

NORTH
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Job Service

WIOA ANNUAL REPORT

WORKFORCE INNOVATION & OPPORTUNITY ACT

PY 2023

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EXECUTIVE SUMMARY

Historically, North Dakota has had one of the highest labor force participation rates in the nation. During the last program year, this trend continued as North Dakota consistently ranked in the top two states for highest labor force participation, reaching a high of 69.2% in July of 2023¹. Unemployment was 1.8% in July of 2023, the lowest in the nation, a position maintained for 11 months before dropping to second in June of 2024. With low unemployment and high labor force participation, the demand for labor is reflected in the continuation of a high number of open jobs, averaging 14,910 per month during this same time frame².

The impact of the labor market continues to create workforce challenges during a time when North Dakota is experiencing both population and new business growth. While strides have been made in creating critical infrastructure such as addressing the childcare needs, workforce is the biggest challenge, a point emphasized by Governor Doug Burgum in his 2024 State-of-

“And our biggest challenge that we face right now in our state is workforce.”

-Governor, Doug Burgum
2024 State of the State Address

the-State Address. During this address, he also reiterated that North Dakota must keep the state growing and thriving to be competitive in attracting and retaining the necessary workforce. The North Dakota Workforce Development Council (The Council) is an advisory board with members appointed by the Governor. These members represent

all regional areas of the state, as well as industry, education, and state workforce partners. The role of The Council is to advise the Governor on the workforce development efforts within the state by creating strategies and recommendations to address workforce challenges. In 2018, The Council established the overall framework for addressing the state’s workforce development needs, and this framework continues to be relevant today.³ During this last program year, The Council maintained its focus on the same three categories as the previous year:

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

Recruiting and Retention of Workers

1. *Find the Good Life* – The 68th Legislative Assembly approved additional funding to expand the Find The Good Life program to attract workers and support relocation to North Dakota. Since the program began, over 3,300 leads have been generated.
2. *Statewide Virtual Job Fair* – Job Service North Dakota continues to expand its reach through a Virtual Job Fair. Now in its 3rd year, the 2024 Virtual Job Fair attracted a record-high 1,308 registered job seekers from 23 states and 21 countries.
3. *New American Workforce Pilot Program* – The 68th Legislative Assembly appropriated funding to the Office of Legal Immigration to lead a study to inform the intent of a pilot program to support businesses pursuing or employing legal immigrants and to support communities to develop immigration integration plans and activities. The first phase of the project has been completed and presented with additional recommendations.
4. *International Student Webinar* – With over 2,500 international students attending school in North Dakota, Job Service hosted a webinar in August of 2023 for employers to explore.

¹ NDLM - Labor Force and Unemployment Statistics

² NDLM - Online Job Openings Statistics

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

Addressing Opportunities for Populations with Barriers to Employment

1. *Justice Involved Workforce Services* – Job Service North Dakota has increased outreach to North Dakota correctional facilities by providing Career Readiness workshops and classes to individuals who are within 90 days of release. These career readiness courses include resume building, job searches, interviewing skills, and other courses to prepare individuals for the workplace upon release.
2. *Job Placement Pilot Program* – In support of Justice-Involved Workforce Services, the 68th Legislative Assembly allocated funding to Job Service North Dakota to initiate a pilot program beginning in July of 2023. The first 14 months of the program resulted in 228 referrals with an 85% job placement rate for active participants.
3. *New American Employment Program* – With the continued influx of refugees from war-torn countries, Job Service North Dakota entered into a contract with the Office of Refugee Resettlement to provide case management and intensive employment services to this population. Through this collaborative effort, refugees are connected to English as a Second Language classes and other educational programs. Case Managers assist refugees with navigating training and workforce opportunities and help them integrate within their communities.
4. *Tribal Outreach* – With five federally recognized Native American tribes in North Dakota, Job Service expanded its tribal outreach to introduce high school and college students, as well as adults, to workforce training opportunities and technical education. These focused efforts also engage with individuals to identify and remove barriers to employment and provide career readiness classes to prepare them for the workforce.
5. *Recovery Services* – The state continues its work with individuals recovering from addiction in alignment with the Governor's strategic initiatives. This includes providing resume building, job search, and mock interview services for individuals in transitional homes who want to become self-sufficient.

Career Exposure and the Technical Skills Gap

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

1. *Career and Technology Centers* – The 68th Legislative Assembly approved funding for the Department of Career and Technical Education to build and expand access to Career and Technical Education Centers and Facilities. This past year, thirteen (13) projects were approved, that upon completion, will provide more access to Career and Technical Education and workforce development and training.
2. *Student Work Experiences* – As indicated in the prior program year, the state continues to expand the number of internships, work experiences, and apprenticeships through additional funding. Currently, North Dakota has over 25K students taking advantage of work-based learning opportunities. Focus has also been placed on apprenticeships through the launch of a statewide Virtual Apprenticeship Expo in November of 2023, reaching students across the state to share information on apprenticeships and available opportunities.
3. *State Apprenticeship Scholarship* – The 68th Legislative Assembly amended the State Scholarship program to allow recipients to utilize the scholarship award for apprenticeship related expenses. These costs may include tools and supplies that can be a financial burden and prevent

qualified candidates from moving forward. The scholarship award is expected to increase the number of students participating in an apprenticeship for high-demand occupations.

4. *Office of Apprenticeship* – Through committee work, The Council will be making several recommendations to the 69th Legislative Assembly:
 - a. A recommendation to provide state staffing to support the North Dakota Department of Labor, Office of Apprenticeship to work in collaboration with the Federal office. The intent of this recommendation is to accelerate the scaling opportunities for apprenticeships in North Dakota; and
 - b. Support the development and expansion of quality pre-apprenticeship programs at area Career and Technology Centers and Comprehensive High Schools. The program will include a collaboration of partners and employers and industries with the goal to educate, train, and develop pre-apprentice candidates for direct entry into a Registered Apprenticeship Program; and
 - c. Develop marketing to increase awareness and utilization of apprenticeship pathways. With 550 registered apprentices, the intentional marketing will increase the number of young adults that follow the apprenticeship path into one of the many high-demand occupations.

North Dakota remains committed to driving and advancing the initiatives outlined herein, and continues to partner with schools, employers, and other stakeholders across the state to address the ongoing workforce challenges.

One-Stop Career Center System

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

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

Programs and Services for One-Stop 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
- Job Placement Pilot Program (JP3), partnership with Department of Corrections
- New American Employment Program (NAEP), partnership with Department of Health and Human Services

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 farmworkers, ex-offenders, New Americans, 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 to their needs in the form of skill assessment, qualification identification for available jobs, career counseling/promotion based on the state's targeted industries and labor market information. In addition, short term

industry specific skill training, and possible degree programs are options that are available to individuals using staff-assisted services.

Each One-Stop center has a resource area with computers available for self-service. Resource area staff promote tools to assist individuals in making career choices such as the RUPrepareND.com, resume writing software, myskillsmyfuture.org, and mynextmove.org. The resource areas also offer a wide variety of printed materials. Resource area staff is available to assist those who lack computer skills.

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

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

- Skill assessment
- Staff address job search techniques, interviewing and résumés skills and basic computer skills one-on-one with individuals
- Referrals to skill development activities
- Promotion of high-wage/high-demand and target industries
- Referral possibilities to internal and external programs/partners
- Referrals to a veterans' representative as appropriate

The One-Stop Centers offer a multitude of workshops for 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.

In the summer of 2023, Job Service started a series of webinars based around employment and Labor Market Information. The first webinar was titled Work Based Learning as a Talent Pipeline, the second webinars was titled Exploring International Student Pathways to Maximize Your Talent Strategy, and the third was titled The Labor Market Information Playbook.

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 JSND, 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.

JSND 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.

Statewide funds were used to continue to fund the ETPL and Document Imaging modules 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 PIRL.

Statewide funds were also used to promote a virtual job fair highlighting high wage/high demand careers in ND. The promotion centered around recruitment for out-of-state jobseekers based on data we identified from our Virtual One-Stop System. We had jobseekers from 23 states and 20 different countries attended this virtual event. The total jobseeker count was over 650 individuals with 76 employees participating. Additionally, statewide funds were used to contract with Easy Virtual Fair that provides a virtual platform to conduct job fairs.

JSND purchased three virtual career headsets and the software aligned with these devices. These headsets are used in DOCR facilities, area schools, and colleges to promote 79 high wage/high demand occupations across North Dakota.

Lastly, statewide funds were used to purchase the Big Interview/Foreign Language modules that are compatible with our Geographic Solutions Virtual One-Stop system.

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

Delivery of Program Services

The One-Stop 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 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

WIOA adult funds are available to eligible low-income or basic skills deficient individuals enrolled into individualized career services and training.

Veterans or 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 or eligible spouses of veterans who are eligible for priority of service. The Jobs for Veterans Act does not change the requirement that individuals, to include veterans and eligible spouses, must first qualify as eligible under the WIOA adult Program before participation.

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

WIOA Career Services

Job seekers visiting a One-Stop Center receive skill assessment, career counseling, and labor market information. Job Service staff recommends on-site development tools to help improve individuals’ interviewing skills, soft skills, and computer skills. Staff also recommend short-term industry training or degree programs through WIOA services and other partner referrals.

Skill assessments, career guidance using labor market information, job search assistance, and access to WIOA assistance 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 in-demand 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 ndworkforceconnection.com. When a claimant files a claim online, information is interfaced to ndworkforceconnection.com and creates a partial registration. NDworkforceconnection.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 NDLMi is accessible through jobsnd.com and serves as the state’s premiere up-to-date workforce resource for our customers.

Adults and Dislocated Worker Services

Job Service One-Stop centers provide career services to adults and dislocated Workers. Services include:

- Determinations of individuals’ eligibility for WIOA assistance

- Outreach, intake, and orientation of services available
- Initial assessments of skill levels, abilities, and support service needs
- Job search assistance with career counseling as appropriate
- Labor market information
- In-Demand Occupations in ND and Eligible Training Provider information
- Information on support services and referrals to appropriate services
- Assistance establishing eligibility for financial aid for training and education
- Follow-up services

One-Stop centers and partner programs provide individualized services to adults and dislocated workers who are unemployed or unable to obtain employment through basic services. For those needing additional assistance, individualized services are available 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 follows:

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 available through 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 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, WIOA partners and family support. Recipients will be required to apply for a Pell Grant and other alternative funding sources where appropriate.

