



Workforce Investment  
Network in Mississippi  
**2014 ANNUAL REPORT**

**Reviewing Progress  
Moving Forward**



2014 Annual Report  
Workforce Investment Network in Mississippi  
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FOCUS ON

**REVIEWING PROGRESS MOVING FORWARD**



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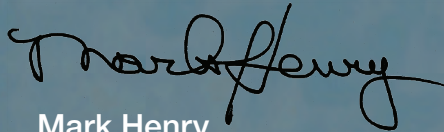
**Dear Friends:**

The 2014 Annual Report for the Workforce Investment Act showcases the continued advances by the Mississippi Department of Employment Security (MDES) and the dedication of its staff as our agency makes great strides toward fulfilling our mission to *Help Mississippians Get Jobs*.

This program year saw the conclusion of the *Workforce Investment Act (WIA)* and the launch of the *Workforce Innovation and Opportunity Act (WIOA)*. As an early implementer of WIA and now an early implementer of WIOA, the Mississippi Department of Employment Security is a national leader in the development of programs that enable individuals to become more competitive in the labor market and to advance in the workplace. In this report, our cutting edge technology, our partnership collaborations with both the public and private sectors, our innovative real time skills gap analysis, and the success stories of individual Mississippians we have helped demonstrate that MDES is dedicated to providing Mississippi businesses with a highly skilled labor force and to empowering Mississippi workers with the opportunity to obtain gainful employment.

My hope is that when you read about the accomplishments of Mississippi's Workforce Investment Network system, you will be inspired to join us in our campaign to make Mississippi a better place to work and a better place to live.

Sincerely,



**Mark Henry**  
EXECUTIVE DIRECTOR

...Join us in  
our campaign  
to make  
**Mississippi**  
a better place  
to work and  
a better place  
to live.



# EXECUTIVE SUMMARY

## Reviewing Progress and Moving Forward

As an early implementer of WIA and now an early implementer of WIOA, the Mississippi Department of Employment Security is a national leader in the development of programs that enable individuals to become more competitive in the labor market and to advance in the workplace.

## Participants in the Workforce Investment System

Individuals who need jobs and businesses that need employees are co-participants in the Mississippi workforce system. MDES and our partners strive to provide services that enable individuals to find better jobs and businesses to find qualified workers. Success stories throughout the report showcase the dedication of WIA staff to empower Mississippi workers with the opportunity to obtain gainful employment.

## Performance and Accountability

Mississippi's four local workforce areas and its network of WIN Job Centers were measured against the nine federal common performance measures. The state met or exceeded all nine of the common measures for the 2014 program year. Each local workforce area's individual performance is showcased **beginning on page 22**.

## State Evaluation Activities

MDES continues to expand the use of IBM SPSS data mining software to evaluate the effectiveness of workforce services and programs. An example of a WIN Job Center quarterly report card **can be found on page 21**. The report provides a data snapshot that is used by the local workforce areas for quantitative and qualitative analysis.

## Cost of Workforce Activities

MDES strives to effectively use federal funds to serve unemployed and underemployed citizens in Mississippi. We monitor our programs to ensure compliance with federal rules. Information on the cost of workforce investment activities and the effect of the activities on the performance of participants **can be found on page 28**.

## Customer Satisfaction

One thousand job seekers and businesses were surveyed to find out about the level of customer service they received. Results suggest that local WIN Job Centers are consistently meeting the needs of their customers while continuing to improve service. Overall, the state-level results are largely reflected across WIA areas, indicating that job seekers and businesses are satisfied with the services they are receiving from the WIN Job Centers in their area. **More details start on page 26**.

## Waivers

WIA law allows states to request waivers that provide flexibility from certain rules to better provide services in the state and local areas. A listing of Mississippi's waivers and how they affect state and local area performance outcomes while advancing the President's Job-Driven Elements **can be found on page 43**.

## Closeout 2014

This timeline **starts on page six** and includes highlights and accomplishments from the last fifteen years of the Workforce Investment Network system in Mississippi.

# SERVICES TO VETERANS

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

## Integrated Services

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 provide initial core services and refer 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, WIA, 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 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 makes sure that covered persons are aware of their entitlement to priority of service and of the full array of employment, training, and placement services available through the WIN Job Centers and all service points; and, that all applicable eligibility requirements for these programs are understood and applied.

### **MDES also uses these means to provide 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
- Veterans placed at the top of WIA waiting lists (ITAs and OJT) for limited training funds.

MDES management monitors priority of service by reviewing quarterly performance reports, Managers' Reports, and the Mississippi Works system special reports.



