



Workforce Innovation and Opportunity Act in Mississippi **2017 ANNUAL REPORT**

July 1, 2017, to June 30, 2018



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MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY
OFFICE OF THE GOVERNOR

Dear Friends:

The 2017 Annual Report for the Workforce Innovation and Opportunity Act (WIOA) showcases the ongoing collaboration among the Mississippi Department of Employment Security (MDES) and its core and strategic partners.

As we continue implementation of the Mississippi Combined State Plan and plan modification, the basic strategy of our plan remains much the same in program year 2017; to meet Mississippi's workforce needs and ensure that all WIOA partner services are harmonized to help Mississippians who want to work find the training necessary to qualify for opportunity occupations that bring self-sufficiency.

A key concern of the original plan was closing the gap between the demand and supply of workers with specialized skills beyond high school. In the time since the plan's approval and implementation, it has become even clearer that filling these openings is the key to changing Mississippi's workforce landscape and keeping the state on a path to long-term, sustainable economic growth. The state's strategy to prepare Mississippians for opportunity occupations has been further developed to include a well-organized registered apprenticeship program. Using DOL's ApprenticeshipUSA grant, MDES works closely with the Mississippi Community College Board on the Mississippi Apprenticeship Program.

The Reemployment and System Integration and the Workforce Data Quality Initiative grants have made it possible for the state to create a data hub aligning partner services for participants. This hub allows WIOA partner systems to communicate to make electronic referrals and share records necessary for case management, federal reporting, and continual performance improvement dashboards.

I am proud to say that Mississippi was the first state in the country to submit a state plan, the first to have its plan approved, and the first to begin implementing WIOA. MDES and its partners are leading the way in workforce development to make Mississippi a better place to work and live.

Sincerely,

A handwritten signature in black ink that reads "Mark Henry".

Mark Henry
EXECUTIVE DIRECTOR

Services are harmonized to help Mississippians who want to work find the training necessary...



STATE PLAN STRATEGIC VISION AND GOALS

Governor Bryant challenged all workforce and education stakeholders to develop a workforce plan centered on an effective and efficient state workforce development system designed to meet the demands of Mississippi's current and future job seekers and businesses.

Mississippi's Combined Plan includes the six required state programs—the Adult Program, the Dislocated Worker Program, the Youth Program, the Adult Education and Family Literacy Act Program, the Wagner-Peyser Act Program, and the Vocational Rehabilitation Program—along with Temporary Assistance for Needy Families (TANF), Unemployment Insurance (UI), Trade Adjustment Assistance (TAA), Jobs for Veterans State Grants Program (JVSG), and Senior Community Service Employment Program (SCSEP).

This report showcases the six required state programs.



Title II – Adult Education

The Mississippi Community College Board (MCCB), Office of Adult Education (OAE) administers core programs and services under Title II, Adult Education and Family Literacy Act, and the authority of the U.S. Department of Education, Office of Career, Technical and Adult Education. Services are provided through a large, statewide network of local programs providing literacy, high school equivalency, and other training to adults in need of a high school education. Adult Education (AE) providers work closely with community groups and local WIN Job Centers to ensure local workforce development area residents are aware of class availability.

In spring of 2017, the OAE held a statewide competition to solicit eligible providers to develop, implement, and improve adult education and literacy activities within the State by establishing or operating programs to provide a comprehensive service model for adult education and literacy services, including programs that provide such activities concurrently. The competition resulted in 20 providers across the state providing services in all 82 counties. Providers include 15 community colleges, four public schools, and the MS Department of Corrections. These programs serve as access points for individuals seeking educational services and entry to the Mississippi Works Smart Start Career Pathway which is the state's primary strategy in improving economic opportunities of all job seekers, especially those with low skills. Successful implementation of the Smart Start Pathway provides Mississippi with a better prepared and better skilled workforce.

The Smart Start Course is a direct result of the needs identified through surveys and data collected from business and industry from across the state. The data sources identified a consensus that businesses are expecting to grow and that recruitment and retention of qualified workforce is a critical issue for sustainability, viability, and growth. On the whole, businesses reported needing workers with labor and trade skills and those with basic work skills (e.g., reading, writing, appropriate workplace conduct).

The OAE and the State Workforce Investment Board collaborated to develop the Smart Start Career Course to address the needs and concerns of business and industry across the state. Smart Start begins with a WorkKeys® assessment. WorkKeys® is a first step toward closing skills gaps and improving workforce quality. As part of the Smart Start Career Course, one of the components students learn about is career awareness, based on the different workforce regions within our state. Services are aligned with system-wide goals and labor market needs of local program areas. In order for our Mississippi students to find middle-skill employment, they must be given the tools and resources necessary that will enable them to successfully work at the middle-skill level that our industries require.

Adult Education (AE) programs serve as the entry point for individuals entering the Smart Start Career Pathway. Individuals seeking services from any core partner who lack a high

school diploma or its equivalent will receive an automatic referral to the nearest adult education program. As part of the services provided, all AE students are enrolled in the Smart Start Course.

All AE programs are required to employ a Transition Specialist. The position serves as support to AE students, including students of English as a Second Language. The position also supports core and strategic partners in implementing requirements outlined in the Workforce Innovation and Opportunity Act (WIOA). This position provides transition services to students, advises on post-secondary education and career training, and is responsible for the development and facilitation of students transitioning from the adult education program to post-secondary and/or employment.

Building off the dropout recovery strategies of AE programs, the MCCB developed the Mississippi Integrated Basic Education and Training (MIBEST) program. This model is a service strategy that accelerates foundational skill building and occupational skill acquisition. MIBEST incorporates contextualized learning by concurrently delivering AE and career and technical education (CTE) classes using a team-teaching approach. In addition, MIBEST provides low-skill, undereducated, and low-wage workers opportunities to enter career pathways with the appropriate level of instruction, leading to postsecondary degrees and/or credentials and, ultimately, self-sufficiency.

Basic Skills

WorkKeys® Curriculum*:
Applied Math
Workplace Documents
Graphic Literacy

National Career Readiness
Certificate (NCRC)

Career Awareness

Career Counseling
(Sector Strategies)

Job Search

Career Goals

Financial Awareness

Necessary Skills

Communication

Teamwork

Work Ethic

Problem Solving/Critical Thinking

*WorkKeys® assessments measure foundational skills required for success in the workplace, and help measure the workplace skills that can affect job performance.

Title IV – General Vocational Rehabilitation and Vocational Rehabilitation for the Blind

Office of Vocational Rehabilitation (OVR)

OVR serves Mississippians who have physical or mental disabilities. OVR helps individuals discover and develop their skills that are consistent with their unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice, to compete in today's labor market and maximize their opportunities for competitive integrated employment.



Office of Vocational Rehabilitation for the Blind (OVRB)

OVRB serves Mississippians who are blind, deafblind, and visually impaired to prepare for, secure, retain, advance in or regain competitive integrated employment that considers their unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

OVR and OVRB Innovation and Service Expansion

Mississippi general VR (OVR) and OVRB work with our partner agencies to prepare our workforce and individuals with disabilities as required by the Workforce Innovation and Opportunity Act (WIOA). OVR and OVRB is leading the nation in our case management system. OVR and OVRB's success is recognized because of our great working relationship with our core partners in order to meet the extensive new federal reporting requirements. This system has allowed us to expand VR and VRB capacity to provide workforce and vocational rehabilitation services. The planning and implementation process was a major service expansion for our workforce. It was a well-executed interagency and core partner collaboration.

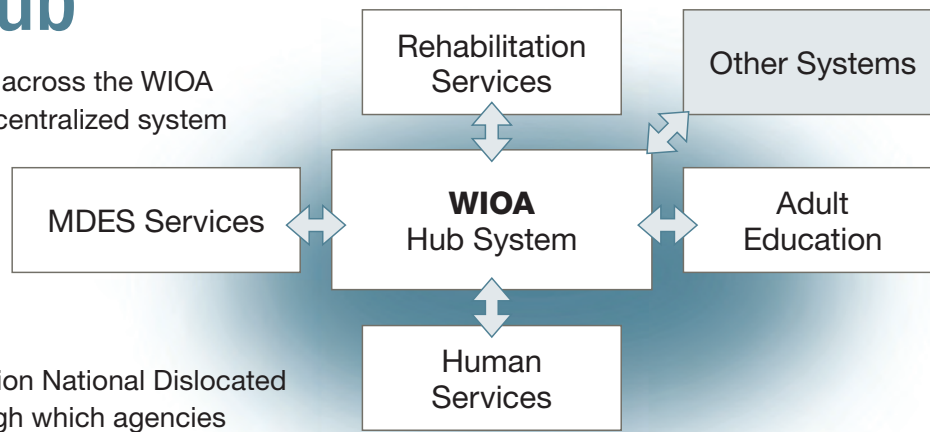
OVR and OVRB work has given Mississippi a national presence in being innovative and a recognized change agent for WIOA across our great country.

Innovation and Expansion programs and activities include:

- 150 more students ages 14-21 received pre-employment transition services. Pre-Employment Transition partnership was formed with Living Independent for Everyone.
- The Youth Transition Conference was held in Vicksburg on April 26th. Pre-Employment Transition conference was also held in Greenwood on May 22, 2018 in which 17 students ages 14-21 received Pre-Employment Transition Services. A pre-employment transition conference was also provided by LIFE in Biloxi on April 18th.
- 122 more students received pre-employment transition services. Pre-Employment Transition partnership was formed with Vocational Rehabilitation Consultants. A two-day transition camp was held at the University of Southern MS in Hattiesburg from September 19th through the 21st.
- One of only three states in the nation that implemented OVR/OVRB Peer Mentoring as a pre-employment transition service for students with disabilities.
- One of the first states in the nation to launch The Career Index Plus (TCI). TCI plus was launched in March 2018. OVR/OVRB is The Career Index Plus is available to assist VR/VRB counselors and individuals with disabilities access current labor market information that is very important in Career exploration and job search.
- First to implement the Career Pathway (Fast Track IPE). This IPE is a plan designed to assist counselors in providing career exploration counseling to help lead to a career pathway, expedite the delivery and services and implementation of an IPE.
- Eighteen more students who are Deaf between the ages of 14-21 participated in the 3rd Summer Pre-Employment – Career Camp held in July on the campus of Hinds Community College. This was a partnership between VR, Mississippi School for the Deaf, and Hinds Community College. Students received career counseling, instruction in self-advocacy work based learning opportunity, and counseling on post-secondary opportunities.
- Sixty-two individuals with disabilities between the ages of 18 - 25 participated in the 4th Annual Summer Internship program. VR continued its successful participation and expanded the number of college students and the number of high school students that received pre-employment work based learning experiences.
- OVR/OVRB expanded partnerships and working relationships with over 50 schools in the state to provide pre-employment transition services to potentially eligible and eligible students with disabilities between the ages of 14-21. Pre-Employment Transition services, that include job exploration counseling, work-based learning opportunities, work-based readiness training, counseling on post-secondary opportunities, and instruction in self-advocacy, were implemented statewide and made available to all school districts.
- OVRB implemented Mississippi's first National Federation of the Blind (NFB) and OVRB Career Mentoring program: The goal is to match students who are blind, ages 14-21, with successful, committed, and caring blind mentors. Peer mentors work with the students to expand and practice their life skills and self-advocacy skills, provide work readiness training, engage in career exploration, and participate in a wide variety of activities to prepare them to pursue educational opportunities and find fulfilling employment. Outcome: By the end of FFY18, eight more students between the ages 14-21 participated for the first time with successful blind role models matched with their career goal. There have been two retreats. The first retreat was held in Florida, and the second was held in Pearl, MS, focusing on the five federal requirements from the Workforce Innovation and Opportunity Act.
- Twenty-three individuals who are blind or who have visual impairments participated in OVRB 5th Summer Internship Program.
- 913 individuals with disabilities received benefits counseling which promotes employment and financial stability of Social Security Beneficiaries with Disabilities. This service is an additional pre-employment transition service.
- Project SEARCH success continued when a new site was launched at the University of Mississippi Medical Center. More than 12 students participated at this site. Project SEARCH provides internships and education leading to competitive integrated employment.

WIOA Hub

To assist individuals across the WIOA partner agencies, a centralized system called 'WIOA Hub' has been designed and developed, funded in part by a Reemployment and System Integration National Dislocated Worker Grant, through which agencies will exchange the information about the participant who is being assisted. To that effect, MDES's workforce system has been modified to interact with the centralized 'WIOA Hub' system.



Referrals

Based on the diagnostic questionnaire, the participants may be referred to partner agencies. In addition, staff from any agency partner can make ad hoc referrals at any time.

ADULT EDUCATION — Adult Education services will help you to attain a high school equivalency credential.

REHABILITATION SERVICES — Rehabilitation Services may be able to help you get to work or keep a job when you have difficulty with seeing, hearing, talking, using your hands, getting around (mobility), interacting with others, learning, or thinking.

HUMAN SERVICES — SNAP can assist you if you're having trouble buying food for your family. TANF can help out if you're the

parent or caretaker of a child younger than 18 living in your home and one of the child's parents is absent, disabled, or unemployed. Both programs support education and training activities.

MDES SERVICES — Reemployment Assistance, as well as Adult and Dislocated Worker services can help if you need a job, or a better job, or training to obtain a job. Youth services providers offer programs to help you further your education or find a job if you're 16-24 years old and you're not attending a k-12 school or college.

Individual Service Assessment

These questions relate to other services that can help you find a job, get trained for a new job, or support a family while you work toward career goals. By answering these questions, MDES will refer you to other state partners who can help you reach your goals.