Ongoing proactive efforts exist within the various areas of the state through cooperation between Job Service staff members and economic development. When a layoff is pending, opportunities to help transition impacted workers to expanding and new North Dakota businesses are effectively coordinated to retain a skilled workforce. For businesses in other stages of the economic cycle, assistance from outside resources is offered as well as information on recruitment services, Unemployment Insurance, workforce training, WOTC, and the North Dakota New Jobs Training program.

Youth Services

The WIOA Youth program incorporates all the requirements outlined in the Workforce Innovation and Opportunity Act, specifically, objective assessments, employment planning (individual service strategies) and referral processes. All youth services are accessible through the Job Service One-Stop centers. Assessment follows the guidelines in WIOA, section 129, including a review of academic and

occupational skills, interests, and supportive service needs. Assessments provide the needed information and data to complete employment plans that link employment, educational and career pathway goals with the service strategies necessary to reach employment goals.

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

Assessment information and individual service strategies for education or employment goals are shared with appropriate partners to encourage consistent and accurate information that helps foster a continuum of services.

Information and referral processes introduce youth to the wide array of available services through the One-Stop system. Applicants who meet the WIOA Youth program eligibility criteria are vital in filling the talent pipeline.

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. Youth participants may participate in paid and/or unpaid work experience activities, including internships and job shadowing. These activities provide skills and experience and help youth understand what is associated with "real work" and employer requirements. Additionally, youth have access to services provided at the One-Stop centers, including assistance with work search, resume writing, interviewing, career exploration, and job openings on ndworkforceconnection.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.

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 online and made available by various financial institutions.

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 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.

Youth services are monitored to ensure the work-based learning requirement of 20% 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, correctional/residential treatment facilities and the Crossroads program. WIOA youth program staff may participate on state or regional Disability Transition Community of Practice advisory committees. Services are coordinated with partner programs when co-enrolled.

Training Services

This table illustrates the comparison of training services by program over a three-year period.

	PY 21	PY22	PY23
Adult	256	317	299
Dislocated Worker	24	7	8
Youth	84	119	132
Total	364	443	439

Individuals trained with WIOA funding during PY23 continue to support target industries and high-wage/high-demand occupations in North Dakota.

**PY23 ACTIVE WIOA TRAINING ENROLLMENT NUMBERS WITHIN
TARGETED INDUSTRIES AND HIGH-WAGE/HIGH-DEMAND OCCUPATIONS**

	Adult		Dislocated Worker		Youth		Total Training	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Energy	19	6.35%	0	0.00%	32	24.24%	51	11.62%
Manufacturing	19	6.35%	0	0.00%	25	18.94%	44	10.02%
Technology	17	5.69%	0	0.00%	11	8.33%	28	6.38%
Healthcare	83	27.76%	1	12.50%	22	16.67%	106	24.15%
Transport	98	32.78%	3	37.50%	13	9.85%	114	25.97%
Support Occupations ¹	12	4.01%	1	12.50%	7	5.30%	20	4.56%
Other ²	51	17.06%	3	37.50%	22	16.67%	76	17.31%
Total	299	100%	8	100%	132	100%	439	100%

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

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

WIOA Monitoring Activities

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

Monitoring is conducted using a couple of methodologies, 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 One-Stop 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 One-Stop center 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 (Changes 1 & 2) DOL only program specific are followed. A random sample of WIOA records and Wagner-Peyser records are pulled. Using the sample records, data elements are checked for appropriate source documentation to ensure data is valid and reliable. The final report focuses on the accuracy of key data elements reported in the PIRL that One-Stop staff must focus on either through corrective action or training. Evaluation of the Data Element Validation process is conducted regularly to promote continuous improvement. In PY 23, local administrative staff performed the validation with the assistance of Statewide Systems Management staff. Statewide Systems Management staff rolled up the data and wrote the report.

WIOA policies including the data validation policy are located here for public information: <https://www.jobsnd.com/workforce-development-council/governance>. Final monitoring and data validation reports are shared with WIOA administrators, managers, supervisors and One-Stop center staff.

Performance and Accountability

North Dakota does not have any state specific performance measures.

Performance results for Title I and Title III programs are listed below. North Dakota meets or exceeds overall negotiated performance measures. A single area falling short of the negotiated target is dislocated worker ER2. The State of North Dakota numbers for the dislocated worker program makes every single participant essential. With just one dislocated worker participant not showing employment wages for second quarter after exit, the actual percentage is 66.7%, short of the 81.0% negotiated rate. Data matches have been implemented to improve results toward meeting performance measures.

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

Negotiated and actual performance levels for program year 2023:

Adult			Dislocated Worker		
	Negotiated	Actual		Negotiated	Actual
Exiters		280	Exiters		8
Participants Served		484	Participants Served		12
EER 2nd Qtr after exit	78.5%	78.7%	EER 2nd Qtr after exit	81.0%	66.7%
EER 4th Qtr after exit	75.5%	82.3%	EER 4th Qtr after exit	83.1%	87.5%
Med Earnings	\$7,168	\$11,1185	Med Earnings	\$11,415	\$12,824
Cred Attainment	66.0%	63.0%	Cred Attainment	74.1%	90.0%
MSG	62.1%	64.4%	MSG	77.5%	90.0%
Youth			Wagner-Peyser		
	Negotiated	Actual		Negotiated	Actual
Exiters		99	Exiters		1,808
Participants Served		186	Participants Served		2,565
EER 2nd Qtr after exit	78.4%	84.7%	EER 2nd Qtr after exit	65.0%	69.5%
EER 4th Qtr after exit	73.8%	84.4%	EER 4th Qtr after exit	65.0%	66.0%
Med Earnings	\$4,683	\$7,794	Med Earnings	\$6,834	\$8,432
Cred Attainment	55.0%	51.2%			
MSG	59.2%	69.6%			

Effectiveness in Serving Employers

North Dakota has selected the following two performance measures for services provided to employers. There were no additional state-established employer measures.

- **Employer Penetration Rate**

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

- **Employee Retention Rate**

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

Performance Measure	Numerator/Denominator	Rate
Retention with Same Employer in the 2 nd and 4 th Quarters After Exit Rate	600 / 908	66.1%
Employer Penetration Rate	5,887 / 36,116	16.3%

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 PY23 overall cost per participant served for all programs was \$3,941. The PY23 overall cost per positive outcome for participants from all programs was \$7,418. Increased training costs are a result of the in-demand occupations in the state.

An individual may have more than one positive outcome. Each positive outcome enhances the individual's ability to achieve and sustain long-term employment. The statewide data for expenditures, cost per participant, and positive outcome is displayed in the following table:

Program	Program Expenditures ¹	Total Participants Served	Cost per Participant	Total Positive Outcomes ²	Cost per Positive Outcome
Adult	\$2,682,848	856	\$3,134	447	\$6,002
Dislocated Worker	\$247,660	22	\$11,257	16	\$15,479
Youth	\$1,802,102	323	\$5,579	175	\$10,298
TOTAL	\$4,732,610	1,201	\$3,941	638	\$7,418

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 Dislocated Worker Employment Rate 2nd Quarter After Exit.

Workforce Innovation & Opportunity Act Waivers

North Dakota did not have any waivers in place for PY23.

North Dakota has requested two youth waivers for PY24/25/26:

- Waiver of the requirement that the state spend a minimum of 75% to serve out-of-school youth, reducing the 75% to 50% for OOS Y. The waiver will allow the system flexibility to meet needs of all at-risk youth, regardless of school status.
- Waiver of the requirement which limits the use of individual training accounts for youth participants to out-of-school youth. North Dakota may request a waiver of this rule to extend the use of ITAs to in-school youth.

Benefits of these waivers include providing youth program flexibility in serving all disadvantaged youth with barriers. In-school at-risk youth are best served not by exit and re-enrollment into the adult program but by continue service through the current program and with current staff who know the individual and their needs.

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 hosted 47 job fairs during the year in various locations throughout North Dakota. Some of the bigger job fairs were held in Fargo, Grand Forks, Bismarck, Minot, Dickinson, and Williston. Most of these events were multi-industry job fairs that attracted 1,402 employers and 6,475 job-seekers to include a Nationwide Virtual Job Fair that attracted individuals from 23 different states and 20 countries (653 individuals attended the event).

Three of the nine One-stop introduced a new event this past year. These events are called Talent Tuesdays, Workforce Wednesdays, etc. and are held once a month. The three bigger One-Stop centers have the physical room to host 25-30 employers for a smaller multi-industry hiring events. The employers and job seekers have given us favorable comments on these new events and some prefer to be in the One-Stop center compared to the bigger venues like a hotel or events center.

Another event that Grand Forks, Fargo, and Bismarck One-Stop center hold during the first Thursday of every year is the "Fair Chance Job Fairs." These events normally have 25-30 employers and average 75-90 job seekers. They are held to allow a chance for such populations as the justice involved, Vocational Rehabilitation participants, and new Americans to enter the workforce and knock down any barriers these populations might encounter. This past year, a total of 421 job seekers attended these three events.

The nine One-Stop centers also held local hiring events at their locations. Hiring events are a great tool to showcase what an employer has available for job opportunities. These employers are allowed to use the conference rooms, smaller meeting rooms, and can talk to job seekers who are using the computer banks in the resource rooms. During the year, a total of 57 employers took advantage of this unique opportunity while attracting 498 job seekers.

During the job fairs, surveys are handed to the employers during the last hour of the event. The survey consists of nine questions ranging from “were you satisfied with the number of visitors at your booth, approximately how many jobs seekers visited the booth, how many employees the employer would consider hiring, job offers made, job fair times, promotion of the event”, etc. There was a total of 531 surveys returned during the job fairs this past year.