## PY 2014 PERFORMANCE TARGETS FOR MDES SERVICES TO VETERANS

Job Centers for Veterans (Source: ETA-9002D)

	NEGOTIATED PY 2014	ACTUAL RATE	% OF GOALS
Veterans' Entered Employment Rate	52%	60%	115%
Veterans' Employment Retention Rate	80%	83%	104%
Veterans' Average Earnings (Six-Month)	\$12,500	\$12,939	104%
Disabled Veterans' Entered Employment Rate	47%	49%	104%
Disabled Veterans' Employment Retention Rate	78%	81%	102%
Disabled Veterans' Average Earnings (Six Month)	\$12,800	\$13,006	102%

## AN EXCITING NEW CAREER IN HEALTH CARE

### A Veterans Services Success Story



Joseph Speights, a 50-year-old disabled veteran, was laid off from his construction job in November 2011 and began to search for stable and sustainable employment to support his family. His first hope came in 2012 when he visited the Columbia WIN Job Center. He was awarded an Individual Training Account through the Twin Districts Workforce Area and enrolled in the Licensed Practical Nursing (LPN) Program at Pearl River Community

College. He graduated in July 2013, passed his licensure exams, and went to work at Forrest General Hospital in the stroke unit.

After working for a year as an LPN, Joseph wanted to become a Registered Nurse (RN). He returned to the Columbia WIN Job Center and applied for additional assistance. He entered the LPN to ADN (Associate Degree Nursing) Bridge Program at Pearl River CC

in May 2014 while continuing to work part-time. Upon graduating in May 2015, Joseph returned to full-time employment as an RN in the Cardiac Care Unit at Forrest General, earning nearly double his original hourly rate of pay. Thanks to the WIA program and support from the Columbia WIN Job Center staff, Joseph Speights now has an exciting new career that provides well for his family.



## GOVERNOR'S DISCRETIONARY FUNDS

# JOBS FOR MISSISSIPPI GRADUATE DROPOUT PREVENTION PROGRAM



The Mississippi Department of Employment Security and Jobs for Mississippi Graduates, Inc. (JMG) have developed a partnership that focuses on providing training and development to vulnerable youth. WIA discretionary funds provide the opportunity to assist JMG in implementing its Dropout Prevention Program to designated eligible high school juniors and seniors. JMG is an affiliate of the Jobs for America's Graduates' (JAG) Program. JAG is the nation's largest, most consistently applied model of school-to-work transition for at-risk and disadvantaged youth. The JMG program is designed to work with students who possess barriers to success by using the research-based curriculum of the national JAG model.



JMG participants toured the WIN Job Center (WJC) as a component of the Dropout Prevention Program. Students registered and took advantage of the many opportunities available at the WJC.

## HELP DURING A CRITICAL TIME

### National Emergency Grant (NEG) Funds Assist with Recovery Efforts

After North Mississippi was hit by multiple tornadoes on April 28, 2014, the Federal Emergency Management Administration issued a disaster declaration identifying three counties in the MS Partnership region as eligible for federal disaster assistance. Tornado NEG funds were used to create temporary jobs to assist with recovery efforts in the counties that were impacted by the storms.

Cynthia Waldrup was hired as a Budget Counselor using these funds. In her position she counseled many of the families that had been affected by the devastating EF 4 tornado that swept through Winston County. She assisted families in creating and following monthly budgets, identified poor spending habits and developed plans to overcome those barriers, and taught effective money management strategies.

Ms. Waltrip expressed how thankful she was for the employment opportunity given to her using NEG funds which were administered by the Three Rivers Planning and Development District and the Winston County WIN Job Center. She stated, "I am grateful for the NEG that assisted my entire area during this critical time, and it has been my honor to be employed through this professionally managed program."



# Reviewing Progress & Moving Forward

**2000**

Mississippi became an early implementer state of the **WORKFORCE INVESTMENT ACT (WIA)**.

**BASH**, Mississippi's Workforce Investment Act (WIA) electronic tracking system, was launched.

**2001**

In August 2001, Governor Ronnie Musgrove introduced the **WORKFORCE INVESTMENT NETWORK (WIN)** in Mississippi at the Tupelo MDES WIN Job Center.

The **RAPID RESPONSE SYSTEM** was designed as an early intervention service to assist both businesses and employees affected by layoff or plant closures. It provides access to user-friendly resources and information to help affected workers transition into reemployment.

**OPERATION ABOUT FACE**, a pilot program to serve at-risk in-school youth, was conducted by the Mississippi Military Department. It focused on connecting academic and occupational learning, teaching essential life and leadership skills, and preparing for future training and employment.

**2002**

The Citizenship and Justice Academy Youth Program was established in the Gulf Coast Workforce Investment Area. The year-long program offered services to correct educational or vocational deficiencies for at-risk youth ages 16-21 who were in the court system.

The **MOBILE WIN JOB CENTER** was officially dedicated by Governor Ronnie Musgrove in December 2002.

**2003**

**NISSAN BEGAN PRODUCTION IN CANTON, MS.** MDES screened thousands of applications for Nissan, and the company performed pre-production training at the Canton WIN Job Center. Nissan and its suppliers created more than 16,000 direct and indirect jobs in the state.

