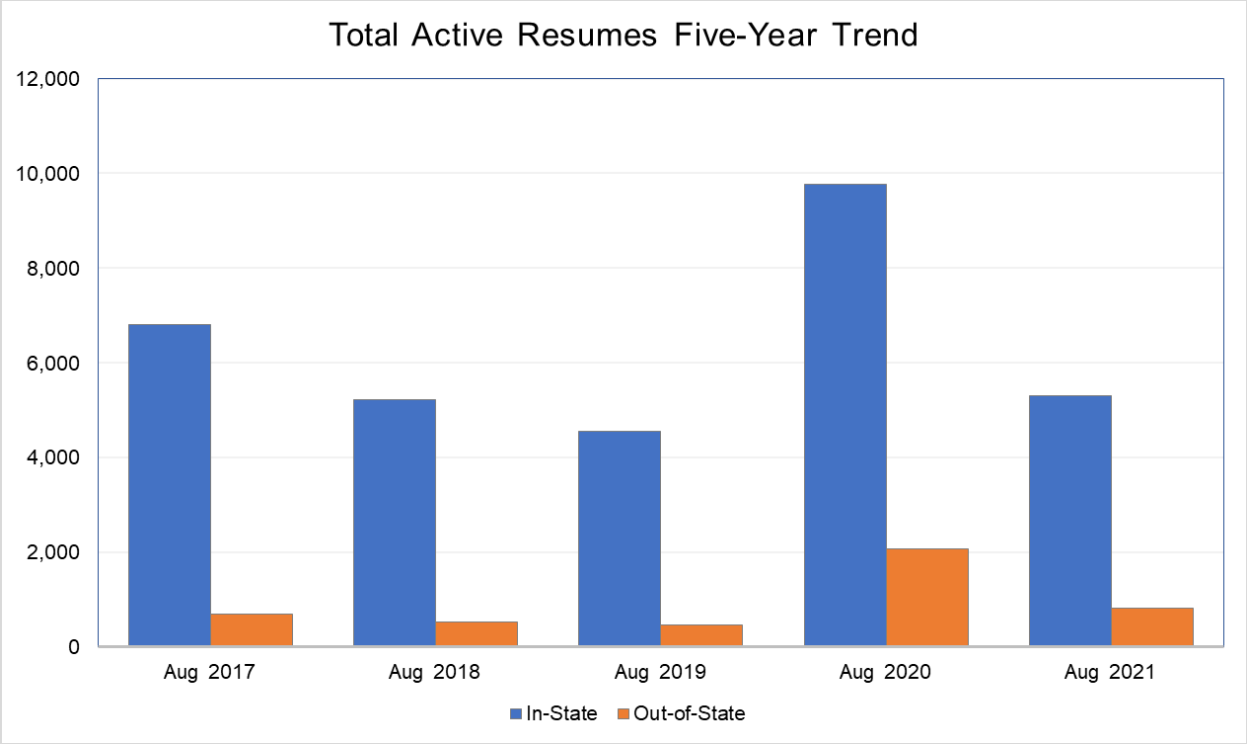
Figure 4: North Dakota total job openings five-year trend



Source: Job Service North Dakota, Labor Market Information Center

Active resumes totaled 6,116 (Figure 5) in August 2021, a change of -48.4 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 1,134, followed by Construction and Extraction with 716, and Management with 624. There was a total of 5,294 in-state active resumes and 822 out-of-state active resumes. In-state active resumes accounted for 86.6 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, 75.7 percent indicated they are currently not working. Among North Dakota's 53 counties, 12 reported an over-the-year increase in active resumes, while 40 reported an over-the-year decrease. Eddy County reported the largest over-the-year increase in active resumes with a change of +6.

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 0.83 in July 2021, the latest month for which North Dakota data are available. One year prior, North Dakota's rate was 2.12. The U.S. rate of unemployed per job opening was 0.96 in June 2021, the latest month for which U.S. data are available. One year prior, the U.S. rate was 2.99. For comparison, North Dakota's June 2021 rate was 1.01. Among North Dakota's 53 counties, 14 reported a rate less than one in July 2021, while 38 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 4.1 percent in July 2021, the latest month for which North Dakota data are available. One year prior, North Dakota's rate was 2.8 percent. The U.S. job openings rate was 6.6 percent in June 2021, the latest month for which U.S. data are available. One year prior, the U.S. rate was 4.2 percent. For comparison, North Dakota's June

2021 rate was 4.1 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

The PY20 evaluation is an observational comparison between the National Dislocated Worker Grant (NDWG) outcomes compared to formula dislocated worker (DW) grant outcomes. JSND systems management staff conducted the comparison.