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

- Great quantity and quality of candidates this time around, very engaged!
- Job Service workers assisting clients were fabulous!
- I had a lot of great conversations. I talked to a lot of potential candidates!
- Well organized and well attended!
- Lots of people, lots of room, lots of jobs, organized.
- I liked the diversity of the jobs available to even those with special needs.
- I liked the amount of advertising! It brought out more people than previous fairs.
- I liked that it was a great turnout, applicants fit our current needs.

However, on occasion, the employers make suggestions to improve the events. Items asked for include a more comfortable atmosphere (too hot/cold), too long of a job fair, too short of a job fair, run the event into the evening, run the event on a Saturday afternoon, job seekers were not qualified, different types of food/drink, etc.

Customers/Participants

Each of the nine One-Stop centers have a customer survey/suggestion box. Each survey consists of five short questions about their One-Stop center experience. The same survey is used in all nine One-Stop centers. Once the customer has completed the survey, he/she can either turn it in at the front desk or put it in the “Suggestion/Survey” box. Each customer is highly encouraged to fill out a survey when he/she has worked with a staff member on a one-on-one basis or group orientation/training event. All surveys are compiled each week and given to the manager for action. Surveys are then compiled monthly, and results are sent to the Workforce Services Director. The Workforce Services Director consults with the corresponding One-Stop 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 One-Stop 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 One-Stop 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.

All questions rank the service the customers received in a numerical format of 1-5 (1 lowest, 5 highest). During the past plan year, the nine One-Stop centers received only 289 surveys from the customers/participants who were utilizing our services. Average service was excellent.

The five questions that are asked are as follows:

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

Here are a few comments:

- I was given so much useful information that I will be able to use in my job search for a job and getting info for a trade class so I can start a lifelong career.
- I loved your friendly and upbeat personalities.
- Everyone was so nice and very professional.
- I can possibly find a career instead of a job!
- I liked all the information that was given.
- The information on resumes and interview skills was great!
- The speaker was knowledgeable and friendly.
- The staff here is amazing, wonderful, pleasant, attentive, and very helpful. Thank you!
- Very knowledgeable, it was so nice that I was not so stressed, he helped me understand!

Success of WIOA

Brandy Torrez, Adult

Brandy Torrez, a WIOA Adult participant, wrote a review of her CDL course at the local college once she completed the course, and included a thank you to Job Service:

“Lastly, I want to extend my deepest gratitude to Trent of North Dakota Job Service. Trent was the unsung hero who made it possible for me to attend CDL School in the first place. He advocated on my behalf and secured funding for my CDL course through the Workforce Innovation and Opportunity Act (WIOA) program.

For those who dream of obtaining their CDL but are deterred by the cost, I want to emphasize: don't let financial concerns hold you back. The...program [is] designed to help candidates acquire the skills they need to increase their earning potential. Trent is the go-to person who can help make this dream a reality.

Trent, you truly rock. Your dedication to helping people like me access career-changing opportunities is commendable. Thanks to you, the seemingly insurmountable obstacle of course fees became a non-issue, allowing me to focus entirely on my training.

To anyone considering pursuing their CDL but worried about the financial aspect, I strongly encourage you to reach out to Trent at North Dakota Job Service. His expertise in navigating the WIOA program can be the key to unlocking your future in the trucking industry.”

Faizah Osman, Adult

Faizah Osman is a New American that came to us at the beginning of 2023 stating that she was halfway through her Nursing program at the University of Mary and ran out of financial aid to help her finish. She had her BS in Human Biology from the University of Cape Coast in Ghana, but her studies in that country were very different from the US, so she had to re-train. She was eligible for WIOA and WIOA helped her through her last 3 semesters of her Nursing degree.

Faizah graduated with her BS in Nursing in February of 2024, and in March she started her new full-time career as an RN. She started her career at \$33.25 an hour with full benefits. During a follow up call to her, she said she is so happy with her new employment and very excited about her future as a nurse.



Meredith*, Adult

Another participant wrote an open letter to thank her advisor at Job Service and encourage others to seek out resources through WIOA:

“Hello!

To anyone that this may assist, getting help from Job Service has been like a dream. WIOA is an amazing program and without the help, I would not be where I am today. Without the help of Job Service, specifically my advisor, who helped me out and put much time and effort into making sure I knew what to do...No matter how difficult or how much paperwork there was to do, my advisor always made sure I was in the loop, on top of things, and tried to make it as easy as possible for me. She also made sure I knew the resources that were available to me. If it had not been for Job Service and my advisor, I would not be working as an LPN today.

In the beginning, asking for help was a bit of a struggle. No one wants to admit that they need help, much less want to admit that they need help with money or financials. But after getting through the obstacle of asking for help, it became apparent that my dreams, hopes, aspirations, and the overall lifestyle I live now, would not be what it is today without that assistance. I would have had to take loans out, spend more time working, less time studying, and overall struggling with day-to-day issues. It would have made going to classes and school much harder.

In the end, Job Service made sure that the immense cost concern that comes with post-secondary education was mainly covered putting me at ease. I truly appreciate all that Job Service, the WIOA program, and my advisor have done. If you or anyone you know is having a hard time with paying for post-secondary education, the WIOA program at Job Service might be an option for you! Take it into consideration and don't forget, asking for help is okay!!!”

Sharyn*, Adult

The Workforce Innovation & Opportunity Act (WIOA) has given many opportunities for people to change their lives and one of them is Sharyn. Upon the first meeting with Sharyn, her determination to

complete her CDL was obvious. She grew up riding in her fathers' truck, so she had the support of her father and some knowledge of the career. She was eligible as a WIOA Adult, and she was looking forward to this career as a CDL driver. She researched companies she wanted to work for during her training. Following the completion of training, Kayla was hired by a trucking company where she earns a percentage of her loads. In the past four months, her average salary has been \$5,700 per month. Sharyn is not only a success but also someone to admire in a non-traditional occupation for a female. Sharyn is a very hard-working person and now has the job and financial stability.

Sharyn also added her personal thank you:

"I can't thank Job Service of ND enough! The WIOA program has truly changed my life. I have been struggling for years to work my way up the ladder at the various jobs I've held, and I couldn't ever get to a place where I could comfortably afford my bills. And now with the help of Job Service I have more than DOUBLED my income. I never thought I would get to this point in my life where I didn't have to worry about how I was going to pay my bills. I'm so incredibly thankful for this opportunity. I couldn't have done it without the help of my Case Manager, Kristin. She was absolutely incredible. Once I told her I wanted to get my CDL, she was there every step of the way advocating for me. After I was accepted into a CDL training program, her excellence didn't stop there. There were some issues taking place at the facility I was attending, and Kristin went out of her way to get in touch with the necessary people that were able to handle the situation. This was crucial because I didn't think I was going to be able to finish the training program with that outfit, but she made sure those issues were addressed immediately! She's just been a great advocate for the people she helps on a daily basis, and we need more people like that who will help you reach your dreams. You shouldn't have to do it alone and struggle, it takes a team! So, thank you to everyone who made this possible. I am finally able to start paying off my debt and build a better life for myself. "

Darin Stewart, Dislocated Worker

Darin came to the Bismarck One-Stop center in September 2023 after the company he was working for laid him off. He was working for a printing company, and work was slow, so they had no choice but to lay off his position with no intention of bringing him back. This qualified Darin as a Dislocated Worker in our WIOA program, and he was committed to pivot his professional career and look at training to become a CDL driver. After Darin met with his case manager, discussing his goals and prior educations and training, it was discovered he had some past mistakes that could potentially affect his ability to become employed as a commercial driver. But Darin didn't give up. He was determined to get his CDL, so he put in some extra work to prove he could be hired. He obtained two different letters from employers writing on his behalf stating that if a CDL position were to open in their company, they would hire Darin regardless of his prior barriers. This was great news for Darin as it satisfied the WIOA staff concerns with training Darin in this industry. We sent him to the training course, and he successfully attained his CDL in February 2024. He obtained a job right away with a driving company but had to wait until the North Dakota winter passed before he could start. He officially started in April as a full-time "Lowboy Heavy Haul" driver earning \$23.00 per hour. A month later, he received his 30-day review, full benefits and a dollar raise. Darin is now earning \$24.00 per hour and receiving full benefits, including health, dental, PTO, Sick time, etc. He is extremely happy with his new position and forever grateful for the WIOA program to give him this new opportunity in life.

Darin added his own words to the story: "[T]hank you for the kind words. I couldn't have done it without you. You and your team are amazing!!!"



Forrest*, Adult

Forrest was referred to WIOA by the Superintendent of his high school. He lived in a small rural community in North Dakota with limited employment opportunities if a person did not have some advanced schooling or training. Forrest was seeking financial assistance with the intent of pursuing an AAS degree in Cyber Security through Bismarck State College.

He was determined eligible as an Out-of-School Youth per recognized youth eligibility barrier in and the training request was approved by the selection committee in time to start in the fall semester. WIOA assisted Forrest with tuition, books and fees, and one time transportation assistance for a round trip to and from the training site. He successfully completed his AAS degree and graduated with a 3.175 GPA in May of 2024.

Forrest started his job search prior to graduation, reaching out to his case manager in early May. Forrest followed several job postings on the Job Service website, finding an opportunity in one of the larger cities in North Dakota, and one with the local electric cooperative in his very own community.

Forrest recently started his new position as a Security Analyst with wages at \$29.80/hr., with benefits at the local cooperative. He indicated in his email to his current case manager that he was thankful for the opportunity that WIOA provided him. He wanted to thank both his current and past case manager (who had retired during his enrollment)—he appreciated all their hard work in helping him find not only a job, but a career that he could spend the rest of his life in.

**Names marked with an asterisk have been changed to respect participants' privacy. Real names have been used where participant permission was given.*

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 mid2000s due to the Great Recession in the United States (2007-2009) and the oil boom in western North Dakota (2006-2015). Despite some downturn during the recession, the concurrent effect of the oil boom quickly drove North Dakota's economic growth to surpass its 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 its downturn when oil prices dropped (2015-2016). At the end of the boom, many economic figures initially declined, but employment and wage numbers for most industries remained high and steadily growing.