**2004**

**MISSISSIPPI COMPREHENSIVE WORKFORCE TRAINING AND EDUCATION CONSOLIDATION ACT OF 2004** combined the MS Workforce Development Advisory Council and the State Workforce Investment Board, consolidated the Local Workforce Investment Areas from six into four, provided incentives for the State's community and junior colleges to become one-stop operators, and reorganized the MS Employment Security Commission under the Governor's Office into the new Department of Employment Security.







**AMERICAN EUROCOPTER**, now AIRBUS opened in Clay County. Seven former Sara Lee meat packing employees were trained to make helicopters through the Sara Lee NEG. Other OJT and internships have served approximately 60 other Airbus employees.

In November 2004, Mississippi was selected to participate in the **DISABILITY PROGRAM NAVIGATOR INITIATIVE**. This initiative helped individuals with disabilities access the services and support needed to reach their employment goals and become self-sufficient utilizing the Workforce Investment Network (WIN) in Mississippi.

**2005**

**MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY (MDES) logo and branding development begins.**

## HURRICANE KATRINA

America's Costliest Natural Disaster: Mississippi suffered massive damage from Hurricane Katrina on August 29, leaving 238 people dead, 67 missing, and billions of dollars in damage. A powerful 27-foot storm surge penetrated six miles inland in many areas. An estimated 90% of the structures within half a mile of the coastline were completely destroyed.

**KATRINA** completely destroyed the Bay St. Louis WIN Job Center. The Biloxi, Gulfport, Pascagoula, and Picayune offices were significantly damaged, as were homes of MDES staff. Despite these losses, MDES began operating from mobile units and temporary locations within two weeks to process disaster related unemployment benefit claims. Twenty-four of the state's WIN Job Centers were open with extended hours to provide employment services and to process applications for unemployment benefits.

Mississippi became one of the first states in the nation to implement the **COMMON MEASURES FOR WORKFORCE INVESTMENT ACT PROGRAMS**.

Mississippi became one of 17 states that received funding for the **DISABILITY PROGRAM NAVIGATOR** Initiative to assist individuals with disabilities in coping after Hurricane Katrina.

The Mississippi Department of Employment Security launched a multi-year project to develop a unified **PARTICIPANT REPORTING SYSTEM** aimed at meeting program requirements and the proposed federal requirements that mandate integrated reporting for Wagner-Peyser, Workforce Investment Act (WIA), and Trade Adjustment Act (TAA).

The U.S. Department of Labor (USDOL) launched the **WORKFORCE INNOVATION IN REGIONAL ECONOMIC DEVELOPMENT (WIRED) INITIATIVE** in November 2005 to stress the critical role talent development plays in creating effective regional economic development strategies.

**2006**

Mississippi was awarded a **NATIONAL EMERGENCY GRANT OF OVER \$90 MILLION** to help Mississippi residents of the Mississippi Gulf Coast continue the Hurricane Katrina recovery process with money for jobs and training. Between September 6, 2005, and June 30, 2006, 10,775 individuals received training and/or temporary jobs services under the Hurricane Katrina NEG.



In June 2006, the four Local Workforce Investments Areas (LWIA) formed the **MISSISSIPPI ASSOCIATION OF WORKFORCE AREAS (MAWA)**. MAWA was organized to share information and engage in education and training activities to address common problems and work within this structure to enable common solutions and enhance the effectiveness of job development, job training, and economic development.

**2007**

As a vital part of the successful effort to **HELP REBUILD THE COAST AFTER HURRICANE KATRINA**, MDES and the Mississippi Arts Commission launched an innovative project to revitalize professional artists' businesses. This project served over 150 coastal artists and received an achievement award from the National Association of Development Organizations.

The **MISSISSIPPI BRIDGES TO CAREER INITIATIVE** was launched as a pilot program designed to upgrade the skills of entry-level incumbent workers in front-line positions in the healthcare industry.

**SARA LEE NEG:** Mississippi received \$4.4 million to serve approximately 1,200 workers who lost their jobs as a result of the closing of the Sara Lee Industries facility in West Point, MS.

**2008**

Mississippi's first **WIN JOB CENTER JOB FAIR TELETHON** was broadcast in 2008. Receiving more than 350 calls, this collaboration increased Mississippians' access to information about services and programs offered at the WIN Job Centers around the state.

## RECESSION BEGAN

**E-WIN ACCESS POINTS** bring workforce services to more people in areas not served by a full-time WIN Job Center.

**2009**

Delta received Governor's Discretionary Funding to begin an **ELECTRICAL LINEMAN TRAINING PROGRAM**.

MDES launched an innovative and award-winning on-line job match system known as **WINGS (WORKFORCE INVESTMENT NETWORK GLOBAL SERVICES)**.

**2010**

## DEEPWATER HORIZON

An explosion on BP's Deepwater Horizon drilling platform killed 11 crewmen and started the largest marine oil spill in U.S. history, releasing millions of barrels of oil into the Gulf of Mexico.