Assumption Statements

- NDWG participants enrolled almost exclusively in short-term training, while DW grant participants enrolled in a broader mix of short-term and long-term training.
- NDWG participants were quicker to return to the workforce than DW grant participants.
- Pool of NDWG participants is larger because eligibility included a broader definition therefore overall there would be more NDWG participants.
- NDWG participants would attain a higher credential attainment rate since they would concentrate on short-term training.
- Both pools of participants, NDWG and DW would return to work at the same rate.
- Eligibility is very similar between both programs so most participants would be co-enrolled between NDWG and DW.

Statement of Evaluation Questions

	DW	NDWG
Total Participants	55	75
Did more participants enroll in training under NDWG?	52	57
Number of individuals who qualified under NDWG that did not qualify under DW		3
Placement rate	Q2 80.0% Q4 83.3%	Q2 68.8% Q4 Limited results available
Credential attainment rate	76.0%	Limited results available
Measurable Skills Gain	78.4%	81.3%
Types of training	Long term – 4 Short term - 48	Long term – 5 Short term – 52
Demographic observation	Male – 35 Female – 19 American Indian – 1 Black – 5 Hispanic – 1 White – 46	Male – 58 Female – 16 American Indian – 5 Black – 24 Hispanic – 5 White – 45

Collection Methods

Data was pulled from the PIRL, ETA 9173, MIS (virtual one stop) reports, UI wages within ND and through SWIS.

1. *Description of data collected* – Records used were from PY19 DW annual PIRL data (7/1/2019 thru 6/30/2020) and NDWG (4/22/2020 thru 9/30/2021)
2. *Description of sampling* – Because both programs over the time period held less than 100 records each, all records for both programs were included in the comparison.
3. *Description of data analysis procedures* – A review was conducted comparing ETA 9173 outcomes for each grant, individual virtual one stop records were examined for training program comparisons.

Statement of Findings for each Evaluation Question

1. *Did more participant enroll in training under NDWG vs DW?*
    a. 52 DW vs 57 NDWG just 5 more participants enrolled under NDWG versus 52 enrolled under DW
2. *Number of individuals who qualified under NDWG that did not qualify under DW?*
    a. Only three individuals were eligible under NDWG that would not have been eligible under DW.
3. *Placement rate?*
    a. With 80.0% placement rate for DW participants, this is much higher than Q2 NDWG at 68.8%.
4. *Credential attainment rate?*
    a. Limited results are available for NDWG so no results are reported for this question.
5. *Measurable Skills Gains?*
    a. DW rates are showing lower at 78.4% than NDWG at 81.3%.
6. *Types of training?*
    a. 92% of DW participants enrolled in short term training vs 91% of NDWG participants

Statement of Issues that May Have Affected the Evaluation's Findings

The COVID-19 pandemic had a broad impact on individuals across the state. Businesses experienced layoffs as people isolated within their homes, doing less shopping and cutting back on recreational activities and eating out. Unemployment rates increased to over 300% of normal statistics. Under the Governor's guidance state offices, including workforce centers, were closed to walk-in clients, but continued to provide services remotely through much of this time. The fear of catching COVID-19 and receiving relief payments from the federal government during this time may have affected the number of individuals seeking training. Placement rates for NDWG are lower than DW. ND businesses were experiencing fewer individuals seeking employment and as a result many have cut back on business hours while some have closed their doors permanently.

Results of Data Analyses

1. *Significant and negative results* – It was surprising to find the numbers between the two programs were almost the same for training enrollments and for short-term training. The participant enrollments between the programs was so similar, especially for those who enrolled in training.
2. *Promising but now inclusive results* – The breakdown of individual demographics under NDWG vs. DW showed a significant increase of participation by people of Black, Hispanic, and American Indian descent.
3. *Issues/problems relevant to the analyses* – There is a lack of available NDWG data for a comparison of Q4 employment rates and credential attainment rates. For a significant period of time, over 50% of available workforce center staff were reassigned to assist with UI which may have caused delays in services for formula grants. Impacts were felt by individuals who prefer in person services some because they struggle with computers.

Recommendation to Program Administrators for Future Program and Evaluation Efforts

- Almost all individuals enrolled in training under NDWG would also have qualified under DW. The increase in dollars through NDWG provided relief of DW funds; however, ND DW funds usually more than fulfill the need. Due to limited results available on credential attainment and Q4 placement, it may be beneficial to update this review one year after the NDWG ends.
- ND business and citizens would benefit from continuation of remote service options developed and implemented, especially in highly rural areas. Specific services implemented that are beneficial include remote paperwork and signature options, virtual job fairs, and remote orientation sessions and meetings.