In 2020, the COVID-19 pandemic triggered the creation of public health policies, mandates, and guidelines, which affected the economy at every level – globally, nationally, and locally. The impact was reflected in metrics such as higher unemployment numbers, lower total employment across all industries, and a decrease in the labor force in North Dakota. By 2022, though, the number of unemployed people in North Dakota was at a twenty-year low, and statewide employment surpassed pre-pandemic levels. The current numbers indicate the state is continuing to grow slowly, as it had been before the pandemic.

Population

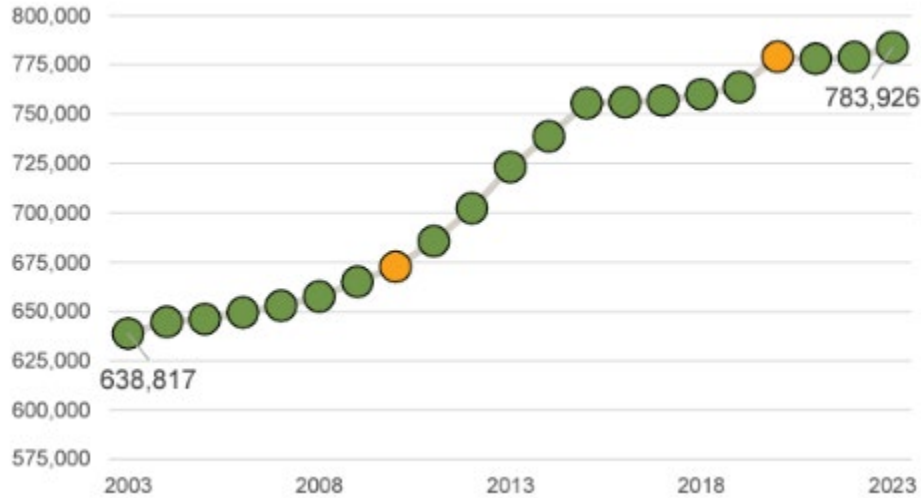
Looking at North Dakota's population over the past 20 years, the growth curve exhibits two distinct stages: a period of steady, rapid growth, and a recent period of sustained slow growth. Through the 1990s and early 2000s, population growth was comparatively flat. The greatest growth period occurred between 2006 and 2015, when the oil boom happened in North Dakota. Sustained population numbers in recent years suggests that North Dakota's economy has also generated growth in non-oil industries.

Population in Recent Years

Between 2003 and 2023, the biggest year for population growth occurred in 2013, during the oil boom. The population in 2013 increased by 20,922 or 3 percent, over the previous year. During the oil boom, from 2006 to 2015, North Dakota's population grew annually at a rate between 0.5 and 3 percent. By comparison, the average annual growth rate before the oil boom, between 2003 and 2005, was 0.1 percent.

In the years after the oil boom, annual growth rates have been lower but mostly positive, ranging from -0.1 to 2 percent. In the last year, North Dakota's population increased by 5,014, or 0.6 percent, from the previous year.

Figure 1: North Dakota population 2003-2023



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

Source: United States Census Bureau, 2003-2023

Table 1: North Dakota population from 2018-2023

	2018	2019	2020	2021	2022	2023
POPULATION	760,062	763,724	779,094	777,982	778,912	783,926
# CHANGE	-	3,662	15,370	(1,112)	930	5,014
% CHANGE	-	0.5	2.0	(0.1)	0.1	0.6

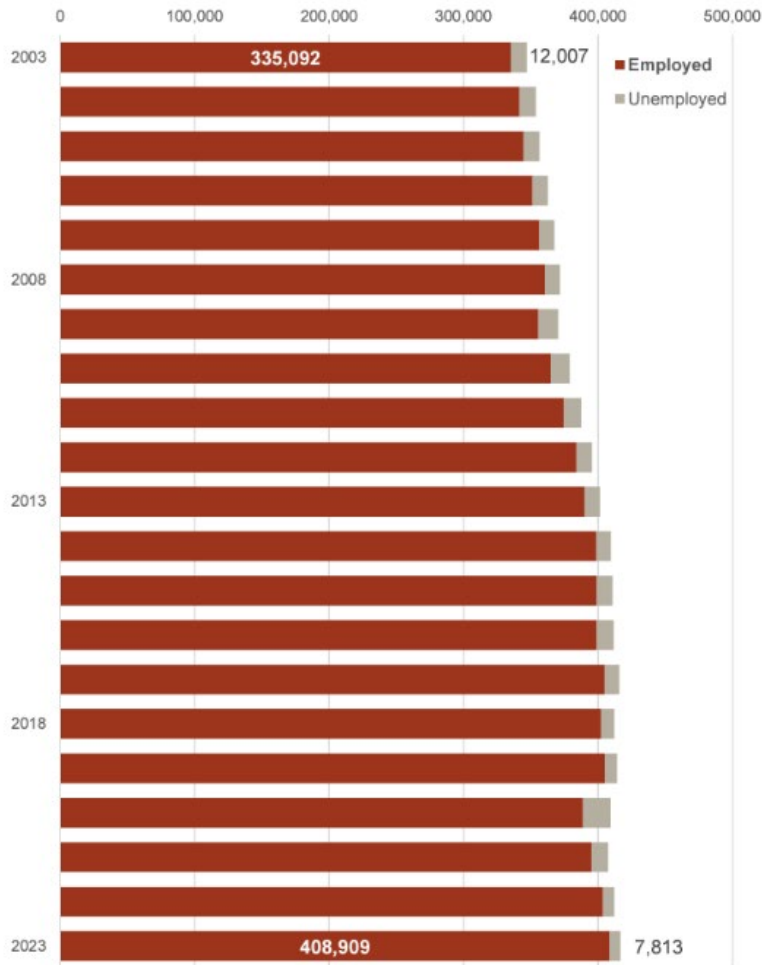
Source: United States Census Bureau, 2003-2023

Labor Force

From 2003 to 2023, the labor force grew from a total of 347,099 to 416,722 (a net increase of 69,623, or 20 percent). Over the same period, North Dakota's population grew from 638,817 to 783,926 (a net increase of 145,109, or 23 percent). North Dakota's labor force has generally followed the same pattern as its population, steadily increasing during the oil boom and remaining rather flat in the years since. The COVID-19 pandemic in 2020 caused a sudden increase in the unemployed portion of the labor force, which has since decreased.

North Dakota's labor force grew by 4,485, or 1 percent, from the previous year. The change primarily came from movement in the employed portion of the labor force, which grew by 5,023, or 1 percent. For comparison, the unemployed portion of the labor force fell by 538, or 6 percent, from the previous year.

Figure 2: North Dakota labor force number of employed and unemployed from 2003-2023



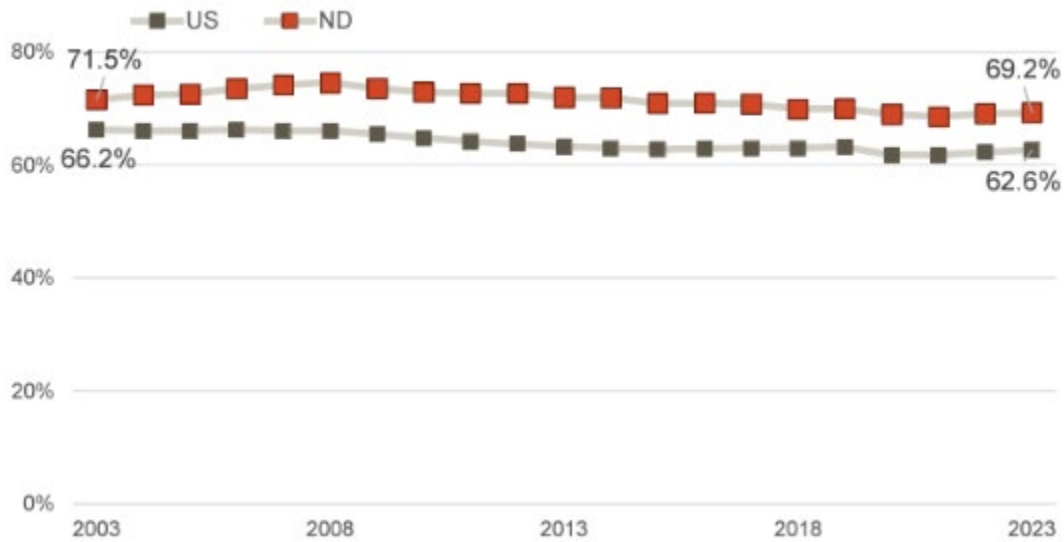
Source: Labor Market Information Center, Job Service North Dakota, Local Area Unemployment Statistics (LAUS) Unit

Labor Force Participation

North Dakota had a labor force participation rate of 69.2 in 2023. By comparison, the national rate was 62.6 percent. Historically, North Dakota has had one of the highest labor force participation rates in the nation. The rate has remained relatively flat for the past 20 years, reaching a peak of 74.5 in 2008 and a low of 68.5 in 2021.

Compared to all states in 2023, North Dakota ranked second in the nation with an adjusted labor force participation rate of 69.2 percent. Utah ranked first among all states, with an adjusted rate of 69.5 percent. Mississippi ranked last among all states, with an adjusted rate of 54 percent.