MDES used a **BP OIL SPILL NATIONAL EMERGENCY GRANT** to serve 2,585 Mississippians.

The Department of Labor awarded Mississippi an **ON-THE-JOB TRAINING NATIONAL EMERGENCY GRANT** to serve 414 Mississippians affected by widespread layoffs that occurred during the recession.



**WINGS**





**2011**

**SEVERE STORMS AND TORNADOS** affected 11 counties in Mississippi. Through a National Emergency Grant, Mississippi placed 359 people in temporary employment.

**MISSISSIPPI FLOOD NATIONAL EMERGENCY GRANT** In April 2011, two major storms caused the largest and most damaging Mississippi River floods in the past century. MDES received a National Emergency Grant and served 70 participants in temporary jobs.

**THE TORNADO NATIONAL EMERGENCY GRANT** provided temporary employment for 525 individuals in the 15 counties of Mississippi affected by widespread tornados.

**TOYOTA MOTOR MANUFACTURING MISSISSIPPI** opened in Blue Springs, MS. MDES offered free job postings and applicant screening. Toyota hired 2,000 team members and used the WIN Job Center in Belden for initial training.

**2012 HURRICANE ISAAC**

**2013 PLEDGE TO HIRE MISSISSIPPI HEROES** Governor Bryant proclaimed 2013 as the year to Hire Mississippi Heroes to encourage Mississippi employers to hire veterans.

MISSISSIPPI  
**grad** jobs

**MISSISSIPPI GRAD JOBS** website became the first online system to match college seniors with appropriate post-graduation jobs.

**PINE BELT TORNADO NATIONAL EMERGENCY GRANT**  
Mississippi received a National Emergency Grant and served 106 people in temporary jobs.

**YOKOHAMA TIRE** decided to build its first plant outside Japan in West Point, MS because MDES demonstrated that a trained workforce was ready.

**2014**

**MISSISSIPPI WORKS** website and application launched. The website, along with integrated iPhone and Android mobile applications, is a real-time, web based system that puts cutting edge technology at the fingertips of Mississippi's job seekers and employments.

**TORNADO NATIONAL EMERGENCY GRANT** served 182 participants in temporary employment.

1384 Harrah's Casino employees were permanently laid off on June 2. Mississippi received the **HARRAH'S NATIONAL EMERGENCY GRANT** and has served 341 participants to date.



MISSISSIPPI  
Works

**ELEMENT ONE**

# RESPONSIVE TRAINING PROGRAMS

Work up-front with employers to determine local or regional hiring needs and design training programs that are responsive to those needs.



Lineman Class 10 Graduation

### The Mississippi Careers of Tomorrow

project is funded by the U.S. Department of Labor and provides On-the-Job Training for high-skilled occupations in the Informational Technology and Advanced Manufacturing sectors. Southcentral Mississippi Works partners with the Greater Jackson Chamber Partnership, local community colleges, and a number of businesses to successfully identify industry needs and provide the necessary training.

During PY 2014, Southcentral Mississippi Works LWIA continued to develop a “state of the art” WIN Job Center in Madison County. This center is designed to meet the rapidly changing workforce needs of the area. The model center brings together a variety of workforce related agencies and programs in one location providing comprehensive services to job seekers and businesses. The center addresses the total workforce needs of the area while emphasizing the immediate and long-term needs of the emerging automotive industry.

### Electrical Lineman Training Program

The Electrical Lineman Training Program, which was 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 with South Delta Planning and Development District, MS Delta Community College, the MS Community College Board, Mississippi Department of Employment Security, Delta Electric Power Association, Coahoma Electric Power Association, Twin County Electric Power Association, Tallahatchie Valley Electric Power Association, Entergy, and utility construction companies. The 16-week program prepares trainees to become apprentice linemen with local energy companies and energy construction contractors.

Class 9 and 10 completed the program in PY 2014 with 24 trainees for a total of 102 who have completed the program since the beginning. The first female trainee completed third overall in Class 9. Class 11 began in August with 12 trainees.

James Kenwright, HR Manager for Delta Electric Power Association in Greenwood and a member of the Delta Workforce Investment Area Board, commented, “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.”



MDCC Lineman Class 9



TDWA IAC Chair Mark Scott and TDWA LWIB Board Chair David Stephens

**Twin Districts LWIA** is committed to making informed decisions when designing and implementing customized programs for the local region. High-demand occupations are targeted to best use increasingly limited program dollars. To ensure training programs meet specific industry needs, local boards rely on the guidance of the **Industry Advisory Council (IAC)**, which provides accurate, candid, and up-to-date feedback from employers.

IAC chairman, Mark Scott, was recognized for his many contributions and leadership by the Southeastern Employment and Training Association. He was presented the **2015 Bob Craig President’s Award**. As the Manager of Workforce Education at Ingalls Shipbuilding, a division of Huntington Ingalls Industries, the largest employer in Mississippi, Mark has provided leadership

for workforce development and training and has been a speaker at state, regional, and national seminars and conferences on the emerging trends in workforce development.