Do you have a high school diploma or equivalency (Passed a GED, HISET, TASC, etc.)?

Yes No

Do you have difficulty with a. seeing, b. hearing, c. talking, d. using your hands, e. getting around (mobility), f. interacting with others, g. learning, or h. thinking?

Yes No

Are you the parent or caretaker of a child under the age of 18, living in your home? AND Is at least one parent absent from your home, disabled, or unemployed?

Yes No

Do you need help buying food for your household?

Yes No

Are you working?

No
 Yes, but I need a better job.
 Yes, and my job meets my needs.

Are you 16-24 years old, not attending k-12 school or college, and need assistance with furthering your education or getting a job?

Yes No

Workforce Data Quality Initiative

Mississippi received a Workforce Data Quality Initiative (WDQI) supergrant from USDOL to connect the State Longitudinal Data System (SLDS), called LifeTracks, to the Workforce Innovation and Opportunity Act (WIOA) implementation.

The WDQI project consists of five aspects: bringing WIOA data from the multi-agency digital hub into the SLDS for research and data quality validation purposes, building three workforce/education alignment tools (Supply / Demand Report, Workforce Training Reports, and Pathway Evaluator), building an interagency WIOA federal reporting system, building early warning dashboards that display state and federal workforce measures, and performing original research on the basis of workforce data to determine the market value of workforce credentials.



WIOA Hub: Data for Customer Service, Continuous Improvement, and Reporting

INTERAGENCY LOOKUP TABLES

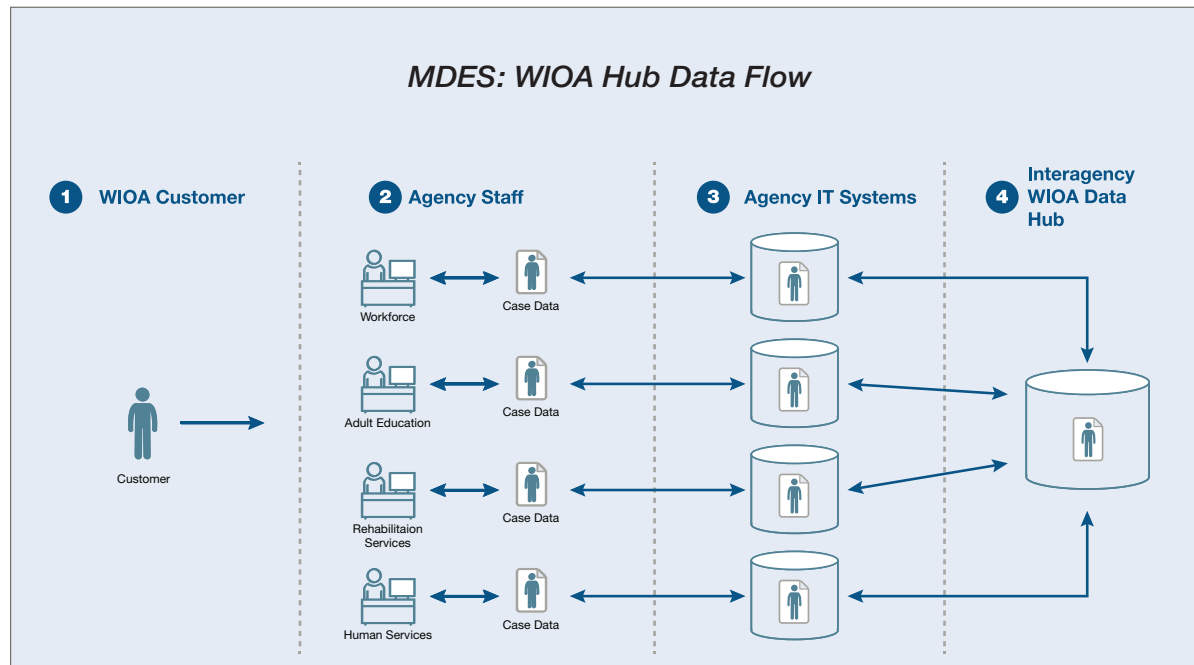
- Agencies
- Programs
- Partners
- Local Centers
- Service Categories
- Services
- Assessments
- Credentials

“VERSIONED” DATA

- Participant Profile
- Participant Success Plan

WIOA CUSTOMER DATA

- Participant Service Enrollment
- Participant Score
- Participant Earned Credential
- Interagency Referral
- Participant Service Assessment



SECTOR STRATEGY

In an effort to align the local workforce development areas with the state’s strategic vision for workforce, the four workforce areas in the state were charged with developing sector strategy plans by the State Workforce Investment Board (SWIB). Sector strategies can help align the state’s resources with needs of business and industry, career goals of workers, and the economic goals of the state.

Engaging businesses as workforce partners instead of just workforce system users is a key component of a successful sector strategy. Sector strategies bring together the business community, education, economic development agencies, workforce developers, training providers, and other stakeholders to address the skills needs of critical industries in a region. Sector strategies result in customized solutions to the workforce needs of employers in the industry and are a proven mechanism for meeting the needs of workers for good jobs and the needs of employers for skilled workers. Resources are identified to address the needs and fill the gaps.

The identified sectors for each area are as follows:

LOCAL WORKFORCE DEVELOPMENT AREA	IDENTIFIED SECTORS
Delta Local Workforce Development Area	Manufacturing, Health Care, and Agribusiness
Mississippi Partnership Local Workforce Development Area	Advanced Manufacturing, Healthcare, Information Technology, and Warehousing, Transportation, and Distribution
Southcentral Mississippi Works Local Workforce Development Area	Manufacturing, Healthcare, and Transportation / Distribution / Logistics
Twin Districts Local Workforce Development Area	Advanced Manufacturing, Energy and Chemicals, and Healthcare



EACH LOCAL WORKFORCE DEVELOPMENT AREA HELD NUMEROUS SECTOR STRATEGY PLANNING SESSIONS TO DEVELOP A STRATEGY THAT WOULD ACHIEVE THE FOLLOWING:

- Address current and emerging skills gaps
- Reduce inefficiencies
- Provide a means to engage with industry
- Use braided funding to address needs and gaps
- Better align state programs and resources
- Meet the needs of employers with workforce solutions

Mississippi’s WIOA Combined Plan vision is to create a workforce system that acts and functions as an ecosystem. The local areas created plans for their areas that will further develop that vision.

Mississippi Apprenticeship Program

The Mississippi Apprenticeship Program (MAP) is a collaborative effort between government agencies, educational institutions, private employers, and communities to promote and implement Registered Apprenticeship (RA) programs, which have been proven to help businesses grow their own skilled workforce.

Through this effort, the Mississippi Community College Board and its partners hope to enhance the business sector's ability to fill jobs and compete globally, increase the amount of skilled labor in the workforce, and boost local and state economies by helping Mississippians obtain jobs in competitive fields.

Four community colleges in the state are actively involved in the program and serve as RA Sponsors: Copiah-Lincoln, Coahoma, Hinds, and Pearl River. **Ingalls Shipbuilding** and **Chain Electric**, who are also RA Sponsors are expanding and diversifying their Registered Apprenticeship programs, while assisting the state in expanding the Mississippi Apprenticeship Program to other businesses. The MAP Team continues to engage with other existing RA programs in our key industry sectors about their expansion plans.

Mississippi received just over \$2 million in ApprenticeshipUSA grants from the United States Department of Labor (USDOL) to expand Registered Apprenticeships in the state.



Since receiving the grants from USDOL, Mississippi has added:

- 529 New Registered Apprentices
- 125 New Businesses Engaged Expressing Interest in the RA Program
- 5 New Registered Apprenticeship Programs
- 2 Existing Registered Apprenticeship Programs Expanded

For more information about MAP, visit the website:
<https://msapprenticeship.works/>

Persistence Pays Off

The MAP team at Hinds Community College reached out to KLLM Transport Services to discuss Registered Apprenticeship opportunities. At first, the company did not express interest. Given the need for hundreds of truck drivers, the company was focused on hiring as many graduates from the Hinds Truck Driving program as it could to keep the trucks moving. However, the Hinds RA Business Specialist did not give up. Building on the relationships already established with the company, he utilized these ongoing connections to educate the company about the benefits of Registered Apprenticeship. When KLLM realized it could use Registered Apprenticeship to further train graduates from the Truck Driving school in the way the company does business, it embraced this opportunity. During the fourth quarter of PY17, KLLM hired its first 38 apprentices. The company anticipates that it will hire 500 or more additional apprentices over the course of the next year. By not giving up, the MAP team helped to address an urgent business need, while providing good-paying jobs for residents of our state.

UPDATE: During the first quarter of PY18, KLLM hired an additional 105 apprentices!

GOVERNOR'S RESERVE FUNDING

Smart Start Pathway

The Mississippi Community College Board (MCCB), Office of Adult Education (OAE) administers core programs and services under Title II, Adult Education and Family Literacy Act, and the authority of the U.S. Department of Education, Office of Career, Technical and Adult Education. Services are provided through a large, statewide network of local programs providing literacy, high school equivalency, and other training to adults in need of a high school education. Adult Education (AE) providers work closely with community groups and WIN Job Centers to ensure workforce area residents are aware of class availability.



Participants requiring the most intensive assistance to become job ready are referred to the Smart Start Class Pathway. AE programs serve as the entry point for individuals entering the Smart Start Career Pathway. Individuals seeking services from any core partner who lack a high school diploma or its equivalent will receive an automatic referral to the nearest adult education program. As part of the services provided, all AE students are enrolled in the Smart Start Course.

Smart
Start

The OAE has primary responsibility for implementation of the Smart Start Course.

The Smart Start Course is a 45-hour course of study focusing on essential skills needed to become work- or career-ready in middle-skill jobs by addressing the needs identified by employers. The goal of the Smart Start Class is to further identify participant barriers to self-sufficiency.

The Smart Start Course provides workforce preparation skills to include career awareness and exploration, preparation for WorkKeys® Assessments for the National Career Readiness Certification™ (NCRC), and necessary skills training required for successful employment. Adult Education programs will offer test preparation to assist students in the successful completion of three WorkKeys® assessments—Applied Mathematics, Locating Information, and Reading for Information. These skills will be taught in the Smart Start Course to assist individuals in earning a NCRC. The NCRC is a portable credential that documents essential work skills.

I began my adult education classes in January of 2018. I was scared because I did not have a job and I knew that I needed skills in order to find one. I met my teachers at Northwest Mississippi Community College. They were so nice to me. No teacher had ever been as nice as they were. We started working on my high school diploma. My teacher recommended that I go through a program called Smart Start. I have always struggled in school. I have been in special education classes most of my life. I have Asperger Syndrome, which is a form of autism.

She said this class would be good for me to learn skills to take into the workplace and get a job. I started those classes and I did very well. I learned how to write a resume. I learned about teamwork, how to dress for an interview and how to present myself in a professional manner. She even took me to the Cosmetology Department for a makeover and new haircut. I enjoyed the class and when I completed, I received a Smart Start certificate. I then started working on the NCRC. I took the test and eventually got a Bronze. I am still working hard, though. My goal is a Silver. But, I received my credential. I was so proud of myself. That's the first thing I have really accomplished on my own.

My teacher suggested that I try to get into the MI-BEST program. I worked very hard all summer and finally was able to qualify for the Fall of 2018. I have been able to take what I have learned in the Smart Start and seek a job. I went on an interview. I had learned what to wear and say in my Smart Start class. I got the job! It was a great day for me and my parents. Smart Start and MI-BEST have changed my life for the better. Anyone who is wanting to better themselves should look into taking the Smart Start classes and try MI-BEST. It has made all the difference in my life. ALEXANDER WILLIAMS – DEC. 13, 2018

Governor’s discretionary funds for this project are being used to employ Transition Specialists at the local adult education programs. The role of the Transition Specialist is crucial in ensuring students receive support services and barrier mitigation. This position is responsible for interviews and advises adult basic education and English language learner students regarding information, procedures and academic requirements for admission into colleges or universities, along with support for life skills needed for student success. The Transition Specialist ensures students are provided a continuum of services to span adult education instruction from High School Equivalency graduation to postsecondary education and the workforce. The Transition Specialists assist students in exploring careers, evaluating academic abilities, and setting goals. The specialists provide resources such as student information packets, transition guides, and recruitment materials. Additionally, they present academic information to orientation groups and potential students and parents. The Transitions Program Specialists spend 85% of their time providing direct service to the students (counseling, training), and 15% of their time with tracking and data entry.

Reserve funds are also used to employ a state level Program Specialist for Adult Education at the OAE. The purpose of this position is to assist in the oversight of the successful implementation of the MS WIOA Combined Plan. This position oversees the implementation of the adult education requirements of the Smart Start Pathway; oversees the operation of the Career Ready 101 agreement between SWIB and Education; provides training and support for instructors, transition specialists, and MIBEST instructors; and tracks, maintains, and reports performance outcome measures. In addition, this person works with MDES, MDHS, and MDRS to provide Smart Start Training for participants who need the Smart Start Course but are not enrolled in the Adult Education program. The Program Specialist has provided Train-the-Trainer courses across the state to assist in the implementation of the Smart Start Course. This person works under the direction of the Director of Adult Education and works collaboratively with the Transition Specialists and instructors.

Employing Transition Specialists at the local programs as well as a State Program Specialist has increased the retention rate of students, increased the number of credentials earned, and increased the number of students transitioning to post-secondary and employment.