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



Source: Bureau of Labor Statistics, Current Population Survey

RANK	STATE	LFP %	RANK	STATE	LFP %	RANK	STATE	LFP %
1	Utah	69.5	18	Washington	64.3	35	Georgia	61.6
2	North Dakota	69.2	19	Connecticut	64.2	36	New York	61.1
3	Nebraska	69.1	19	Illinois	64.2	37	North Carolina	61.0
4	Colorado	68.4	21	Wyoming	63.9	38	Delaware	60.9
4	Minnesota	68.4	22	Rhode Island	63.6	39	Hawaii	60.2
6	South Dakota	68.2	23	Indiana	63.3	40	Tennessee	59.8
7	Iowa	67.7	24	Missouri	63.1	41	Florida	59.6
8	Kansas	66.6	24	Montana	63.1	42	Maine	59.2
9	Virginia	66.4	26	Oklahoma	62.9	43	Louisiana	58.6
10	Wisconsin	65.8	27	Idaho	62.8	44	Arkansas	57.5
11	Alaska	65.1	28	Nevada	62.7	45	South Carolina	57.4
11	Maryland	65.1	29	Oregon	62.4	46	New Mexico	57.3
11	Massachusetts	65.1	30	Pennsylvania	62.2	47	Alabama	57.2
11	New Hampshire	65.1	31	Arizona	62.1	48	Kentucky	57.1
15	New Jersey	64.9	32	California	62.0	49	West Virginia	54.9
16	Vermont	64.7	33	Michigan	61.9	50	Mississippi	54.0
17	Texas	64.5	34	Ohio	61.8			

Source: Bureau of Labor Statistics, LAUS Unit

Unemployment Rate

North Dakota had an unemployment rate of 1.9 in 2023. By comparison, the national unemployment rate was 3.6 percent. Historically, North Dakota has had a very low unemployment rate. In the past 20 years, its lowest was 1.9 percent in 2023 and its highest was 4.9 percent in 2020. As with the state's labor force participation rate, North Dakota's unemployment rate has regularly outperformed the national average. The unemployment rates in all states increased in 2020 at the onset of the COVID-19 pandemic but have since decreased.

Compared to all states in 2023, North Dakota ranked first in the nation with an unemployment rate of 1.9 percent. Nevada ranked last among all states, with a rate of 5.1 percent.

Industry Projections

Employment projections rankings do not necessarily reflect the fastest-growing industries, but they provide an idea of how industries are expected to grow or decline in the next 10 years (2022-2032). The Health Care and Social Assistance industry ranks highest in projected growth, with an expected increase of 7,409 positions, or a 12 percent increase. Most industries are projected to increase in the same period. The average projected increase in the 10-year period is 1,812 by number and 9 percent. Other industries with significant projected growth are the Mining, Quarrying, and Oil and Gas Extraction industry (the highest percent growth expected: 2,809, or 17 percent) and the Construction industry (the second highest numerical growth expected: 3,032, or 12 percent).

Table 2: North Dakota Projected Industry Change by number or percentage from 2018-2023

RANK	INDUSTRY*	2023	2018	# CHANGE	% CHANGE
1	Health Care and Social Assistance	67,640	64,536	3,104	5
2	Retail Trade	45,362	47,104	-1,742	-4
3	Educational Services	36,365	34,094	2,271	7
4	Accommodation and Food Services	33,541	34,755	-1,214	-3
5	Manufacturing	28,483	26,147	2,336	9
6	Construction	28,265	27,051	1,214	4
7	Wholesale Trade	23,867	23,895	-28	0
8	Public Administration	23,675	22,645	1,030	5
9	Transportation and Warehousing	19,347	19,097	250	1
10	Mining, Quarrying, and Oil and Gas Extraction	18,110	20,807	-2,697	-13
11	Professional and Technical Services	17,507	16,676	831	5
12	Finance and Insurance	17,396	18,116	-720	-4
13	Administrative and Waste Services	13,931	14,032	-101	-1
14	Other Services (except Public Administration)	11,800	11,645	155	1
15	Arts, Entertainment, and Recreation	11,765	10,885	880	8
16	Information	5,791	6,431	-640	-10
17	Real Estate and Rental and Leasing	5,724	5,777	-53	-1
18	Agriculture, Forestry, Fishing and Hunting	5,000	4,618	382	8
19	Management of Companies and Enterprises	4,495	5,282	-787	-15
20	Utilities	3,575	3,983	-408	-10

 Represents largest change from 2018 to 2023 by number or percentage

Source: Job Service North Dakota, Labor Market Information Center

Occupational Projections

Employment projections rankings do not necessarily reflect the fastest-growing occupations, but they provide an idea of how occupations are expected to grow or decline in the next 10 years (2022-2032). Occupations in the Transportation and Material Moving occupations group rank highest in projected numerical growth, with an expected increase of 4,984 positions, or 11 percent. Most occupation groups are projected to increase in in the same period. The average projected increase in the 10-year period was 1,592 by number and 8 by percent. Other occupation groups with significant projected growth are the Construction and Extraction occupations group (the second highest numerical growth expected: 4,362, or 13 percent) and the Healthcare Support occupations group (the highest percent growth expected: 2,712, or 15 percent).

Table 3: North Dakota Projected Occupational Change by number or percentage from 2018-2023

RANK	OCCUPATION GROUP**	2023	2018	# CHANGE	% CHANGE
1	Office and Administrative Support	46,460	56,270	-9,810	-17
2	Transportation and Material Moving	42,740	36,060	6,680	19
3	Sales and Related	35,370	38,950	-3,580	-9
4	Food Preparation and Serving Related	34,880	35,300	-420	-1
5	Construction and Extraction	32,010	33,840	-1,830	-5
6	Healthcare Practitioners and Technical	27,280	26,450	830	3
7	Management	24,400	21,850	2,550	12
8	Educational Instruction and Library	24,210	23,060	1,150	5
9	Production	23,650	22,050	1,600	7
10	Installation, Maintenance, and Repair	22,840	22,550	290	1
11	Business and Financial Operations	19,860	17,480	2,380	14
12	Healthcare Support	18,470	11,290	7,180	64
13	Building and Grounds Cleaning and Maintenance	13,390	14,460	-1,070	-7
14	Personal Care and Service	12,760	18,550	-5,790	-31
15	Computer and Mathematical	7,790	7,410	380	5
16	Protective Service	7,540	6,770	770	11
17	Architecture and Engineering	5,870	6,840	-970	-14
18	Community and Social Service	5,400	5,610	-210	-4
19	Arts, Design, Entertainment, Sports, and Media	5,210	4,850	360	7
20	Life, Physical, and Social Science	4,110	3,480	630	18
21	Legal	2,230	2,590	-360	-14
22	Farming, Fishing, and Forestry	1,040	820	220	27

 Represents largest change from 2018 to 2023 by number or percentage

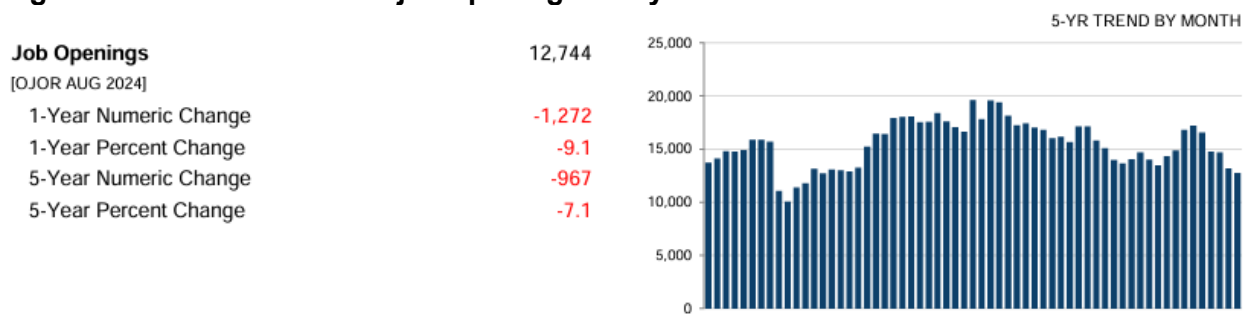
Source: Job Service North Dakota, Labor Market Information Center

Education can also play a role in predicting where employment trends are heading. Occupations that require a postsecondary nondegree award or an associate degree are expected to grow by 10.6 percent. Occupations that require a bachelor's degree are expected to grow by 9.17 percent, and occupations that require a master's, doctoral or professional degree are expected to grow by 10 percent. Occupations requiring short-term on-the-job training (<30 days) are projected to grow by 5.11 percent, and long-term on-the-job training (>12 months) by 10.47 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's online labor exchange system is the underlying source for the job openings and resume data produced. Comparing August 2024 (online job openings total 12,744) to previous years (Figure 4), openings have decreased since the prior year by -1,272. Of the 22 non-military major occupational groups, Healthcare Practitioners and Technical reported the largest number of openings with 2,957, followed by Sales and Related with 987 and Management with 905. Among North Dakota's 53 counties, 22 reported an over-the-year increase in job openings, while 29 reported an over-the-year decrease, and the remaining were unchanged.

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

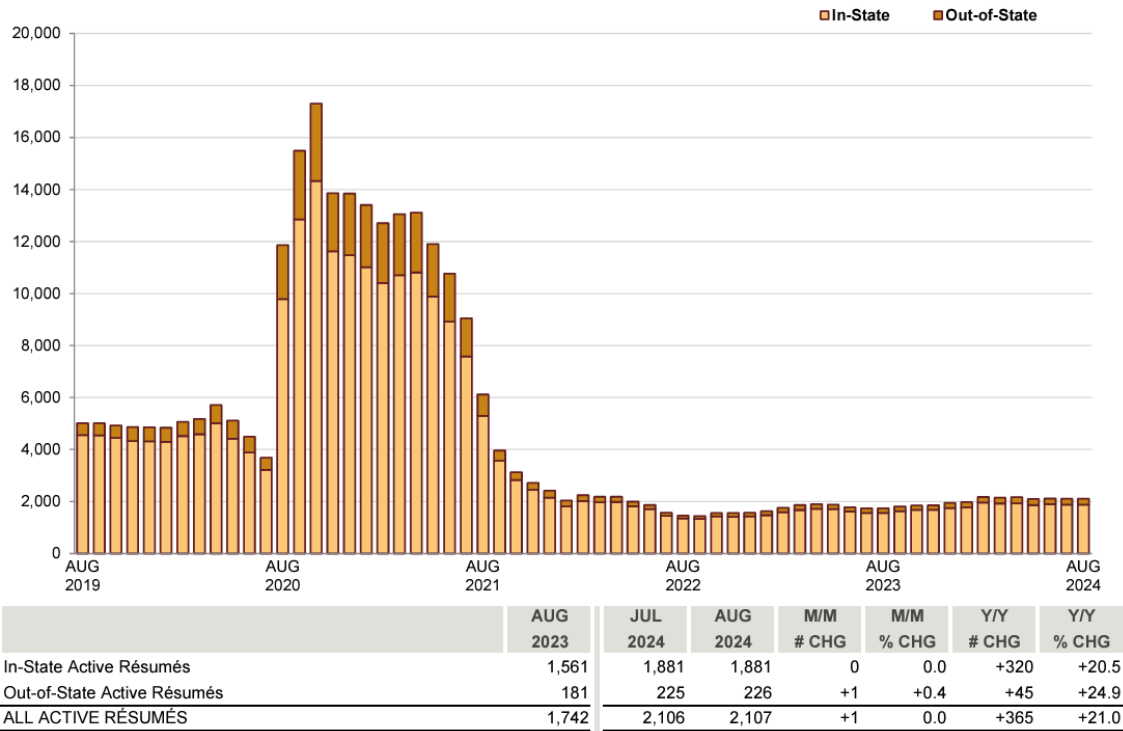


Source: Job Service North Dakota, Labor Market Information Center

Active resumes totaled 2,107 in August 2024, a change of +365 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 358, followed by Management with 276, and Transportation and Material Moving with 189. There was a total of 1,881 in-state active resumes and 226 out-of-state active resumes (Figure 5). In-state active resumes accounted for 89.3 percent of all active resumes while the remaining were from out of state.