The **TDWA Youth Council** leads youth providers in the continual development of responsive training programs that provide the education and skills needed to connect area youth with job opportunities in high

growth labor markets. These providers work with industries that are predominant in their geographic areas to customize job-driven learning opportunities. During PY 2014, this approach was used to successfully serve 324 participants by CARES of Mississippi, CLIMB CDC, Gulf Coast Community Action Agency, Education and Training Institute, and Meridian Public School District.

### AA CALIBRATION SERVICES, LLC

## When AA Calibration Services came to Yazoo City, Mississippi, they needed a qualified workforce.

Trained workers were needed to provide calibration, measurement, and repair services for test and measurement equipment users. “I had to figure out how to help local people so I could hire them. I couldn’t just hire them off the streets,” said Larry White, CEO.

Mr. White sought assistance from the Yazoo County and Madison County WIN Job Centers. Since AA Calibration Services was new to the area, he needed help in promoting the business and in securing a skilled workforce. WIN Job Center services were provided, which included listing job opportunities on the Mississippi Works System and enrolling new employees in the On-the-Job Training (OJT) program. OJT, which pays a portion of the salary for new, inexperienced workers for a few months, proved to be a valuable asset for AA Calibration Services. The program provided training which led to a skilled workforce and assisted the small business with meeting payroll. “We needed help and had to find a way to train future employees,” said White. “The OJT program provided the help we needed.”

The OJT program has proven to successfully provide trained workers for AA Calibration Services. White reported that all their employees go through the WIN Job Center OJT program. He said, “When it comes to hiring, we use the WIN Job Center training programs.”

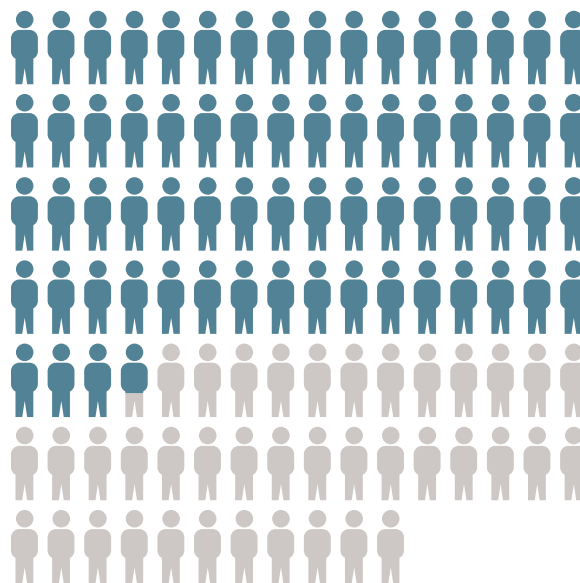
On-the-Job Training, Windsor Foods

Mildred Watson worked for six years as a daycare worker. She was laid off in 2014.

She sought assistance from the Oxford WIN Job Center as she began the process of looking for new employment.

WIN Job Center staff matched Mildred’s qualifications with a job opening at Windsor Foods. The company realized her potential and determined that with training she would be an asset to them. She was enrolled in the **On-the-Job Training (OJT) program** through the Workforce Investment Act (WIA) at the WIN Job Center. This program pays a portion of a new hire’s salary for an introductory period, providing an incentive for the business to hire untrained workers and time for the employee to learn a new trade.

Thanks to the OJT program and the WIN Job Center, Windsor Foods has a qualified employee and Ms. Watson is gainfully employed at Windsor Foods with a bright future ahead.

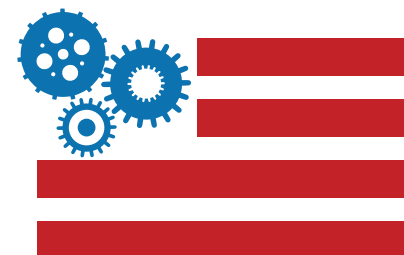


**Manufacturing Technology Skills Training Program**

In partnership with MS Delta Community College, local businesses and economic development agencies in Washington and Leflore Counties, the Delta WIA provided funding for seven Manufacturing Technology Skills Training Programs; four in Greenville and three in Cleveland. Other partners in this project include MDA and the Foundation for the Mid South. **One hundred seven** participants have completed the training and **63% are currently employed.** Business partners in this project include Delta Ag, USG, Loveland Products, Mars, and Faurecia. The project continues to evolve and expand based on input and needs of area manufacturers.

**Make it in America Challenge Grant**

The Delta Workforce Investment Area (DWIA) partnered with Mississippi State University on the **Make it in America Challenge Grant.** The grant was one of only 10 awarded in the country and is a collaboration of four federal agencies; EDA, Manufacturing Extension Partnership, Department of Labor, and the Delta Regional Authority. The purpose of the grant is to develop and implement a regionally driven economic development strategy that accelerates job creation by re-shoring and bringing jobs back to America. DWIA is involved in two parts of the grant: the internship program through two of our community colleges, Holmes and MDCC; and, working with manufacturers to identify re-shoring opportunities and connect them to the grant. The internship program is for students enrolled in industrial maintenance, tool and die or machining, and HVAC or construction. Several Delta companies have participated with the program on training and re-shoring opportunities as well as internships.