Outcomes and Successes

5,206

students earned a High School Equivalency Diploma

1,886

students entered Post-Secondary Institutions

46%

of students that exited program were employed 2nd quarter after exit

\$2,833

Median Earnings (monthly)

46%

of students that exited program were employed 4th quarter after exit

2,855

students earned Smart Start Credentials

(Average annual earnings increased for completers by \$4,351)

3,718

students earned National Career Readiness Certificates



Maritime Pre-Apprenticeship Training (MPAT)

The *Mississippi Gulf Coast Community College Maritime Pre-Apprenticeship Training (MPAT)* program was developed to allow students without a high school diploma to earn college credit while pursuing a High School Equivalency (HSE). Many of these students never considered attending college because of various barriers including no high school diploma, lack of funding, and low self-esteem. This program has reduced the intimidation of being a first-time college student and has created an environment of support. As students become engaged and focus on their future, they realize the opportunity to complete a short-term achievable goal which can be used as a catalyst to continue their education or pursue employment. The Cohort structure builds motivation among the students since they are trying to accomplish the same goals and face similar struggles. While time commitments and academic performance are extremely challenging, the adage that “Success Breeds Success” is exemplified by program performance and student completion. The success of students and their ability to earn life-sustaining wages has been apparent throughout the MPAT program.

Timothy Blaine White was enrolled in the fall 2017 Mississippi Gulf Coast Community College Maritime Pre-Apprenticeship Training (MPAT) Program.

Mr. White was on the lower end of the qualifying scale for the program, but what he lacked in academic readiness, he more than made up for in determination and attitude.

Mr. White showed an ability to comprehend the MPAT classwork and applied it in the welding lab. He completed the Smart Start curriculum and earned a Bronze on the National Credential Readiness Certification exam. He also received his NCCER core certification and an OSHA 10 certification. He has not completed his high school equivalency yet, but found employment with Wiltew LLC, a general contractor in Semmes, Alabama, as a Welder’s Helper. He was earning \$15 an hour and working an average of 60 hours per week. However, Mr. White stayed true to his goal to work for Huntington Ingalls. He continued to apply for positions and in February 2018, was hired as a Rigger making \$20 an hour. When Mr. White earns his high school equivalency, he will be eligible for a pay raise and will be eligible to apply for entrance into the Apprentice program.

Kenneth Daniel Newell participated in the MPAT program in the spring 2018 class.

He began the program with very high scores and a wonderful attitude. He stated from the very beginning that his goal was to get his high school equivalency (HSE) and learn everything he could from his MPAT classes so he could find a good job upon graduation.

Mr. Newell quickly met that goal. He completed the Smart Start curriculum and earned a Silver on the National Credential Readiness Certification exam. He completed his high school equivalency requirement by the end of March, received the NCCER core certification, and the OSHA 10 certification.

Mr. Newell’s first choice was to work for Huntington Ingalls as a Welding Apprentice, but he did not limit his options. He began applying for positions with local employers as soon as he completed his HSE. Mr. Newell was offered a position with Huntington Ingalls as a Pipefitter Helper Apprentice. He began employment with Ingalls in October 2018. He will continue to work toward achieving his ultimate goal of becoming a Welding Apprentice by attending the Mississippi Gulf Coast Community College’s Welding program and reapplying for the Welding Apprentice program at Huntington Ingalls.



Get on the Grid

Get on the Grid is an innovative example of a true public-private partnership that helps to educate and inform Mississippians about the great opportunities identified through the WIOA planning process. Specifically, with the help of The Skills Foundation and other non-profit partners, *Get on the Grid*, a privately developed resource branded as Mississippi's Virtual Guidance Counselor, now serves as a statewide resource for key

training and career information. Although the system was developed entirely with private money, the PY17 WIOA Governor's Discretionary Funding allowed The Skills Foundation to pursue aggressive outreach through digital mediums to ensure young and underemployed Mississippians have access to this key information. The purpose is to push more people into high-demand career pathways, mostly through technical programs at community colleges.

The PY17 WIOA funding supported efforts to attract over 113,000 visits to the digital resource with roughly 78% of the traffic coming from individuals between 13 and 24

years old. More importantly, roughly 20% of these individuals utilized the resource for 30 seconds or more or explored multiple pages of the resource. As a result, more than 2500 Mississippians were referred to training programs at the state's community colleges and another 176 individuals completed forms to provide their contact information directly to program directors at the colleges. All of this was accomplished over a period of eight months in two regions of the state. As we look forward, a sustained effort like the one afforded in PY17 by the WIOA Governor's Discretionary funds will move the needle for our state and increase the number of citizens who find high-paying, in-demand career opportunities.

National Credentials

The implementation of the *Mississippi National Certification Initiative (MNCI) Project* has proven effective thus far for the students, colleges, business partners, and the MCCB. During its first year of operation, MNCI achieved the following milestones: researching and identifying national certifications, mapping curriculum to national certifications, negotiating and procuring contracts, training and certifying instructors, certifying students, and developing collaborative partnerships with colleges and business and industry partners.



MORE SPECIFICALLY, THE FOLLOWING HAS OCCURRED OR IS UNDERWAY:

- Thirty-two programs of study have been mapped to 70 national certifications through eight vendors.
- The MCCB was granted Candidate Status through NCCER on February 7, 2018.
- 100% of the Assessment staff received training and became certified Master Trainers through the National Center for Construction in Education and Research (NCCER).
- Two people at each of 12 colleges and one person at each of the three remaining colleges were trained and became certified master trainers.
- Sixty-five instructors were trained and received varying national credentials.
- Ninety-two students attained one or more national certifications.
- Business and Industry Partners of the trades and construction-related industries were honored and recognized during three NCCER Regional Advisory Committee Luncheons.
- Cost savings were realized on the purchase of some national certification exams through contract negotiation.
- An online testing management system is currently being developed in phases to allow the MCCB to collect and report national certification information to colleges.

SERVICES TO VETERANS

The Jobs for Veterans State Grant (JVSG) Program is fully integrated as an essential part of the WIN Job Center network.



Integration

Disabled Veterans Outreach Program Specialists (DVOP), funded through the Jobs for Veterans State Grant (JVSG), are included among the WIN Job Center partner staff. The WIN Job Center staff assists veterans, eligible spouses, and veterans with barriers to employment.

Veterans and eligible spouses are asked to complete an assessment form to determine if they have significant barriers to employment. The WIN Job Center staff provides initial core services and refers veterans/eligible spouses with barriers to the DVOP for enhanced services.

Local Veterans Employment Representatives (LVER) are viable and effective partners in the WIN Job Center delivery system. They participate in employer outreach, job fairs, and other activities related to the JVSG guidelines. LVERs are key members on the MDES Business Services Team participating in business development activities, employer

outreach efforts, and in developing jobs for veterans. To better meet the needs of businesses wishing to hire veterans, a coordinated approach to business outreach and service delivery includes the LVER and other WIN Job Center staff.

Priority of Service

Veterans and eligible spouses (Covered Persons) are given priority of service for the receipt of employment, training, and placement services provided under all Department of Labor-funded programs. These include Wagner-Peyser, WIOA, National Emergency Grants, Trade Adjustment Assistance, and the Senior Community Service Employment Program.

WIN Job Center staff identifies covered persons at the point of entry to the system. They make each individual aware of their entitlement to priority of service, available programs and services, and eligibility requirements for those programs or services.

To ensure veterans receive consideration for all opportunities for which they qualify, MDES ensures covered persons are aware of (1) their entitlement to priority of service, (2) the full array of employment, training, and placement services available through the WIN Job Centers and all service points, and (3) that all applicable eligibility requirements for these programs are understood and applied.

MDES will also utilize the following as means of providing priority of service:

- Referral of qualified veterans to new job openings, especially Federal Contractor job orders, prior to all non-veteran job referral activity; and
- Placement of veterans at the top of WIOA waiting lists for limited training funds in Individual Training Accounts and On-the-Job Training (ITA and OJT).

MDES management will monitor priority of service by reviewing quarterly, monthly, and ad hoc performance reports.

Working with Job Candidates and Laid-Off Workers

Mississippi's network of WIN Job Centers is the centerpiece of the Mississippi Workforce Investment Network. These centers provide easy access to employment services such as education and training for workers, human resource assistance for businesses, and information for economic developers.

Job Search and Placement Assistance

WIN Job Center staff members help customers find work. They also help businesses find employees. People looking for work use WIN Job Center computers to search for jobs on their own or work with available staff. WIN Job Center staff also help clients create or update resumes, conduct job searches and prepare for job interviews. Staff members provide information on high-demand occupations and available job training to help them be more competitive in the job market.

Information On and Referral to Training

The WIN Job Center staff and on-line resources connect customers to employment services and training programs of MDES and our workforce partners. Training programs are available to eligible individuals enrolled in Workforce Innovation and Opportunity Act programs who cannot find adequate employment through normal job search strategies.

Assistance on-site or by referral may include occupational skills training, On-the-Job Training, entrepreneurial training, skills upgrading, job readiness training, and adult education and literacy activities. Some workers may be eligible to receive vouchers for Individual Training Accounts that allow them to choose educational options from a list of eligible training providers.

Internet Access for Job Openings and Resume Posting

People looking for training or jobs have access to Internet-connected computers and WIN Job Center staff members assist with computer-based career exploration and job openings.

Access to Office Equipment: Computers, Fax Machines and Photocopiers

Customers have free access to computers, telephones, fax machines and photocopiers to aid them in their job search.

Mr. Eneaus Polk, a disabled veteran, was unemployed

and living at a local recovery center in September, 2017. He had multiple barriers to employment. He was low income, homeless and was an ex-offender. He was looking to upgrade his work skills in order to get back into the job market so he visited the Hattiesburg WIN Job Center. Mr. Polk met with a staff member and discussed the various training classes offered. He expressed interest in taking computer classes. Due to his interest in upgrading his computer skills, he was given a WIOA Smart Start referral to Pearl River Community College (PRCC) to take free computer classes offered at the WIN Job Center. Mr. Polk began the computer classes on September 25, 2017. While in computer classes, the WIN Job Center staff talked to Mr. Polk about taking Forklift classes offered at Pearl River Community College that are funded through a pathway offered in PRCC Adult Education. He was very excited about taking the class and received his certificate for Forklift training on October 21, 2017.

While at the WIN Job Center he attended an employer job fair and was interviewed and subsequently hired by Carlisle Enterprises on October 25, 2017. He also completed his computer training on October 24, 2017.

Mr. Polk felt the confidence he gained through the pre-employment process and the training he received from the Hattiesburg WIN Job Center and PRCC helped him return to the job market and find stable employment with opportunities to grow. He recently had his one year work anniversary at Carlisle Enterprises.

Working with Business Customers

Businesses operating in Mississippi – or considering a move to the state – will find the WIN in Mississippi system and the WIN Job Centers eager to assist with searching for qualified employees, researching state, local and federal regulations, exploring the state’s economic development services and more.

In support of Mississippi businesses, WIN Job Centers provide a vast array of services, including providing E-Verify, hosting job fairs, posting jobs, screening potential workers, providing meaningful data about Mississippi’s labor market, and providing training services – all at no cost to businesses and workers.

The WIN in Mississippi system works to gather and produce meaningful information that identifies business needs and employee skill levels. The WIN Job Centers provide information on a variety of services and training opportunities to help businesses.

Recruitment and Screening

- Recruit, screen, and refer a variety of job seekers, ranging from entry-level workers to skilled professionals.
- Recruit full-time, part-time, and seasonal workers.
- Post job openings.
- Host job fairs.

- Partner with businesses to clarify job descriptions and eligibility criteria.
- Screen applicants to ensure that the right workers with the right skills are referred.
- Provide access to federal funding for programs.

Training

- On-the-Job Training helps businesses find workers by reimbursing a portion of expenses incurred during the initial training process. The WIN Job Center can reimburse a company up to one-half the cost of training eligible workers through On-the-Job Training. Reimbursement is based on the trainee’s wage at hire date. The amount available to be reimbursed depends upon the intensity of the skills required for the position. On-the-Job Training is limited to 50 percent of a business’s workforce and is at the discretion of the Local Workforce Development Board. Businesses may be reimbursed for up to six months. The length of training usually ranges from 160 hours to 1,040 hours per employee.

Upon completion of the training, the company may be eligible for the federal Work Opportunity Tax Credit.

- Refer businesses and job seekers to training programs that support human resource departments.
- Provide information on other types of training services such as pre-employment, incumbent worker, and customized training, which assist the company with the cost of skills upgrading.

Other Services

- Provide businesses with access to the labor pool.
- Provide information about wages and employment trends.
- Keep companies informed about state demographic and economic information.
- Provide information on Alien Employment Certification guidelines. These guidelines are for businesses that want foreign workers to fill company employment needs due to their inability to recruit specially skilled individuals from local labor markets.
- Provide office space for interviewing and on-site screening.
- Help businesses determine eligibility for the Work Opportunity Tax Credit, a federal tax savings of up to \$9,600 per person for hiring workers from certain target groups.
- Assist companies with Rapid Response services to help manage layoffs and closures.

RAPID RESPONSE

Rapid Response is a program designed to support employers and employees who are experiencing layoffs. The Rapid Response team coordinates services from the Mississippi Department of Employment Security and the local WIN Job Center, community college, and workforce area to ensure that laid off workers receive the assistance they need. Information about services at each partner location is provided, materials are distributed, and questions are answered. The professionalism and positive outlook of the team provide hope to affected employers and employees.

RAPID RESPONSE
Helping Workers and Businesses When Jobs are Lost

During PY17, the Rapid Response team provided services to 2,563 employees and 35 businesses that were affected by layoffs.