Among North Dakota's 53 counties, 29 reported an over-the-year increase in active resumes, while 14 reported an over-the-year decrease. Cass County reported the largest over-the-year increase in active resumes with a change of +108.

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



Source: Job Service North Dakota, Labor Market Information Center

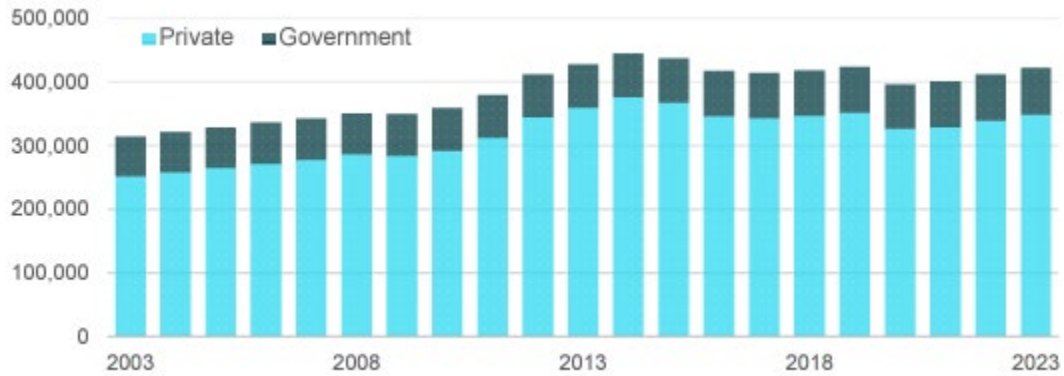
North Dakota’s rate of unemployed per job opening was 0.82 in July 2024, the latest month for which North Dakota data are available. One year prior, North Dakota’s rate was 0.52. Among North Dakota’s 53 counties, 15 reported a rate less than one, while 34 reported a rate greater than one. A rate less than one means more job openings than available labor supply.

North Dakota’s job openings rate was 2.9 percent in July 2024, the latest month for which North Dakota data are available. One year prior, North Dakota’s rate was 3.0 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.

Average Employment

In 2023, North Dakota’s total employment for all industries was 421,639 (Figure 6). From 2003 to 2023, the total average employment across all industries grew by 107,366 (34 percent). From 2013-2023, total average employment decreased by 5,470 (1 percent). In 2023, most employment belonged to the private sector (83 percent).

Figure 6: North Dakota's average employment ten-year trend

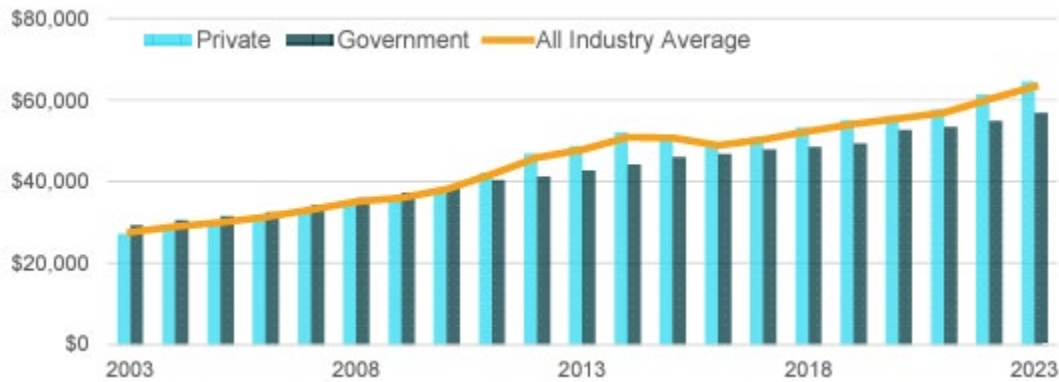


Source: Job Service North Dakota, Labor Market Information Center

Average Annual Wage

In 2023, North Dakota's average annual wage across all industries was \$63,321 (Figure 7). From 2003 to 2023, average annual wages across all industries grew by \$35,692 (129 percent). From 2013 to 2023, average annual wages grew by \$15,542 (33 percent). In 2023, average annual wages were \$7,762 higher in the private sector.

Figure 7: North Dakota's average annual wage ten-year trend

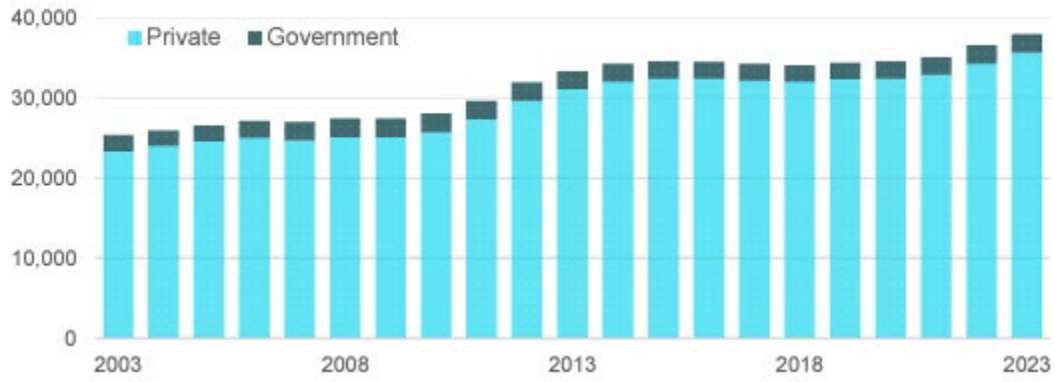


Source: Job Service North Dakota, Labor Market Information Center

Establishments

In 2023, North Dakota had 37,991 business establishments (Figure 8). From 2003 to 2023, the number of establishments across all industries grew by 12,650 (50 percent). From 2013 to 2023, the number of establishments grew by 4,724 (14 percent). In 2023, most establishments belonged to the private sector (94 percent).

Figure 8: North Dakota's establishments ten-year trend



Source: Job Service North Dakota, Labor Market Information Center

Research & Evaluation

Introduction

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

The programs covered by this report include:

- WIOA Adult
- WIOA Dislocated Worker
- WIOA Youth

Performance Measures

1. Dissect the data to determine top 5 Programs of Study in adult, dislocated worker and youth.
2. Review data to analyze the correlation of program of study with the industry that adult, dislocated worker and youth participants are working in after exit.
3. Explore the data to determine the breakdown of support services utilized by adult, dislocated worker and youth.

Program Outcomes

WIOA Adult

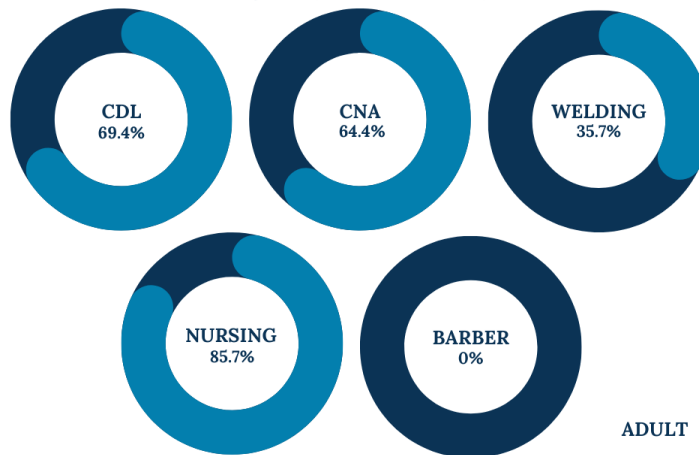
The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014 and consists of three funding streams: Adult, dislocated worker and youth.