After being homeschooled most of his life, Justin Hitchcock took the GED in the 10th grade and passed with flying colors. He worked several part-time jobs and ended up working on spray rigs for an agricultural company while attending Mississippi Delta Community College (MDCC). While at MDCC, he obtained his associate degree with courses in electricity and precision agriculture. When the agricultural company

closed and he was laid off, he started working as an electrician’s apprentice and finally decided to take his grandfather’s advice; “You need to find a job doing something that everybody needs and nobody wants to do and you’ll never have to worry about being laid off again.”

Justin applied for and was accepted into the first electrical lineman training program at MDCC in August 2010. “I wanted a job where I could work outside and something that would become my life’s work,” Justin said, “and I knew the lineman program was just what I needed.”

The 16-week program was funded with Workforce Investment Act funds through the Delta Workforce Investment Area, in-kind



**Justin Hitchcock: Journey Lineman**

## The lineman program was just what I needed.

Immediately following graduation in December 2010, Justin went to work.

contributions from local electric power associations and Entergy.

Immediately following graduation from the lineman program in December 2010, Justin went to work with a highline construction company. “On my way home from the interview with them, they called and said I was hired, and we had a storm call,” Justin said. “They issued my boots and equipment. I went on my first call and was climbing 75-foot poles the next day repairing cross arms. My training was put to a good test.”

After six months at the construction company, Delta Electric Power Association contacted Justin and requested that he come for an interview. He started work with them as an apprentice lineman.

contributions from the community college, and a discretionary grant from the Governor’s Office. Funding for the eight classes since then has been a joint effort with MDCC, the MS Community College Board, the Delta Workforce Investment Area, and

“I started here in May 2011, and because of the tenacity of my hard-nosed supervisor, I was called out on every emergency call that came to us. Normally, the supervisor can handle most of the calls, but he had me out on every one of them. Because of him, I was able to speed up my learning process and last year I made journey lineman,” Justin said. “I have a much better understanding of safety and have had no accidents.”

Justin now works with a crew, all of whom attended lineman training in the same program at MDCC. “Willie Seals, Coty Cochran and Wesley Weeks all work with me now. I’d trust them with my life,” Justin said. “This program provides a very hard to obtain skill set; a skill set that very few people know about or even consider. Nobody worries about who keeps their lights on, they just want them on. Several of us from the first lineman class safely made journey level this year at an accelerated rate. We could not have done it without Joe Curtis Sims, Randall Whitworth (instructors), Dru Morgan, and Mitzi Woods. Many thanks!!!”

### Update

Three weeks after this story was written, Justin accepted a position with Entergy in January 2015, as a journey lineman.