EFFECTIVENESS IN SERVING EMPLOYERS

The state has chosen Employer Penetration Rate and Repeat Business Customers Rate as the two approaches for the effectiveness in serving employers performance indicator pilot. During program year 2017, the Employer Penetration Rate was 12.3% and the Repeat Business Customers Rate was 38.3%.

PERFORMANCE INDICATORS

The following tables show attainment rates on each performance measure for the state as a whole and for each of the four local workforce areas. Each year, Mississippi negotiates attainment rates on each common performance measure with the U. S. Department of Labor. All of the data in Mississippi's WIOA performance reports is uniformly reported and validated in accordance with federal requirements.

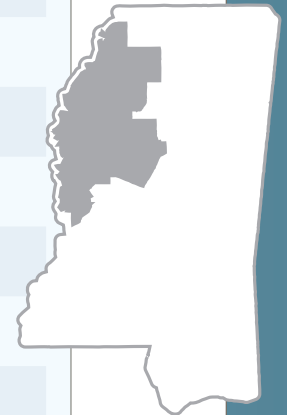


MISSISSIPPI STATEWIDE PERFORMANCE

STATEWIDE REPORTED INFORMATION	NEGOTIATED LEVEL	ACTUAL LEVEL
Adult Employment Rate 2nd Quarter After Exit	71.0%	85.0%
Adult Employment Rate 4th Quarter After Exit	68.0%	84.6%
Adult Median Earnings 2nd Quarter After Exit	\$4,894	\$5,982
Adult Credential Attainment Rate 4th Quarter After Exit	44.7%	65.4%
Adult Measurable Skill Gain	Baseline	37.2%
Dislocated Worker Employment Rate 2nd Quarter After Exit	70.5%	74.7%
Dislocated Worker Employment Rate 4th Quarter After Exit	66.9%	76.5%
Dislocated Worker Median Earnings 2nd Quarter After Exit	\$4,873	\$5,734
Dislocated Worker Credential Attainment Rate 4th Quarter After Exit	46.1%	60.0%
Dislocated Worker Measurable Skill Gain	Baseline	40.4%
Youth Employment Rate 2nd Quarter After Exit	70.0%	78.6%
Youth Employment Rate 4th Quarter Exit	70.0%	84.7%
Youth Credential Attainment Rate 4th Quarter After Exit	76.0%	40.0%
Youth Measurable Skill Gain	Baseline	48.1%
Youth Median Earnings 2nd Quarter After Exit	Baseline	\$2,600

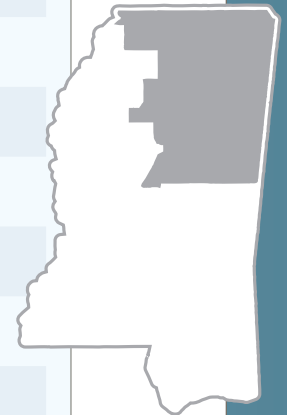
DELTA WORKFORCE DEVELOPMENT AREA

LOCAL WORKFORCE DEVELOPMENT AREA REPORTED INFORMATION	NEGOTIATED LEVEL	ACTUAL LEVEL
Adult Employment Rate 2nd Quarter After Exit	60.8%	88.5%
Adult Employment Rate 4th Quarter After Exit	73.0%	93.0%
Adult Median Earnings 2nd Quarter After Exit	\$4,164	\$5,725
Adult Credential Attainment Rate 4th Quarter After Exit	45.4%	64.3%
Adult Measurable Skill Gain	Baseline	44.4%
Dislocated Worker Employment Rate 2nd Quarter After Exit	62.0%	87.5%
Dislocated Worker Employment Rate 4th Quarter After Exit	60.0%	87.5%
Dislocated Worker Median Earnings 2nd Quarter After Exit	\$3,811	\$7,393
Dislocated Worker Credential Attainment Rate 4th Quarter After Exit	50.0%	100.0%
Dislocated Worker Measurable Skill Gain	Baseline	44.7%
Youth Employment Rate 2nd Quarter After Exit	67.0%	76.6%
Youth Employment Rate 4th Quarter Exit	69.0%	85.7%
Youth Credential Attainment Rate 4th Quarter After Exit	74.5%	100.0%
Youth Measurable Skill Gain	Baseline	55.5%
Youth Median Earnings 2nd Quarter After Exit	Baseline	\$2,600



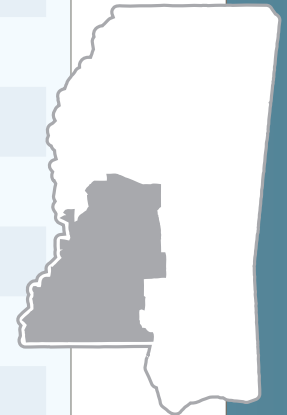
MISSISSIPPI PARTNERSHIP WORKFORCE DEVELOPMENT AREA

LOCAL WORKFORCE DEVELOPMENT AREA REPORTED INFORMATION	NEGOTIATED LEVEL	ACTUAL LEVEL
Adult Employment Rate 2nd Quarter After Exit	75.2%	87.5%
Adult Employment Rate 4th Quarter After Exit	70.6%	87.6%
Adult Median Earnings 2nd Quarter After Exit	\$4,991	\$6,124
Adult Credential Attainment Rate 4th Quarter After Exit	45.0%	71.1%
Adult Measurable Skill Gain	Baseline	35.9%
Dislocated Worker Employment Rate 2nd Quarter After Exit	70.2%	75.5%
Dislocated Worker Employment Rate 4th Quarter After Exit	63.9%	76.4%
Dislocated Worker Median Earnings 2nd Quarter After Exit	\$4,673	\$5,477
Dislocated Worker Credential Attainment Rate 4th Quarter After Exit	50.2%	50.0%
Dislocated Worker Measurable Skill Gain	Baseline	40.5%
Youth Employment Rate 2nd Quarter After Exit	70.0%	83.1%
Youth Employment Rate 4th Quarter Exit	74.0%	95.1%
Youth Credential Attainment Rate 4th Quarter After Exit	74.5%	100.0%
Youth Measurable Skill Gain	Baseline	52.2%
Youth Median Earnings 2nd Quarter After Exit	Baseline	\$3,049



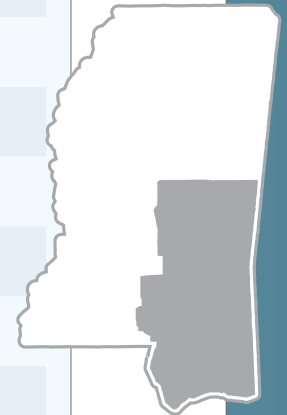
SOUTHCENTRAL MISSISSIPPI WORKS WORKFORCE DEVELOPMENT AREA

LOCAL WORKFORCE DEVELOPMENT AREA REPORTED INFORMATION	NEGOTIATED LEVEL	ACTUAL LEVEL
Adult Employment Rate 2nd Quarter After Exit	75.0%	84.5%
Adult Employment Rate 4th Quarter After Exit	69.0%	78.3%
Adult Median Earnings 2nd Quarter After Exit	\$4,794	\$5,278
Adult Credential Attainment Rate 4th Quarter After Exit	48.0%	72.7%
Adult Measurable Skill Gain	Baseline	29.1%
Dislocated Worker Employment Rate 2nd Quarter After Exit	70.0%	82.6%
Dislocated Worker Employment Rate 4th Quarter After Exit	63.9%	90.5%
Dislocated Worker Median Earnings 2nd Quarter After Exit	\$4,673	\$6,658
Dislocated Worker Credential Attainment Rate 4th Quarter After Exit	49.0%	81.8%
Dislocated Worker Measurable Skill Gain	Baseline	52.7%
Youth Employment Rate 2nd Quarter After Exit	71.0%	75.6%
Youth Employment Rate 4th Quarter Exit	69.0%	64.7%
Youth Credential Attainment Rate 4th Quarter After Exit	74.5%	21.4%
Youth Measurable Skill Gain	Baseline	24.3%
Youth Median Earnings 2nd Quarter After Exit	Baseline	\$2,769



TWIN DISTRICTS WORKFORCE DEVELOPMENT AREA

LOCAL WORKFORCE DEVELOPMENT AREA REPORTED INFORMATION	NEGOTIATED LEVEL	ACTUAL LEVEL
Adult Employment Rate 2nd Quarter After Exit	68.8%	74.7%
Adult Employment Rate 4th Quarter After Exit	70.0%	74.4%
Adult Median Earnings 2nd Quarter After Exit	\$4,794	\$5,048
Adult Credential Attainment Rate 4th Quarter After Exit	47.0%	56.5%
Adult Measurable Skill Gain	Baseline	35.8%
Dislocated Worker Employment Rate 2nd Quarter After Exit	67.5%	73.1%
Dislocated Worker Employment Rate 4th Quarter After Exit	67.0%	75.9%
Dislocated Worker Median Earnings 2nd Quarter After Exit	\$4,673	\$5,843
Dislocated Worker Credential Attainment Rate 4th Quarter After Exit	48.0%	48.1%
Dislocated Worker Measurable Skill Gain	Baseline	34.5%
Youth Employment Rate 2nd Quarter After Exit	67.0%	73.0%
Youth Employment Rate 4th Quarter Exit	69.5%	71.4%
Youth Credential Attainment Rate 4th Quarter After Exit	71.2%	50.0%
Youth Measurable Skill Gain	Baseline	26.7%
Youth Median Earnings 2nd Quarter After Exit	Baseline	\$1,856



PY17 Cost Per Participant

The state was successful in providing services that assisted 6,120 adult program participants, 4,076 dislocated worker participants, and 1,390 youth participants. The following table shows the cost per participant for the WIOA adult, dislocated worker and youth programs. The cost per participant is calculated by dividing the total 2017 expenditures for each program by the number of participants in the program.

WIOA PROGRAM YEAR 2017 EXPENDITURES

ADULT WIOA PROGRAMS	COST PER PARTICIPANT
Career Services (Basic and Individual)	\$664 (\$2,160,577/3,255)
Training Services	\$2,174 (\$6,228,966/2,865)
DISLOCATED WORKER WIOA PROGRAMS	COST PER PARTICIPANT
Career Services (Basic and Individual)	\$1,871 (\$6,710,313/3,586)
Training Services	\$3,350 (\$1,641,269/490)
YOUTH WIOA PROGRAMS	COST PER PARTICIPANT
Career Services (Basic and Individual)	\$4,710 (\$5,482,238/1,164)
Training Services	\$7,911 (\$1,787,957/226)

Measuring Service Quality

Data for the WIOA customer satisfaction ratings were collected through a telephone survey of job seekers and businesses in Mississippi who participated in WIOA workforce programs. Eligible job seekers had received help finding a job within the last several months and were either adults or dislocated workers. Eligible businesses have received a substantial service that had either been completed or was ongoing at the time of the survey. A total of 1,000 surveys were completed with each group accounting for 500 surveys each.

Results indicate that both businesses and job seekers are satisfied with the services they received from the local WIN Job Centers. This suggests that local WIN Job Centers

are consistently meeting the needs of their customers. Overall, the state-level results are largely reflected across WIOA areas, indicating that job seekers and businesses are satisfied with the services they are receiving from the WIN Job Centers in their area.

Survey Questions

Three questions were used to determine how satisfied job seekers and businesses were with the services they received. Question 1 asked job seekers or businesses to rate their overall satisfaction with the services received. Question 2 asked how closely the services received met the expectations of the job seeker or business. Question 3 asked if the services received were ideal for an individual or business in the same circumstances.

Responses from each of the three questions were used to calculate the American Customer Satisfaction Index. This index is a weighted average of respondent ratings on the three questions that range from 0 to 100.

THE INDEX SCORE WAS CALCULATED AS FOLLOWS:

$$\text{Weighted Index} = [(W1 * Q1) + (W2 * Q2) + (W3 * Q3)] \text{ Where:}$$

$$Q1 = \text{raw score on question \#1} \quad W1 = \text{weight for question \#1 (.3957)}$$

$$Q2 = \text{raw score on question \#2} \quad W2 = \text{weight for question \#2 (.3307)}$$

$$Q3 = \text{raw score on question \#3} \quad W3 = \text{weight for question \#3 (.2736)}$$

JOB SEEKER Satisfaction

A randomly selected list of 577 job seekers who could be contacted by telephone was generated. These individuals were notified two weeks in advance before being contacted for the survey. Job seekers targeted for this survey were those who had exited job-training programs in Program Year 2017. Of these, 500 completed the survey, which resulted in a 86.66 percent response rate.

WIA AREA	OVERALL SATISFACTION	MET EXPECTATIONS	COMPARED WITH IDEAL	WEIGHTED INDEX
Delta	8.29	8.17	8.41	80.91
MS Partnership	8.07	7.67	7.86	76.46
Southcentral	8.39	8.18	8.30	81.04
Twin Districts	7.90	7.85	7.77	76.08
State Average	8.09	7.86	7.97	77.56

BUSINESS Satisfaction

A randomly selected list of 534 businesses that had utilized WIN Job Center services in Program Year 2017 were notified two weeks in advance before being contacted for the survey. Of these, 500 completed the survey, which resulted in a 93.63 percent response rate.

WIA AREA	OVERALL SATISFACTION	MET EXPECTATIONS	COMPARED WITH IDEAL	WEIGHTED INDEX
Delta	8.35	8.18	8.27	80.82
MS Partnership	7.88	7.72	7.80	75.57
Southcentral	8.01	7.75	7.67	75.87
Twin Districts	8.12	7.85	7.87	77.35
State Average	8.06	7.84	7.87	77.06

Incorporating Customer Satisfaction Feedback

Results indicate that both job seekers and businesses were satisfied with the services they received from local WIN Job Centers. Feedback will be used by the four local workforce areas and results will be incorporated in customer service training for staff in the WIN Job Centers.