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



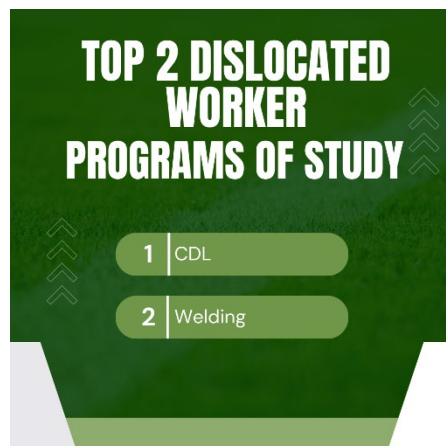
Total Adult Support Services by Program of Study	Transportation	Medical	Housing	Other	Total
CDL	\$11,580.91	\$3,416.98	\$25,803.81	\$15,214.51	\$56,016.21
CNA	\$733.67	\$683.00	\$7,651.04	\$2,431.24	\$11,498.95
Welding	\$713.76	\$1,372.75	\$8,085.00	\$12,190.20	\$22,361.71
Nursing	\$1,446.55		\$1,688.52	\$2,255.03	\$5,390.10
Barber					
Misc. Programs		\$293.00	\$792.89	\$1,576.14	\$2,662.03
Total	\$14,474.89	\$5,765.73	\$44,021.26	\$33,667.12	\$97,929.00

PERCENT WORKING IN INDUSTRY OF PROGRAM OF STUDY



WIOA Dislocated Worker

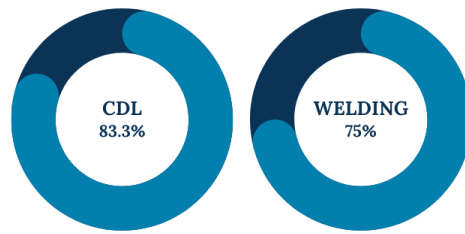
The WIOA dislocated worker program is similar to the WIOA Adult program by providing employment and training services. This program however focuses on those who are or soon will be unemployed due to business closing or substantial layoffs and is not likely to return to the previous industry or occupation.



Total DW Support Services by Program of Study	Transportation	Medical	Housing	Other	Total
CDL	\$387.76	\$610.00	\$1,811.15	\$786.50	\$3,565.41
Welder		\$300.00	\$600.00	\$1,500	\$2,400
Total	\$357.76	\$910.00	\$2,411.15	\$2,286.50	\$5,965.41

*Only top 2 due to a low enrollment of 47 participants. All other programs had 1 participant.

PERCENT WORKING IN INDUSTRY OF PROGRAM OF STUDY



DISLOCATED
WORKER

WIOA Youth

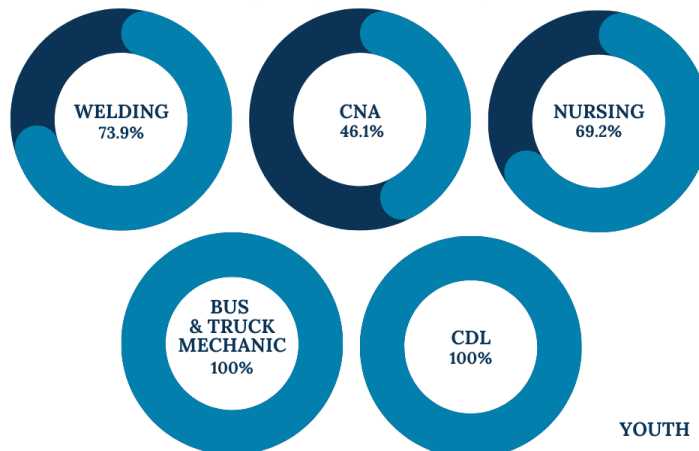
The WIOA youth program serves low-income participants ages 14 through 24, both in school and out of school, who face employment barriers. Funds are used to provide comprehensive employment and educational services that support participants' occupational and academic goals.

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



Total Youth Support Services by Program of Study	Transportation	Medical	Housing	Other	Total
Welding	\$1,211.49	\$168.00	\$31,223.36	\$23,957.53	\$56,560.38
Nursing Assistants	\$36.00	\$620.00		\$107.47	\$763.47
Nursing			\$375.00	\$2,906.86	\$3,281.86
Bus and Truck Mechanic				\$1,500.00	\$1,500.00
CDL	\$594.88	\$150.00	\$1,201.20	\$630.00	\$2,576.08
Total	\$1,842.37	\$938.00	\$32,799.56	\$29,101.86	\$64,681.79

PERCENT WORKING IN INDUSTRY OF PROGRAM OF STUDY



Data, Sources, Collection Methods & Sampling

When collecting information for the Training Program Performance Indicators, PIRL data from PY19 were analyzed for adult, dislocated worker, and the youth participants. The PIRL was sorted by program entry date. We then examined the program of study for all individuals and compared those to the NAICS codes to determine the industry they were working in after training. We also reviewed the individuals who received support services and separated them by support service category.

Statement of Findings for Each Outcome of Interest

1. *Adult Findings*

- a. Of the 173 adults that received training in the top 5 programs of study, 101 (58%) are working in the industry they trained in.
- b. 58 adults did not receive training. 50 (86%) of the 58 are in the workforce.
- c. In the top five programs of study, 99 (53%) of the 173 received a support service.
- d. Housing supportive services were used most frequently. This is most likely due to participants needing to travel to attend training.
- e. OJT's were not included in the evaluation. There were three that participated.
- f. Adults who attended barber training may be working in the industry however it is difficult to obtain wage data for individuals who are self-employed.

2. *Dislocated Worker Findings*

- a. Of the 16 dislocated workers that received training in the top two programs of study, 13 (81%) are working in the industry they trained in.
- b. Three dislocated workers did not receive training and are not in the workforce.
- c. In the top two programs of study, 10 (63%) of the 16 received a support service.
- d. The "other" category was used most frequently for support services. This is most likely due to participants needing books for college courses and tools for welding.
- e. OJT's and Non-WIOA funded activities were not included in the evaluation. There were nine and ten respectively that participated.

3. *Youth Findings*

- a. Of the 72 youth that received training in the top 5 programs of study, 47 (65%) are working in the industry they trained in.
- b. 31 youth did not receive training. 20 (65%) of the 31 are in the workforce.
- c. In the top five programs of study, 42 (58%) of the 72 received a support service.
- d. Housing supportive services were used most frequently. This is most likely due to participants needing to travel to attend training.
- e. OJT's and work experiences were not included in the evaluation. There were 11 and 63 respectively that participated.

Future Plans

For our PY24 Annual Report, we plan to do an in-depth evaluation of the programs on the Eligible Training Provider list to determine effectiveness of training programs and to improve outcomes to meet performance measures. The study will be an approach comparing programs from several perspectives including: instate vs out of state, short term vs long term, registered apprenticeships, completion rates, providers overall, and programs by category. In addition to this evaluation, the Job Placement Pilot Program (JP3) also conducted a study on the program effectiveness and the results are below.

JP3 Research Results

The primary aim of the Job Placement Pilot Program (JP3), a joint effort between Job Service North Dakota (JSND) and the North Dakota Department of Corrections and Rehabilitation (NDDOCR), is to provide supportive services to individuals re-entering the community after incarceration to help them obtain and retain employment.

Referral criteria for enrollment into JP3 includes:

- Must be within 90 days of release (or already released)
- Must have attended Career Readiness classes or Career Readiness Workshops
- Must have identification documents to satisfy I-9 employment verification requirements
- Must be being released to one of two service areas piloting the program:
 - Bismarck/Mandan metro area
 - Fargo-Moorhead metro area

The categories of supportive services that JP3 can provide to an individual are Transportation, Housing/Shelter, Medical, and Other (which includes items such as clothing required for employment, haircuts or clothing for interviews, phone cards, fees for educational testing or licensure, etc.).

To examine the program's effectiveness and inform possible future permanent versions of this pilot, the use of support services was examined in relation to successful or unsuccessful completion of the program for PY23. The category and amount of support services spent on each individual, stratified by their exit disposition (Successful or Unsuccessful) is the primary focus of this report.

Basic demographic information was also collected, including age, gender, race/ethnicity, etc., along with specialized information pertinent to the JP3 participants, such as length of most recent incarceration, first time incarceration, and restrictions on employment due to specific conviction type. Self-identified barriers were also collected upon enrollment to the program, including Homelessness and Lack of Access to a Motor Vehicle.

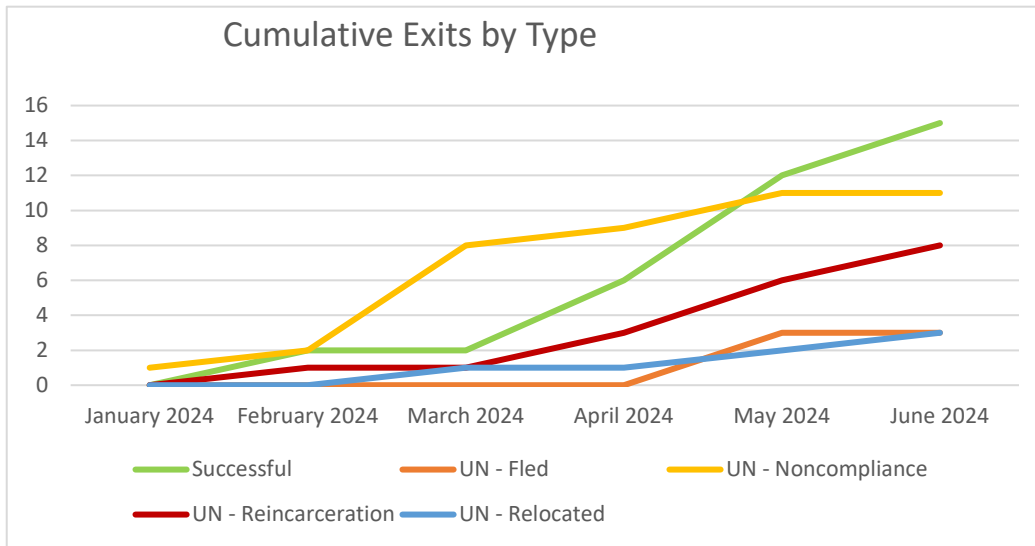
There were 40 total participants who exited the program in PY23: 15 successfully, and 25 unsuccessfully. As a successful exit requires the six months of continual employment, while a participant may exit unsuccessfully at any time, we expect the margin between the two categories to decrease as the program continues into PY24.