**He’s expected to earn more than \$100,000 this year with his regular and overtime earnings.**

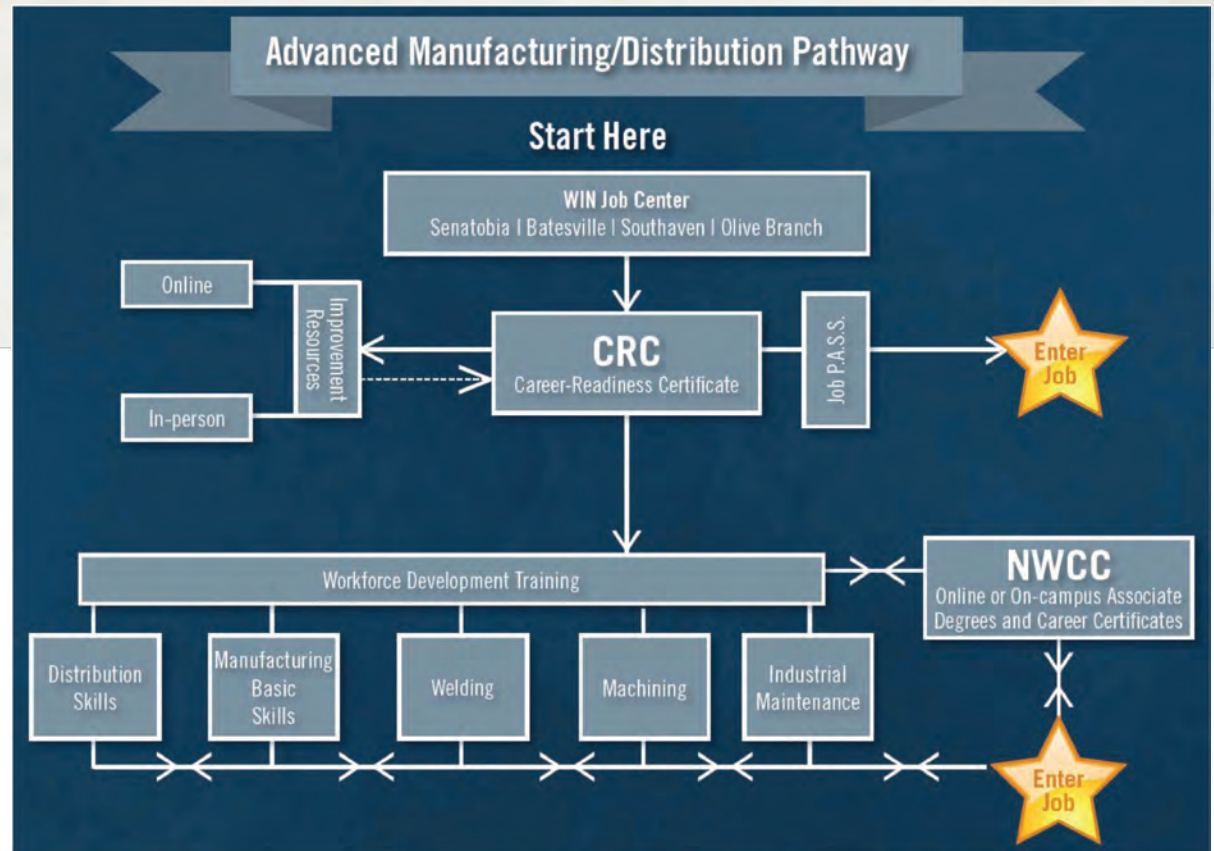
## ELEMENT TWO

# WORK-BASED LEARNING

Offer work-based learning opportunities with businesses — including On-the-Job Training, Internships, and Pre-Apprenticeships and Registered Apprenticeship as training paths to employment.

### Mississippi Partnership Local Workforce Investment Area (LWIA):

The Mississippi Partnership is the largest workforce area in the state, covering 27 counties in north and northeast Mississippi. Through partnerships with local community colleges, the Mississippi Department of Employment Security, other planning and development districts, and WIA youth providers, the Mississippi Partnership continues to sustain a flourishing workforce delivery system. Topping the lists of emerging industries within the state, the Mississippi Partnership LWIA continues to thrive and create state-of-the-art opportunities within the area of advanced manufacturing. Understanding the qualifications of high skilled workers, many companies partnered with Northwest Mississippi Community College through the Advanced Manufacturing Partnership (AMP)



Process Diagram of the Advanced Manufacturing Partnership (AMP) program's distribution pathway

program to help meet the incredible demand for high-skilled advanced manufacturing maintenance technicians. Local industries employed Northwest Community College students enrolled in the Industrial Electronics Engineering Technology (I.E.E.T.) program.

Interns complete a full eight-hour shift for the purpose of experiencing a full day's work. Work experience allowed students to apply classroom instruction within the industry setting with assistance from qualified mentors and trainers.



Yokohama Tires:

## Mississippi: Global Collaboration

“The opening of Yokohama’s manufacturing facility in West Point brings full circle a project that broke ground just two short years ago. I appreciate the Yokohama team, the Mississippi Legislature, and state and local officials who have worked hard from day one to expedite this project and create so many jobs for the residents of West Point and the Golden Triangle region,” said Gov. Bryant. “I congratulate Yokohama on this milestone event, and the state of Mississippi looks forward to many more years of partnership with this great company.”



**Yokohama Tires:** East Mississippi Community College’s Manufacturing Technology & Engineering Division has launched the Electro-Mechanical Technician program at the Golden Triangle campus. The program will teach students to troubleshoot and repair automated electronics and robotics used by local industries including Yokohama Tire Manufacturing.

Yokohama Tire in West Point is also moving forward. We are getting potential employees prepared by partnering with EMMC and Mississippi Department of Employment Security. EMCC is doing a tremendous job preparing potential employees by testing for the Career Readiness Certificate (CRC) and training in Manufacturing Skills Basic Certification. The CRC was administered to 1056 individuals of whom 709 achieved silver

or better (67%). For the Manufacturing Skills Basic Certification, 371 individuals started the training, 197 were awarded completion certificates, and 129 are currently in class. As you can see, we are working diligently to get individuals prepared for employment opportunities with Yokohama Tire.

## American Job Center Network

As part of the American Job Center Network, WIN Job Centers fulfill **two primary missions:**

1. assisting businesses in locating and training a highly skilled labor force specific to their operational needs; and
2. assisting job-seekers in obtaining high-demand skills and job search acumen that will lead to long-term employment with self-sufficient wages.

## Twin Districts Local Workforce Investment Board

accomplishes this mission by funding **work-based learning** in the TDWA through the WIN Job Centers. On-the-Job Training (OJT), work experience programs such as the iWork Internship Program, and customized training serve numerous individuals. During PY 2014, businesses in the TDWA received \$1,134,435 to offset the training costs for 278 individuals who were enrolled in OJT.