WIOA PARTICIPANT BASIC AND INDIVIDUALIZED AND TRAINING SERVICES

ADULT PROGRAM	BASIC CAREER SERVICES	INDIVIDUALIZED CAREER SERVICES	TRAINING SERVICES
Adult Employment Rate 2nd Quarter After Exit	85.7%	78.5%	88.8%
Adult Employment Rate 4th Quarter After Exit	83.9%	79.0%	90.0%
Adult Median Earnings 2nd Quarter After Exit	\$4,964	\$4,732	\$7,302
Adult Credential Attainment Rate 4th Quarter After Exit	Baseline	Baseline	65.4%
Adult Measurable Skill Gain	Baseline	Baseline	47.8%
DISLOCATED WORKER PROGRAM	BASIC CAREER SERVICES	INDIVIDUALIZED CAREER SERVICES	TRAINING SERVICES
Dislocated Worker Employment Rate 2nd Quarter After Exit	74.1%	72.9%	86.0%
Dislocated Worker Employment Rate 4th Quarter After Exit	78.9%	74.0%	92.4%
Dislocated Worker Median Earnings 2nd Quarter After Exit	\$5,020	\$5,670	\$7,594
Dislocated Worker Credential Attainment Rate 4th Quarter After Exit	Baseline	Baseline	60.0%
Dislocated Worker Measurable Skill Gain	Baseline	5.7%	45.5%

* Baseline: Data is not available for an outcome during the time frame.

The success of WIOA services to Adult and Dislocated Workers is magnified for participants who receive Training Services over those who only receive Basic Career and Individualized Services.

APPENDIX

Local Workforce Development Areas and WIN Job Center Locations

Contact Information

Delta

Mitzi Woods, WIOA Director
 831 South Broadway
 Post Office Box 1776
 Greenville, MS 38702
 Phone: 662-335-6889
 Fax: 662-332-5175
 Email: mwoods@sdpdd.com

SHOWN ON MAP IN GREEN

The Mississippi Partnership

Bill Renick, WIOA Director
 Post Office Box 690
 75 South Main Street
 Pontotoc, MS 38863
 Phone: 662-489-2415
 Fax: 662-489-0958
 Email: brenick@trpdd.com

SHOWN ON MAP IN RED

Southcentral Mississippi Works

Mary Powers, Workforce Director
 1170 Lakeland Drive
 Post Office Box 4935
 Phone: 601-321-2169
 Email: mpowers@cmpdd.org

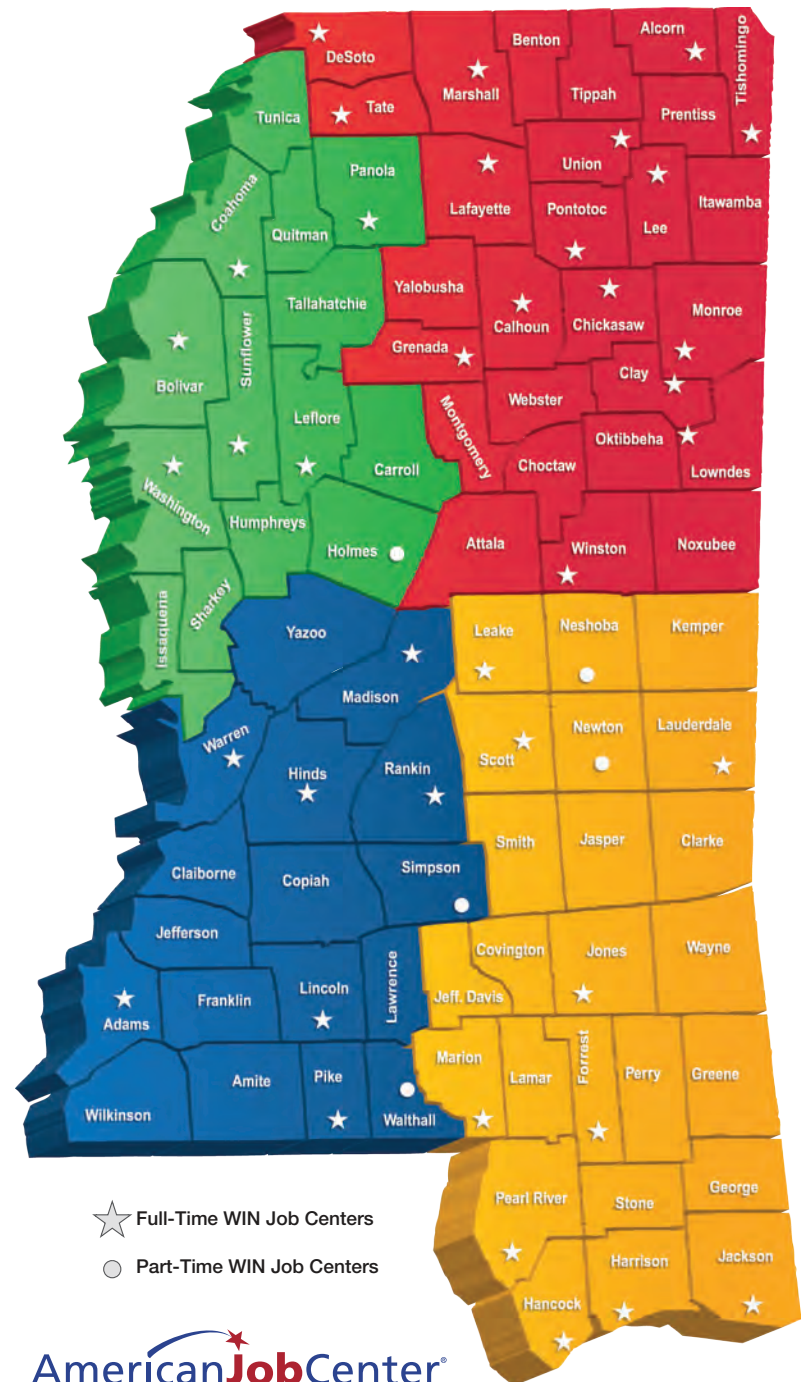
SHOWN ON MAP IN BLUE

Twin Districts

Allison Beasley, Director of Economic Workforce Development Division
Patricia Morrison, Economic Workforce Manager
 10441 Corporate Drive, Suite 1
 Gulfport, MS 39503
 Phone: 228-868-2311
 Email: abeasley@smpdd.com, pmorrison@smpdd.com

SHOWN ON MAP IN GOLD

WIN Job Center location information is subject to change.
 For the most current information, visit us online at mdes.ms.gov



South Delta Planning and Development District

Overview

South Delta Planning and Development District has been the designated fiscal agent for the Delta Workforce Development Area (DWDA) Board since its inception in 2000. South Delta provides the administrative and fiscal support functions associated with the implementation of the Workforce Innovation and Opportunity Act (WIOA) in the 14 counties of the DWDA.

WIN Job Center Locations

Batesville
662-563-7318
103 Woodland Road #16
P.O. Box 1511
Batesville, MS 38606-1511

Clarksdale
662-624-9001
236 Sharkey Ave., 3rd floor
Federal Building
P.O. Box 640
Clarksdale, MS 38614-0640

Cleveland
662-843-2704
119 N. Commerce Ave.
P.O. Box 1750
Cleveland, MS 38732-1750

Greenville
662-332-8101
Delta Plaza Shopping Center
800 Martin Luther King Blvd.,
Suite C54
P.O. Box 5279
Greenville, MS 38704-5279

Greenwood
662-459-4600
812 W. Park Ave.
P.O. Box 554
Greenwood, MS 38935-0554

Indianola
662-887-2502
226 N. Martin Luther King Drive
P.O. Box 963
Indianola, MS 38751-0963

Lexington
662-834-2426
303 Yazoo Street
Lexington, MS 39095

INTERESTING FACT

James Earl Jones, “one of America’s most distinguished and versatile” actors, was born on January 17, 1931 in Arkabutla, Mississippi. He is probably best known for his role as Darth Vader in the original Star Wars trilogy. He has appeared on the animated series The Simpsons (1989) three times and played Mufasa in The Lion King (1994). James Earl Jones returned as the voice of Darth Vader in Star Wars: Episode III - Revenge of the Sith (2005) and Rogue One: A Star Wars Story (2016).

Photo credit: Stuart Crawford



There are six staff members who support the activities of the DWDA Board in planning and coordination; rapid response activities; management information systems; contract management; fiscal accountability; monitoring; small business development, entrepreneurial, and self-employment activities; and administration of adult, dislocated worker, and youth programs.

Training efforts are coordinated with businesses, the four community colleges in the DWDA, the Mississippi Community College Board (MCCB), the Mississippi Development Authority, the Mississippi Department of Employment Security (MDES), the State Workforce Investment Board, Delta Council, local economic development organizations, and other state and local entities to ensure the best use of the funds. This coordination of funds helps to reduce duplication and leverage existing resources

for similar training needs. Training services include Customized Training, Internships, Externships, On-the-Job Training, and Individual Training Accounts.

The Greenville WIN Job Center is the Comprehensive WIN Job Center for the Delta. WIOA core partners physically housed in the Greenville Center include Mississippi Department of Human Services (MDHS), Mississippi Department of Rehabilitation Services (MDRS), Adult Education (AE), and MDES. All other WIN Centers in the Delta are affiliate centers.

Individual Training Accounts, Customized Training, Internships, Nurse Extern Training and On-the-Job Training (OJT) were provided to 631 adults and dislocated workers in PY17. DWDA provided WIOA Basic and Individualized services to 1,603 participants.

WIOA Funding was provided to the following agencies and organizations:

- Bolivar County Community Action Agency
- Coahoma Community College
- EMI Staffing
- Mid-State Opportunity, Inc.
- Mississippi Department of Employment Security
- Mississippi Delta Community College
- Mississippi Hospital Association
- North Central Planning and Development District
- Northwest MS Community College
- Sunflower-Humphreys Counties Progress, Inc.
- Warren-Washington-Issaquena-Sharkey Community Action Agency (WWISCAA)

Devontay, a 20-year-old male, moved back to Mississippi from Chicago after dropping out of school.

He enrolled in the WIOA youth program at Coahoma Community College and while working on this High School Equivalency (HSE), he enrolled in the MI-BEST program which allowed him to work on college courses and receive specific training. He received his HSE certificate and is currently working on his Industrial Maintenance degree.

Sharika, a 22-year-old from Belzoni, received an ITA for nursing school and attended Alcorn State University with the goal of making healthcare accessible for all citizens in the MS Delta.

She completed her training, passed the NCLEX – RN exam, and is working at Delta Regional Medical Center where she received a sign-on bonus of \$6,000 and base RN pay.

Program Design Strategies

The Delta Sector Strategy Plan is the basis upon which the DWDA programs are designed. Other strategies include:

- Using social media to reach a wider range of participants
- Having guest speakers and requiring community service for youth program participants
- Offering financial literacy workshops
- Tutoring
- Working with college and career fairs
- Providing entrepreneurial training
- Working with community colleges to develop and fund short term training programs to meet business demand
- Offering practice tests for high school equivalency testing
- Partnering with MI-Best at the community colleges
- Working with local and regional economic development agencies to recruit new businesses, expand existing businesses, and develop new opportunities for existing businesses
- Working with the State Workforce Board to provide Sector Strategy Plans and developing those plans
- Providing innovative training opportunities

Partnerships Aligned with WIOA Goals

The DWDA works with all WIOA Combined Plan partners through referrals to the various programs offered by the partners. Coordinated efforts are made to provide services to specific populations served by plan partners using braided funding from various sources.

DWDA collaborates with all four community colleges in the service area to provide training for in-demand occupations. The Advanced Manufacturing Partnership (AMP) program with Northwest MS Community College and the lineman, virtual reality, and manufacturing basic skills training with Mississippi Delta Community College (MDCC) are just a few of the ongoing programs provided in the DWDA. In addition, the DWDA has a partnership with local area high schools that offer the National Career Readiness Certificates (NCRC) testing

for career tech students. This is an ongoing initiative to help students establish successful career pathways.

We are currently working with the Skills Foundation to identify all the possible careers in the three sectors identified in our Sector Strategy Plan: manufacturing, agribusiness, and healthcare.

Working with the Skills Foundation of Mississippi, we will soon have a website with specific pathways identified for the sectors identified in the Delta Sector Strategy Plan, complete with contact information on where the programs are offered and steps to take to succeed with the process.

All efforts are geared toward creating the workforce ecosystem where everything is aligned and provides all Deltans the opportunity to be work- or career-ready to support themselves and their families.

We are the last mile for job creation – jobs can be promised, ribbons can be cut and offices/factories can be built, but until someone who has the skills to do the work is hired, it's all about promises and opportunities. We are about that last piece – the system that produces the talent that's needed. We guide it. We make investments in it. We oversee it. We have great results.

– Ron Painter, NAWB

The Delta WDA provides **Small Business Development, Entrepreneurial, and Self-Employment Training** to area residents and WIOA customers in accordance with DOL's TEGL 12-10 "Supporting Entrepreneurial and Self-Employment Training through the Workforce Investment System." This program addresses the role the workforce investment system plays in support of entrepreneurial activities.

Job Fairs – The Delta WDA works closely with the Governor's Job Fair Network, the WIN Job Centers, economic development groups, and local businesses to plan and implement job fairs each year. Job Fairs were held in Greenwood, Greenville, and Indianola. Approximately 1,600 people attended the three job fairs and 120 employers hired 541 job seekers on the spot.