The following are detailed descriptions of each exit type:

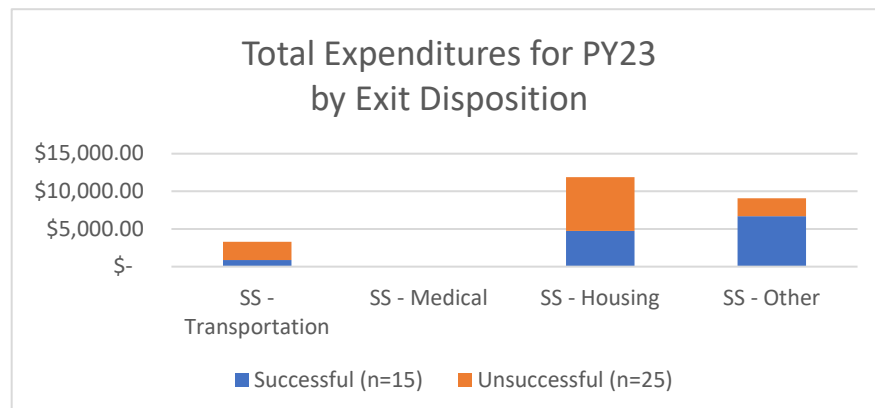
- Successful: Successfully completed six or more months of continuous employment.
- Unsuccessful – Fled: Fled a re-entry housing center while on a work-release type of placement.
- Unsuccessful – Noncompliance: Noncompliance with any term of participation in the program, including but not limited to no-call/no-show's to appointments, not providing requested employment information to case managers, becoming combative with case managers, etc.
- Unsuccessful – Reincarceration: Became reincarcerated while participating in program.
- Unsuccessful – Relocated: Relocated outside the service area for this program.

Exit and Expenditure Data

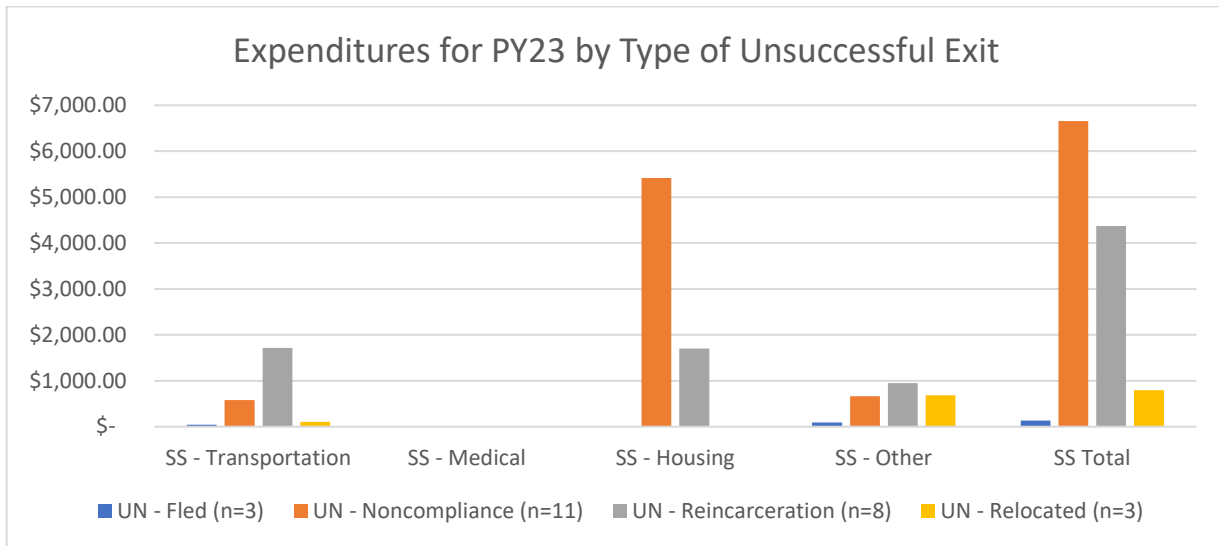
	Cumulative Exits by Type					
	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024
Successful	0	2	2	6	12	15
UN - Fled	0	0	0	0	3	3
UN - Noncompliance	1	2	8	9	11	11
UN - Reincarceration	0	1	1	3	6	8
UN - Relocated	0	0	1	1	2	3



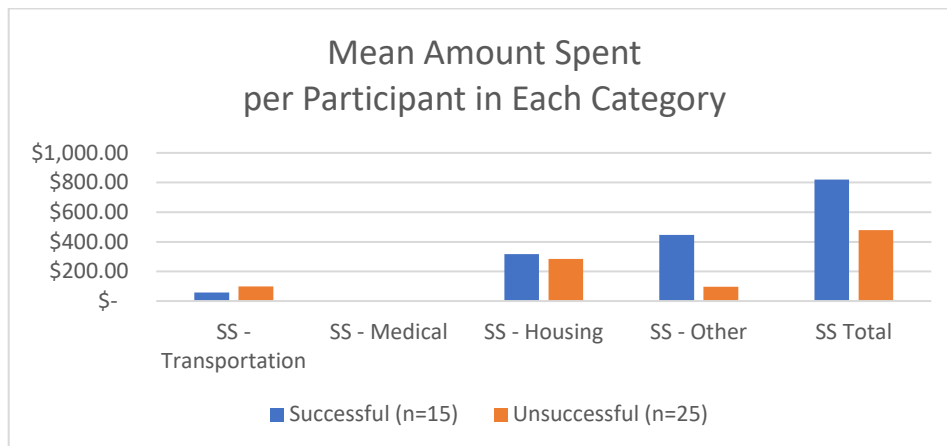
Total Expenditures for PY23 by Exit Disposition	SS - Transportation	SS - Medical	SS - Housing	SS - Other	SS Total
Successful (n=15)	\$ 870.00	\$ -	\$ 4,759.00	\$6,687.90	\$12,316.90
Unsuccessful (n=25)	\$ 2,445.83	\$ -	\$ 7,118.55	\$2,390.98	\$11,955.36
ALL (n=40)	\$ 3,315.83	\$ -	\$11,877.55	\$9,078.88	\$24,272.26



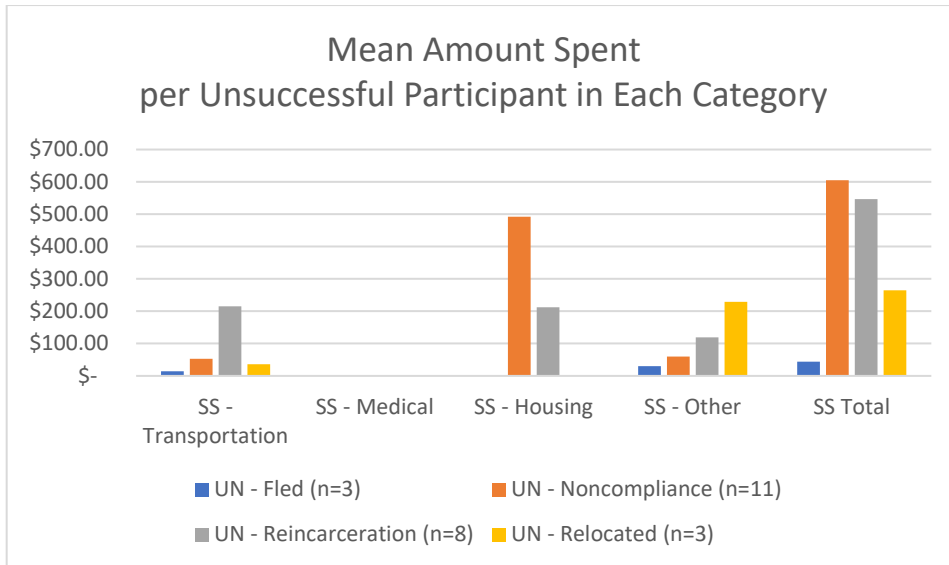
Expenditures for PY23 by Type of Unsuccessful Exit	SS - Transportation	SS - Medical	SS - Housing	SS - Other	SS Total
UN - Fled (n=3)	\$ 42.00	\$ -	\$ -	\$ 90.00	\$ 132.00
UN - Noncompliance (n=11)	\$ 578.00	\$ -	\$ 5,418.55	\$ 662.26	\$ 6,658.81
UN - Reincarceration (n=8)	\$ 1,717.83	\$ -	\$ 1,700.00	\$ 952.43	\$ 4,370.26
UN - Relocated (n=3)	\$ 108.00	\$ -	\$ -	\$ 686.29	\$ 794.29



Mean Amount Spent per Participant in Each Category	SS - Transportation	SS - Medical	SS - Housing	SS - Other	SS Total
Successful (n=15)	\$ 58.00	\$ -	\$ 317.27	\$ 445.86	\$ 821.13
Unsuccessful (n=25)	\$ 97.83	\$ -	\$ 284.74	\$ 95.64	\$ 478.21



Mean Amount Spent per Type of Unsuccessful Participant by Category	SS - Transportation	SS - Medical	SS - Housing	SS - Other	SS Total
UN - Fled (n=3)	\$ 14.00	\$ -	\$ -	\$ 30.00	\$ 44.00
UN - Noncompliance (n=11)	\$ 52.55	\$ -	\$ 492.60	\$ 60.21	\$ 605.35
UN - Reincarceration (n=8)	\$ 214.73	\$ -	\$ 212.50	\$ 119.05	\$ 546.28
UN - Relocated (n=3)	\$ 36.00	\$ -	\$ -	\$ 228.76	\$ 264.76



Conclusions

44% of women who exited in PY23 exited successfully, versus 35% of men who exited.

A higher percentage of participants in their 30's (47%) and 60's (100%) exited successfully versus the other age groups.

The effect of pre-existing barriers on successful completion of the program is unclear. For example, for participants who had been incarcerated multiple times, they exhibited a close percentage for successful completion (35%) as unsuccessful due to noncompliance (29%).

Length of most recent incarceration also had limited value for reporting as numbers were scattered across types of exits.

More dollars were spent on housing per person for successful participants (\$317.27/person) than unsuccessful (\$284.74/person), as well as dollars in the "Other" category (\$445.86/person for successful and \$95.64/person for unsuccessful). This may suggest that an emphasis on housing and procuring work clothes and tools for work (which are both under the "Other" category) would be beneficial for helping participants complete the program successfully.

Noncompliance was the type of unsuccessful exit that had the most participants and expenditures compared to any other type of unsuccessful exit. For future program direction, a focus should be made on suitability of referral, such as vetting the career goals of potential participants, as well as assessing behavioral records while incarcerated.