Rapid Response (RR) services were coordinated with the state Rapid Response team to respond to both Worker Adjustment and Retraining Notification Act (WARN) and non-WARN events in the Delta WDA. The Delta RR team consists of the RR Coordinator at MDES; SDPDD staff member; the Home Saver Program; WIN Job Center staff representing ES, UI, ITA, OJT, Resource Center, and JSST; Community College representative; SDPDD Small Business Developer; and the MDRS. Three WARN/ non-WARN events were recorded in the Delta WDA during PY17 affecting 29 workers, with RR services provided.



Justin completed the first MDCC lineman-training class and went to work for Delta Electric Power Association.

After receiving his journeyman license, he went to work for Entergy at a base pay of \$74,000. Recently, he accepted a job in California with the International Brotherhood of Electrical Workers earning \$56.13 an hour with double pay for any hours over 40. This is the result of a 16-week training program and a determined young man who vowed to find a job doing something that everybody needed and nobody wanted to do.

Youth – The DWDA youth providers continued the implementation of the local strategic plan. In keeping with the plan, one major goal was for participants to obtain career-readiness certificates. The 278 new participants served in PY17 attained 201 career-readiness certificates, including 2 Golds, 80 Silvers, and 119 Bronzes. In addition, they attained 25 high school equivalency certificates. Youth providers coordinated service delivery with the WIOA partners to develop individual service strategy plans. Follow-up services were provided to an additional 279 participants. A total of 557 participants were served.

The Electrical Lineman Training Program – developed and first funded in August 2010 in response to energy company needs, has continued with two more classes this year. This program is a collaborative effort of SDPDD, MS Delta Community College, MCCB, MDES, Delta Electric Power Association (EPA), Coahoma EPA, Twin County EPA, Tallahatchie Valley EPA, Entergy, city utility programs, and utility construction companies. The 16-

week program prepares trainees to become apprentice linemen with local energy companies and energy construction contractors upon completion.

Classes 15 and 16 completed the program in PY17. A total of 217 trainees have completed the program since the beginning.

James Kenwright, HR Manager for Delta Electric Power Association in Greenwood and a member of the Delta Workforce Development Area Board, stated, “Delta EPA has been hiring from your program since the first class graduated. Most of the ones we’ve hired are still working, so the retention rate is great; that’s why this program is so important to the Delta. We still have a serious need for the lineman school for the short and long term.”

Lineman Building – Funding was finalized in January and a groundbreaking ceremony was held for the new lineman training facility on the campus at MDCC on February 19 with Governor Phil Bryant as the featured speaker.

The 4,000 sq. ft. building will house a classroom for 40 people, a kitchen, an office, a locker room, restrooms, and an indoor learning lab with at least four lab stations for trainees to work during bad weather conditions. Several sources provided funding for the building and training equipment including the Delta Regional Authority, Foundation for the Mid South, WIOA Governor’s Discretionary, MS Works, Delta Electric Power Association, and Cooperative Energy. Completion is expected by mid-November 2018.

MDA and MS Works Funding – Contracts are ongoing for Baxter OJT – \$304,000 and Milwaukee Tool OJT - \$600,000.

Delta WDA participated in the **Delta Workforce Funding Collaborative**, a regional partnership, sponsored by the Foundation for the Mid-South (FMS), to ensure that Delta residents are qualified for existing and emerging job opportunities. Delta WDA received a \$50,000 grant from the Foundation to provide supportive services to Delta residents to assist with getting a job and to pay for ACT Job Profiling to help companies in the Delta with their hiring needs.

Sector Strategy Plan – The State Workforce Board (SWIB) engaged the local workforce boards to develop regional plans using the SWIB’s Sector Strategy Planning guidance. The Sector Committee of the SWIB approved plans and each area received \$240,000 for implementation.



Lineman Building

The Delta's Sectors are manufacturing, health care, and agribusiness.

In addition to Individual Training Accounts, the DWDA has also implemented the **following programs for our sectors:**

HEALTHCARE: NURSE EXTERN PROGRAM

DWDA partnered with the MS Hospital Association this summer to enroll 25 nursing students entering their final year in nursing school in a summer nurse extern program of 320 hours at local hospitals.

MANUFACTURING: INTERNSHIPS

More than 84 participants have enrolled in an internship program with Viking Range of Greenwood.

MANUFACTURING BASIC SKILLS TRAINING PROGRAM

In partnership with MS Delta Community College, local businesses and economic development agencies in Washington County, the Delta WDA provided funding for Manufacturing Basic Skills Training Programs in Greenville. The project continues to evolve and expand based on input and needs of area manufacturers.

NATIONAL CAREER READINESS CERTIFICATES

Funds were allocated to test career tech students in Work Ready Communities of Bolivar, Coahoma, Leflore, Holmes, Panola, Sunflower, Humphreys, Carroll, Sharkey, Issaquena and Tunica Counties.

AGRI-BUSINESS

Individual Training Accounts are available for students interested in classroom training in accounting, agribusiness technology, agricultural mechanic, aviation maintenance, avionics, computer information systems, truck driving, and welding. Discussions on partnering with MDCC on a ginner training school are on-going.

WORK READY COMMUNITIES

Humphreys County has completed the process and is working to become a Work Ready Community. Representatives from Sharkey, Issaquena, and Carroll Counties participated in a two-day boot camp at South Delta to start the Work Ready process.

Sector Strategy



Three Rivers Planning and Development District

Overview

Sixteen WIN Job Centers are located throughout the Mississippi Partnership service area. WIN Job Centers provide services that meet workforce needs based on the local economy. The WIN Job Centers are focused on both the potential employee and the business owner. Businesses are encouraged to use the WIN Job Center for networking to find the best potential employees.



WIN Job Center Locations

Amory

662-256-2618 and
662-256-5617
1619 Highland Drive
P.O. Box 415
Amory, MS 38821-0415

Calhoun County

662-412-3170
237 S. Murphree Street
Pittsboro, MS 38951

Corinth

662-696-2336
2759 S. Harper Road
Corinth, MS 38834-2050

DeSoto County

662-404-6030
5847 Getwell Road
Building B, Suite 3
Southaven, MS 38672

Grenada

662-226-2911
1229-A Sunset Drive
Grenada, MS 38901

Houston

662-456-1561
210 S. Monroe St.
Houston, MS 38851

Iuka

662-423-9231
1107 Maria Lane
Iuka, MS 38852-1120

Louisville

662-773-5051
790 N. Court Ave.
Louisville, MS 39339-2059

Marshall County

662-838-3805
227 Hwy 309 S
Byhalia, MS 38611

Mayhew

662-243-1751
8731 South Frontage Rd
Mayhew, MS 39753

New Albany

662-692-1502 & 662-692-1501
301 North St.
New Albany, MS 38652

Oxford

662-234-3231
204 Colonnade Cove, Suite 1
Oxford, MS 38655-5407

Pontotoc

662-407-1226
316 Coffee Street
Pontotoc, MS 38863

Tate County

662-562-3351
NW Community College
4975 Highway 51 N
Senatobia, MS 38668

Tupelo

662-842-4371 and
662-407-1213
3200 Adams Farm Road,
Suite 4
Belden, MS 38826

West Point

662-243-2647
1899 East TVA Rd
West Point, MS 39773

INTERESTING FACT

Every Huggies diaper in the world contains some material manufactured by Kimberly-Clark Corporation located in Corinth, Mississippi.

Photo credit: ParentingPatch

Program Design Strategies, Area Highlights and Achievements

The Mississippi Partnership Workforce Development Area (MPWDA) is committed to the individuals as well as the employers in its region. In order to meet the needs of their employers, the MPWDA thrives on designing programs that help grow businesses and ensure there is a qualified pipeline of job seekers who have the skills to meet the needs of employers.

Youth Program (C2C/Gateway)

Several years ago, The Mississippi Partnership listened to the employers in their region and designed the WIOA Youth Program, Counseling to Career (C2C). The program was designed to fit the employers' needs. In PY17 the Mississippi Partnership funded six (6) Out-of-School C2C youth programs that served over 600 youth. The primary concept of the C2C Youth Program is to provide one-on-one counseling to develop a "truly personalized" Individual Service Strategy (ISS). This ISS helps the youth identify short-term school and career goals as well as long term ones while assisting the youth in removal of obstacles impeding the success of these goals. While young adults are enrolled in the C2C program, the counselors assess the individuals' barriers to employment and offer services through the required 14 program elements to alleviate these barriers. All C2C participants are required to attend essential job skills training to learn the basics of what employers' expectations are before a participant may receive paid work experience. The essential job skills training exposes the participants to certain things that are universal for any job, such as appearance and dress, social media issues that affect the workplace, attitude and body language, attendance and punctuality, communication and following instructions, and problem solving/critical thinking. Also, all C2C participants are given the opportunity and encouraged to take the ACT WorkKeys® tests and receive a National Career Readiness Certificate (CRC). While in the C2C program, participants are exposed to careers that align with The Mississippi Partnership Sector Strategy Plan and they develop a career pathway.



Corwin Lawson entered the C2C Program after being referred to the program by a friend. Corwin needed direction to find the right career for him. After completing a career assessment, Corwin confirmed his greatest passion of becoming a truck driver, someday owning his own truck, and buying his mom a new BMW. The C2C Program staff developed a career pathway and showed Corwin how his dream could become a reality.

While in the C2C Program, Corwin received essential job skills training, obtained a Gold Career Readiness Certificate, and received a youth ITA for EMCC's CDL program. Corwin completed the training on a Thursday and was offered a job with Schneider National in Wisconsin that Friday. Corwin accepted the job, flew out to Wisconsin, and began work on Monday. Corwin had never driven a truck

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One of the MPWDA's greatest accomplishments in their WIOA youth programs in PY17 was implementation of a pilot in-school program called the Gateway Program. Once again, MPWDA listened to employers in their region and it became evident that, in today's economy, they need to reach young people as early as possible and help set them on the pathways for the available careers in our region. The in-school Gateway Program is designed similarly to the out-of-school C2C Program and targets students that are involved or interested in career and technical education. The Gateway Program alleviates barriers to employment and requires essential job skills training and ACT WorkKeys® testing, while targeting high school students. The Mississippi Partnership plans to expand the in-school Gateway Program during PY18.

MPWDA youth programs are a “hand-up” not a “hands-out” program. Many of the youth they serve have never been in the workforce. Through The Mississippi Partnership C2C and Gateway Programs, individuals are given the tools to improve their skills and enter or reenter the workforce. The C2C and Gateway Programs are just the beginning of the opportunities that are available to these individuals. Counselors encourage the participants to continue on the career pathways that are developed and help bridge the gap for these individuals so they can obtain self-sustaining employment.

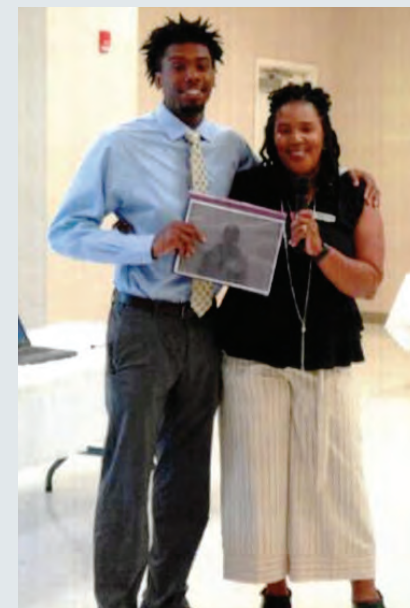
The MPWDA met or exceeded all youth performance measures in PY17 while serving some of the neediest youth in their area. The MPWDA continues to offer technical assistance and provide training to youth providers in order to continue to improve the overall program.

Sector Strategy

To ensure a productive year, the WIOA team at Three Rivers Planning and Development District (TRPDD) has worked with industry, educators, economic developers, and community organizations to successfully implement our Sector Strategy Plan. While adapting to lessons learned along the way, the MPWDA team has met predetermined milestones preparing it for the year ahead.

Remaining at the forefront is Sector Strategy, which has become the root of all workforce operations. The Mississippi Partnership Workforce Development Area has not only implemented a “Sector Strategy Plan”, but has adapted all programs, ideas, and mindsets to identify with, connect, and support the identified four sectors. Whether specifically working objectives directly from the approved Sector Strategy Plan, highlighted in meetings with

until he entered the EMCC CDL Program; however he had the drive and passion to fulfill his dreams once he was shown how to do so. Corwin started his career with Schneider and was able to gain valuable knowledge and over-the-road driving experience. He was such an overachiever; he was promoted to a trainer! As of today, he is fulfilling his long-term goals and is in the process of applying for a small business loan so he can buy his own truck to become an independent driver. Corwin wants to give back to others in his community and help them fulfill their dreams. He has been mentoring one of his friends and referred him to EMCC's CDL program; their plans are for his friend to become a contractor and work for Corwin when he opens his own trucking business. Corwin also told his C2C Counselor that he is willing to sponsor a student who is not able to pay for his or her training if they would like to attend the EMCC CDL class. Having not forgotten about his mom, Corwin is also preparing to purchase his mom her new BMW in the near future.



local community leaders and educators, encouraged while speaking with high school and community college students, and implemented throughout brainstorming sessions within our WIOA team at TRPDD, there is a constant emphasis on Advanced Manufacturing, Healthcare, Information Technology, and Logistics, Transportation and Warehousing.

Our workforce is continually evolving as workers require new skills to better qualify for positions. To do this, new curriculum, new programs of study, new mindsets are all required to maintain a healthy workforce, ultimately providing an improved quality of life for Mississippians and their families. This constant cycle of addressing industry demand, updating curriculum, implementing new programs, and educating the public and the students, is no easy task. Meeting Sector Strategy Plan goals is a constant effort.

TRPDD has implemented programs that can grow over time to meet the needs of both workers and industry. We work with school districts to identify students that want to go directly to work, or students that need assistance to follow a career tech pathway in a sector program of study. We strive to give economic developers advantages such as an increased number of career ready certificates (CRCs) in counties benefitting possible emerging or new industry. We will continue to liaise with industry and education to further explore the needs of our workforce area, and how both groups must work together to better support our workforce and our community. TRPDD pushes hard to make opportunities known, to educate students and industries on all of the available internships, apprenticeships and other in-school and out-of-school programs. We are developing an online database for students and employers to use to share information, for economic developers to quantify the skilled labor available, for students and workers to search for available jobs, and for businesses to search for qualified personnel.

A. Industry-Led Apprenticeship Programs

TRPDD partnered with community colleges and industry to develop non-registered apprenticeship programs. These programs are designed to build a consistent pipeline for local industry of highly skilled technicians that fit their business needs, while giving Mississippians an opportunity to have good jobs here at home. These non-registered apprenticeship programs provide a career training and education option for high school students that meet the current needs of our local labor market.

Apprenticeship programs are 100% focused on the Mississippi Partnership Local Workforce Development Area's Sector Strategy Plan, as they support the four identified sectors.

Alexis Samples was a 10th grader at Pontotoc High School when she entered the Gateway program.



She completed the Essential Job Skills training and earned a Career Readiness Certificate. Alexis started her work experience at Save-a-Lot as a cashier in May 2018. Once her paid work experience was completed, Save-a-Lot hired her. The Gateway Program exposed her to different careers in the target sectors of The Mississippi Partnership and after graduation Alexis plans to pursue a career in the Healthcare Field. The Gateway Program helped develop a career pathway for Alexis and will continue to guide her down that path. Alexis is now a junior at Pontotoc High School and is still working at Save-a-Lot. Every time she sees the Gateway Counselor she tells her how much she loves working at Save-a-Lot and appreciates the opportunities the Gateway Program provided her. The management at Save-a-Lot speaks highly of Alexis and her work ethic. Because of Alexis, they have asked to continue as a worksite for the Gateway Program. This has been a good experience for both employee and employer.

Currently, the programs of study that are part of this non-registered apprenticeship program are: Industrial Maintenance Technology; Information Systems Technology; Drafting, Design and 3D Modeling Technology; Precision Manufacturing and Machining Technology; Welding and Cutting Technology; Electrical Technology; and Diesel Equipment/Power Technology.

Careers in Advanced Manufacturing Technology (CAMT)/ICC:

The CAMT program was a huge success for the 2017 school year. We will work with Itawamba Community College (ICC) to continue this program, hopefully expanding the number of employers from the previous year. We are currently working with Northeast Mississippi Community College (NEMCC) to stand up a similar non-registered apprenticeship program that closely mirrors CAMT at ICC. Our team anticipates an advanced manufacturing program at NEMCC during the 2018 school year.

Our team assisted in the coordination and company meetings for the second year of this non-registered apprenticeship program with ICC. Our team has worked side by side with ICC and Community Development Foundation (CDF), as well as other local economic developers to plan and coordinate with businesses. Throughout ICC's five counties - Pontotoc, Monroe, Lee, Chickasaw, and Itawamba - a team of TRPDD WIOA personnel, CDF personnel, and ICC Career and Technical College personnel visited with 10 businesses to discuss or introduce this opportunity.

B. Assemblies

Our Sector Strategy Coordinator worked with the team to create materials for high school assemblies. The concept for these assemblies is to inform incoming 9th graders of the career and technical opportunities in their county and school system, and show them how these opportunities feed directly into the community colleges. At the end of these assemblies, students will know the cradle to grave, sector-oriented opportunities and resources at their fingertips. This process will allow TRPDD to liaise with high school teachers and counselors so they better understand the message and can support this initiative throughout the school year. The assemblies will be given at every high school within the Mississippi Partnership Local Workforce Area, a total of 89 schools, during the 2018 – 2019 school year.

Sylvester Watson was a few months short of twenty full years of employment

with Batesville Casket Company in Batesville, Mississippi when the company closed the Batesville facility and moved the operations to Mexico. Even though the news of the closure did not come as a complete surprise, Mr. Watson was hoping to remain in his position as a forklift driver for as long as possible. The Trade Petition was certified on January 18, 2017, and his last day of employment was at the end of August



Not wanting to rely on compensation from unemployment insurance, Mr. Watson quickly accepted a position as a temporary factory worker through EMI Staffing in Grenada, Mississippi. He was placed at Luvata/Modine, a local air-conditioning manufacturing plant. Sylvester was grateful for the work but the salary and benefits were far less than he needed.

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C. WorkKeys®

Throughout PY17, our TRPDD WIOA team contacted and began coordination with county superintendents and principals to schedule WorkKeys® testing for early graduating juniors and seniors. Primarily, we're targeting Work Ready Community (WRC) counties to provide an opportunity for each student to obtain a career readiness certificate (CRC) with the goal of silver or higher. In addition to WRC counties, we are scheduling WorkKeys® with Mississippi recovery school districts under conservatorship, or schools that have recently exited conservatorship. In September, the TRPDD WIOA team scheduled testing at three schools, two in WRC counties and one that has recently exited conservatorship. In addition, our TRPDD WIOA team scheduled WorkKeys® testing for our in-school Gateway program students. Our TRPDD team will proctor all WorkKeys® tests under our TRPDD realm.

Patrick is a recently separated veteran seeking a career, not just employment.

When Patrick returned home from his Marine Corps service he obtained employment at Sunshine Homes in Red Bay, Alabama as a flooring installer for mobile homes. He knew that he wanted more in a life for his future career opportunities. Therefore, Patrick continued to search for a career and found a job order in Mississippi Works for ATK. WIN Job Center staff referred him and he completed the online application. They also told him that ATK was an employer who participated in our Pledge to Hire Heroes program. ATK had some military contracts that required a security clearance and most veterans had a security clearance in the military.

This was encouraging news to him. Patrick was hired on the On-the-Job Training Program at ATK as a Production Associate Aircraft Machine Operator. He successfully completed the OJT training. His new position at ATK will offer him the career he wanted and opportunities for advancement in the future.



At about the same time, the company was establishing an agreement with the Grenada WIN Job Center to receive funds for On-the-Job Training through the WIOA program. The company had a need for skilled workers in several departments but had not found qualified candidates. Employment Interviewer Kimberly Bell is the contract writer for the Grenada WIN Job Center and had worked on OJT contracts with Luvata in past years and remained in contact with the company about any current needs. The supervisor at Luvata/Modine immediately recognized potential in several temps who were former Batesville Casket employees. These workers had proven track records with good work ethics and dedication but very little skill in air-conditioning manufacturing processes.

Sylvester Watson was in that group of temporary employees. Ms. Bell met with Sylvester and certified and enrolled him in the WIOA OJT program. He began his position in October as a shipping and receiving clerk and was cross-trained for other manufacturing duties. Sylvester completed his program in January of 2018. Now, in November of 2018, he continues to work for Modine and develop further skills that make him a productive and valuable employee. His salary and benefits have increased and he hopes to grow with the company in years to come.

Central Mississippi Planning and Development District

Overview

Southcentral Mississippi Works (SMW) Local Workforce Development Area is most proud of partnerships and relationships that have been formed with our workforce partners, particularly the area’s community colleges. This partnership helps to educate our citizens about our programs and to cohesively and seamlessly provide our citizens with comprehensive workforce services and training as efficiently and easily as possible.

SMW, in conjunction with Hinds Community College, Copiah-Lincoln Community College and the Mississippi Department of Employment Security, operates seven WIN Job Centers within a 17-county area. Each of these centers offers a variety of services to help residents seek and secure an appropriate job. Assistance includes, but is not limited to, basic career services, individualized career services, referral to a variety of workforce partner services and, where needed, skills and job training.

The Central Mississippi Planning and Development District serves as the administrative and fiscal agent for the Southcentral Mississippi Works Local Workforce Development Area.

WIN Job Center Locations

Brookhaven

601-833-3511
545 Brookway Blvd.
P.O. Box 790
Brookhaven, MS 39602-0790

Jackson

601-321-7931
5959 I-55 N, Frontage Road,
Suite C
Jackson, MS 39213

Madison County

601-859-7609
152 Watford Parkway Drive
P.O. Box 450
Canton, MS 39046-0450

McComb

601-684-4421
1002 Warren Krout Road
P.O. Box 1306
McComb, MS 39648

Mendenhall

601-847-1322
150 W. Court Ave.
Mendenhall, MS 39114-3550

Natchez

601-442-0243
107 Colonel John
Pitchford Parkway
P.O. Box 810
Natchez, MS 39121-0810

Pearl

601-321-5441
212 Saint Paul St.
Pearl, MS 39208-5134

Tylertown

601-222-2161
200 Ball Ave., Courthouse
Tylertown, MS 39667-2170

Vicksburg

601-638-1452
1625 Monroe Street
Vicksburg, MS 39180

INTERESTING FACT

First occupied in 1842, the Mississippi Governor’s Mansion is the second oldest continuously occupied governor’s residence in the United States. In 1975, it was designated a National Historic Landmark, making it at that time one of only two state gubernatorial residences to receive this honor.

Construction of the Mansion was authorized by the legislature in 1833; but did not begin until 1839. The Mansion was constructed for a cost of approximately \$50,000.

Architectural historians consider the Mississippi Governor’s Mansion to be one of the finest surviving examples of the Greek Revival style in the United States.

Photo credit: Library of Congress, Prints & Photographs Division, MS-67-8



Southcentral Mississippi Works Local Workforce Development Area's designated comprehensive WIN Job Center is the Madison County center located in Canton, MS. This center physically houses all core workforce partner staff and programs. In addition, the center hosts a state university Extension Service and a child care center for customers. The remaining WIN Job Centers in the area are considered Affiliate Centers.

The workforce area is in the process of developing a Sector Training Plus Comprehensive One-Stop Center which will house the core workforce partner staff and programs and will provide career tech training programs on-site. In addition, a number of other strategic workforce partner programs will be housed at the center, which will be the first of its kind in the state.

At all WIN Job Centers, customers are provided with basic Career Services to assist them with labor market information, assessment of their current skills and needs, job exploration and career counseling, job search and placement assistance, information on in-demand sectors and occupations, and many other activities. Based on need, customers are also provided with individualized career services, such as workforce preparation, internships, work experiences, short-term prevocational services, and more. WIOA funded training opportunities include On-the-Job Training (OJT), Individual Training Accounts (ITA), pre-apprenticeships and Internships. OJT, pre-apprenticeships, and Internships benefit both the employer and the employee by offsetting the employer's cost of hiring and training an unskilled or under-skilled individual, while ITAs benefit individuals seeking to acquire or enhance their job skills.

About Southcentral Mississippi Works

As a local workforce development area under the federal WIOA, Southcentral Mississippi Works provides workforce development and training activities that help improve the skills and abilities of workers in order to connect them with permanent employment at a self-sustaining wage level, support the labor needs of local businesses, and contribute to the economic growth of area communities. SMW works closely with a number of workforce partner agencies, including the Mississippi Department of Employment Security, the Mississippi Department of Rehabilitation Services, the Mississippi Department of Human Services, the four local Community Colleges located within the workforce area, the Mississippi Development Authority, and local economic developers to offer a comprehensive, all-inclusive array of services to both job/service seekers and employers. Activities are also available that are geared specifically to the Out-of-School Youth population.



Madison County WIN Job Center in Canton



Workforce activities in the area are overseen by a Local Workforce Development Board and a Local Elected Officials Board. These boards are responsible for overall policy making and allocation of resources within the area. Workforce policies are developed in a manner that ensure employers' hiring and training needs are met and that financial resources are utilized in the most efficient manner. The Local Workforce Development Board membership includes representatives of programs and organizations in accordance with the WIOA law. The Local Elected Officials Board membership includes a representative from each of the 17 counties within the local area.

A workforce staff of seven serves as support to the boards. Staff oversee program activity and performance, monitor programmatic activity and fiscal accountability, provide Rapid Response services, and provide support to the one-stop operators and service providers. A vital staff responsibility is that of continual training of WIN Job Center staff in the provision of services and implementation of the area's policies and procedures for all Adult, Dislocated Worker, and Out-of-School Youth programs.

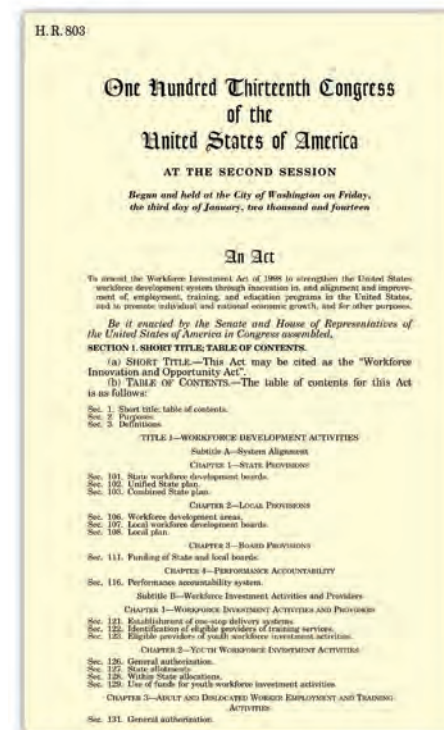
Local Workforce Development Plan

The State of Mississippi was the first state to submit a workforce development plan under the Workforce Innovation and Opportunity Act. As required by WIOA, Southcentral Mississippi Works subsequently developed and submitted a local workforce development plan to the state.

The local plan describes how required partner programs work together to coordinate their services to better serve those seeking the skills needed to obtain a job. The plan also discusses how the local area addresses the workforce needs of area businesses. The Local Workforce Development Plan has recently been modified and revised as required.

MI-BEST Community College Programs

SMW Workforce Development Area works closely with Hinds Community College, Copiah-Lincoln Community College, Holmes Community College, and Southwest Mississippi Community College under the WIOA to fund the tuition of some MI-BEST participants and to enhance the success of WIOA MI-BEST students enrolled at those community colleges. MI-BEST programs are accelerated approaches to the instruction of skills training and workplace preparation. This program structure follows that of I-BEST, an education model which challenges the conventional notion that basic skills instruction must be completed by students prior to starting college-level courses.



Youth Programs

SMW's youth programs serve only Out-of-School Youth. Services to the Out-of-School Youth population include Career Services, ITAs, and Internships.

The workforce area is working with a local food service employer to implement a program for at-risk out-of-school youth. Eligible program participants will be afforded training in a food service atmosphere, in addition to career counseling, preparation for and opportunities to earn a high-school equivalency if needed, and the opportunity to earn the NCRC.

SMW Innovative Youth Program

The workforce area also operates a unique program for adjudicated youth. These individuals are remanded to the program by the youth court judge as an alternative to other judgements. Participants are afforded intense counseling, preparation for and opportunities to earn a high-school equivalency if needed, and they are required to earn the NCRC during program participation. For those for whom it is appropriate, Internships are available with area employers.

National Career Readiness Certificates

SMW, in cooperation with the workforce area's community colleges, ensures that WIN Job Center customers are offered the opportunity to obtain a National Career Readiness Certificate (NCRC). In keeping with the requirements of WIOA and the

State Plan, the certificate, which is nationally recognized, certifies to potential employers that the holder has the basic skills necessary to succeed in a particular job classification.

Southcentral Mississippi Works has worked closely with the workforce area's community colleges' efforts to assist all 17 counties in earning the Work Ready Community designation. To date, seven of the area's counties have earned that designation. Becoming a Work Ready Community assists economic developers in attracting new business and industry to the area by ensuring that a work-ready pool of potential employees is readily available.



“Neal” came to the Youth Court after committing several different non-violent offenses; including using drugs and getting in trouble at home, at school and in the community.

After dropping out of high school during his 11th grade year, Neal found himself in Youth Court again for violating his probation. It was at this time that he was ordered to participate in the Jobs4Youth program as part of his probation. Neal was in the program's inaugural class and was the first participant to obtain his High School Equivalency (HSE) in only five months after enrollment. The Jobs4Youth program also has a Career Readiness component.

Neal obtained a National Career Readiness Certificate (NCRC) at Gold level a few months later. Neal graduated from the program with his HSE and CRC and verifiably drug-free. Since graduation he has maintained part-time employment and is currently enrolled in community college training.

Southern Mississippi Planning and Development District



Twin Districts Local Workforce Development Area (TDWDA) is most proud of receiving the 2018 Aliceann Wohlbruck Innovation Award from the National Association of Development Organizations for the 2017 TDWDA Sector Strategy Plan.

Overview

TDWDA serves 24 diverse counties from the Coast to central Mississippi with the designated comprehensive WIN Job Center being located in Gulfport.

The Southern Mississippi Planning and Development District serves as the fiscal agent for the area.

WIN Job Center Locations

Carthage

601-267-9282
202 C.O. Brooks St.
Carthage, MS 39051-4262

Columbia

601-736-2628
1111 Highway 98
Columbia, MS 39429-3701

Forest

601-469-2851
536 Deer Field Drive
Forest, MS 39074-6005

Gulfport

228-897-6900
10162 Southpark Drive
P.O. Box 2849
Gulfport, MS 39505-2849

Hancock County

228-466-5425
856 Hwy 90 Suite D
Bay St Louis, MS 39520

Hattiesburg

601-584-1202
1911 Arcadia Street
Hattiesburg, MS 39401-5428

Laurel

601-399-4000
2139 Highway 15 N, Suite D
Laurel, MS 39440

Meridian

601-553-9511
2000 Highway 19 N
Meridian, MS 39307-4906

Newton

601-683-2021
107 Adams St.
Newton, MS 39345-2642

Pascagoula

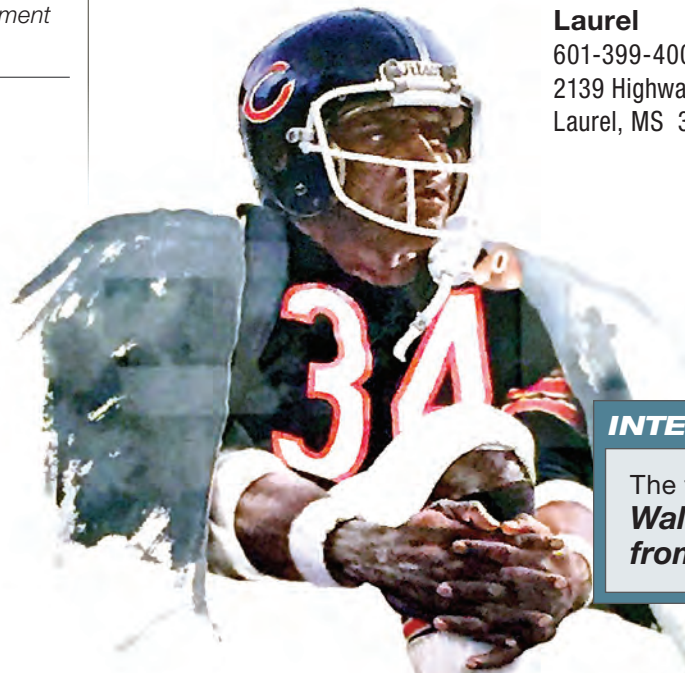
228-762-4713
1604 Denny Ave.
P.O. Box 1058
Pascagoula, MS 39568-1058

Philadelphia

601-389-3431
1016 Saxon Airport Road
Philadelphia, MS 39350

Picayune

601-798-3472
2005 Wildwood Road
Picayune, MS 39466



INTERESTING FACT

The first football player on a Wheaties box was **Walter Payton, pro-football running back from Columbia, Mississippi.**

Walter Payton ("Sweetness") Portrait by Merv Corning -- The National Portrait Gallery Washington (DC) March 2016 Photo credit: Beth Cogswell



Apprenticeship Highlight in Twin Districts

Twin Districts works to leverage resources and braided project/program funding in order to train more participants and better serve employers' needs. Several months ago, the Lineman Apprenticeship Program in the Pine Belt area was launched. This program trains people for work in the utility industry. The companies participating in the program are

Chain Electric Company, B & B Electric, and MDR construction.

“The aging utility infrastructure coupled with numerous disasters has dramatically increased the demand for experienced utility linemen. Working in concert with other employers, Pearl River Community College, and Southern Mississippi Planning and Development District gives us an opportunity to train Mississippians for high paying jobs,” says Bob Chain, President and CEO. “We are excited that our state has made this effort a priority.”

Training for the new apprenticeship program is partially funded through a grant from MS Works. During the 2016 legislative session, Governor Bryant signed into law the establishment of the MS Works Fund to provide training that meets the needs of growing companies in Mississippi. Grant funds will be used to pay instructors, purchase books, and other training materials. Employers will cover the wages of apprentices while in training. The new apprentices will be hired as groundsmen and progress to Lineman B at the end of the two-year program.

The Lineman Apprenticeship Program reinforces the state's commitment to provide job seekers with hands-on training and helps to create a pipeline of highly skilled talent for employers.

Ronny Joyner visited the Carthage WIN Job Center after a long period of unemployment. After losing his job as a room service attendant at a local casino, he was unemployed for nearly a year.

During that period, he performed odd jobs for different individuals but had no sustainable income. He performed jobs ranging from interior and exterior house painting to lawn care. Ronny had enrolled at East Central Community College in 1993, but did not achieve his Associate Degree due to lack of funding. He maintained a 2.9 grade point average while in school but soon had to leave to find employment. He had a family to support and could not make ends meet while in school full time. He visited the WIN Job Center in late 2017 with the hope of obtaining a job and improving his standards of living.

Ronny was low income and in need of enhancing his work skills to obtain gainful employment. He was seeking a career instead of just another low wage job. After much discussion, Ronny and the WIN Job

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Sector Strategy

Twin Districts Workforce Development Area (TDWDA) identified and is successfully meeting its goals for implementing the strategic plan.

1. Sector Acceleration

Committees were created for each industry sector: advanced manufacturing, energy and chemicals, and healthcare. These are also divided regionally with East Central PDD focusing on Twin Districts industries located in the upper nine counties, SMPDD's Hattiesburg Office focusing on those industries in the middle nine counties, and SMPDD's Gulfport office focusing on the industries located in the lower six counties.

2. Market and Promote Career Pathways for Sectors – TDWDA

has partnered with the Skills Foundation on marketing career pathways across the three identified industry sectors.

3. Engage High Schools to create a talent pool of mid-skill to high-skill workers. TDWDA is in discussions with the following high school programs:

- Gulfport High School - Shipbuilding Academy;
- Petal High School - Lineman Program; and with
- Stone County - Welding Program.

Five Jackson County High Schools are currently participating in the Maritime Academy at Ingalls Shipbuilding.

4. **Introduce Sector Career Pathways to Youth** by providing training for sub-contractors and staff who work with the Youth Program. The sector career pathway model continues to be a point-of-measure in the “Youth Policy Manual.” Also, by focusing on ACT Work Ready participation in counties located in the TDWDA, we have been able to integrate career pathways among K-12.
5. **Introduce Sector Career Pathways to Retired Military** through the Veteran Job Fair & Workshop that was hosted by the Gulfport Comprehensive One Stop Center.
6. **Encourage and Support Work-Ready Communities** in the TDWDA.
7. **Elevate Business Engagement Activities** by using the business engagement opportunity to connect existing industry with the services offered by the WIN Job Centers and opportunities found within the sector career pathway models.

CONTINUED

Center staff decided that he would benefit from going through a training program to obtain employability skills while increasing his chances of starting a career. He preferred short-term training so that he could return to work quickly. Ronny was referred to the truck driving instructor at East Central Community College to discuss training. After speaking with the instructor, Ronny was enrolled in an eight week Truck Driver Training program at East Central Community College in Decatur, MS.

On January 22, 2018, Ronny began the classroom instruction portion of the training and quickly received his CDL permit so that he could begin the in-truck portion of the training. He stated that he was learning quite a bit in a short time, and was thoroughly enjoying the training.

On March 16, 2018, Ronny received a certificate for completing the training and a Class-A driver's license. On May 26, 2018, he began driving for Commer's Logging in Philadelphia, MS. He is very happy with his new career pathway.



8. Engage Employers in

Business Services to promote the use of industry and sector partnerships that will address the workforce needs of employers in the area:

- 1) TDWDA continues to support the Sector Strategy funds obligated to the Gulf States Shipbuilders Consortium's Shipbuilders Academy, in conjunction with Ingalls Shipbuilding;
- 2) TDWDA is in the planning and development stage of additional partnerships with Mississippi Gulf Coast Community College, Gulfport High School, and shipbuilding efforts in Harrison County;
- 3) TDWDA began the Nursing Externship Program, in conjunction with the Mississippi Hospital Foundation. Twelve participants are enrolled to date in the program; and
- 4) TDWDA has partnered with Pearl River Community College to support the Lineman Apprenticeship Program for the Pine Belt region.

9. Establish Support Services

Committee to identify the barriers to entry into the workforce that many members of the labor force continue to face on a daily basis.

10. Investigate Best Practices

to raise employee participation rates by partnering with research groups that are investigating the link between overall health and labor force participation.

11. Increase Soft Skills/ Necessary Skills Training

by encouraging existing industry to recognize the Smart Start Credential as a valuable tool in addressing workforce and soft/necessary skill training needs. TDWDA will continue to attend Train-the-Trainer programs until all appropriate staff and core partners are educated in the training requirements. TDWDA has partnered with Mississippi State University to plan and sponsor training opportunities for employers in the area.

12. Explore the Development of Bootcamps by Sector

to quickly train new hires. With community college partnerships, we are able to connect existing industry with the needed short-term styled training. If the needed training programs are not available, we will work with community colleges to create and fund these programs.

13. Implement Key Supporting Projects

throughout the region that will be funded through partnerships with the Sectors, the SWIB, and other partners:

- 1) Shipbuilding Academy in partnership with Gulf States Shipbuilders Consortium;
- 2) Aerospace Academy in partnership with Pearl River Community College and the Hancock County Port and Harbor Commission with their efforts of locating an Aerospace Academy at the Stennis International Airport;
- 3) Jones County Junior College Mechatronics System;
- 4) Lineman Apprenticeship Training in partnership with Pearl River Community College;
- 5) Get on the Grid in partnership with The Skills Foundation; and
- 6) Healthcare Career Center in partnership with the Mississippi Hospital Foundation.



MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

2017 Workforce Innovation and Opportunity Act Annual Report
presented by the State Administrative Entity for WIOA in Mississippi

Submitted December 20, 2018

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