Process operator with the Jackson County Utility Authority

**Combination of WIA program and iWork program provided Willie Lee with knowledge, skills, and practical experience.**

Willie Lee, now a process operator with the Jackson County Utility Authority, was unemployed and worried about supporting his family. Lee talked to an interviewer at the WIN Job Center in Pascagoula and was able to return to school with an Individual Training Account funded by Twin Districts Workforce Area through the Workforce Investment Act (WIA). He registered to take classes at Mississippi Gulf Coast Community College’s Jackson County Campus in Process Operations Technology.

“I knew a bit about process operations and had the potential to do really well in that field, thanks to my brother-in-law and other family members in the field. I felt it would be a great career choice for me and for my family.”

After completing his Associate Degree in May 2015, Willie returned to the Pascagoula WIN Job Center to start his job search and inquire about the iWork program which is designed to help students bridge the gap between their educational experience and the work environment. The iWork program allows individuals to gain actual work experience related to their field of study through an internship. Willie began his 10-week internship with the utility authority and was offered a full-time job before the end of his 10 weeks.

“We could tell right off the bat that Willie was enthusiastic and motivated to do well,” said Tara Sistrunk, Human Resources and Employee Relations manager at Jackson County Utility Authority. “We knew very quickly that we wanted to offer him a job.”

Lee’s supervisor, Raymond Ward, at the Gautier Regional Wastewater Treatment Facility, said that he has done very well since beginning his full-time job in August. “He is learning how to take samples, read them, and operate the various pieces of equipment he is required to operate at the facility. He is an outstanding worker, and we are happy to have him.”



Tara Sistrunk, Willie Lee and Raymond Ward

Lee said the job is perfect for him because he is able to work during regular business hours and be home with his family the rest of the time. The combination of the WIA program and the iWork program provided Lee with the knowledge, skills, and practical experience needed to secure full-time employment that provides for his family.

**Southcentral Mississippi**

**Works** continued its commitment to individuals, adult, dislocated workers, and youth who needed some form of occupational training to be successful in the labor market. Training services were provided through either **Individual Training Accounts** or **On-the-Job Training (OJT)** contracts. OJTs and work-experience educational programs proved successful for both the trainee and business. These opportunities allowed workers to gain new skills while on the job and allowed businesses to reduce training costs by receiving reimbursement for a portion of the trainee’s wages.



**Counseling to Career (C2C) Program**

**Produced an Excellent Employee**

and provided a bright future for Candance Johnson with financial support for her family.



**Candance Johnson was a high school dropout who earned her GED in 2011.**

This boosted her self-confidence but did little to secure stable employment that would provide for her family.

At age 21, Candance was overwhelmed. She was unemployed, mother to a one-year-old son, wife of a disabled husband, and struggling to survive on food stamps and a disability check. She was desperately seeking employment when she enrolled in the Golden Triangle Planning and Development District’s Counseling to Career (C2C) Program in 2014.

One aspect of the C2C Program is work ethics training which teaches necessary skills to successfully attain and maintain a job. Candance was scheduled for a three hour work ethics training session that met twice a week for four weeks. Even though child care and transportation were issues, Candance never missed a training session. She proved she had the desire and self-motivation to do whatever was necessary to finish the training. Upon completion of the work ethics training in May, she began the next phase of the C2C Program through placement in an internship at a local retail store with her salary and worker’s comp insurance paid through WIA funds.

Candance earned a perfect score on the final evaluation and praise from her supervisor. Upon completion of the internship in June, she was hired full-time at the store. According to her supervisor, the C2C Program was a win-win endeavor that produced an excellent employee for the store who is dependable, with great people skills, a positive attitude, and a team player.



Education and Training Institute's GAP Program

**Allyah Gray is on her way to a lucrative career with skills and on-the-job experience.**

Education and Training Institute's GAP Work Experience program provides comprehensive support to students who are enrolled in school, but need help advancing to education or employment. As a GAP participant, Allyah Gray expressed a desire to enter the field of radiology. Through GAP's work-based learning initiative, Allyah completed a work experience program with Pioneer Community Hospital in the Radiology Department. Coaching opportunities are integrated throughout the GAP Work Experience program through weekly evaluations and phone conferences with on-site supervisors. Frequent feedback identifies and addresses challenges. Allyah's immediate supervisor helped her build workplace skills and learn how to interact with patients. While in GAP, Allyah graduated Scott Central High School. She gained valuable on-the-job experience in her desired occupation. She is now a freshman at Meridian Community College majoring in Radiologic Technology. Allyah is on her way to a lucrative career.



### Office of Nursing Workforce

Delta LWIA once again partnered with the Office of Nursing Workforce to offer the Nurse Extern Program to 10 nursing students in their final year of nursing at one of our senior or community colleges. Working under a nurse proctor, students will receive 320 hours of work experience in a local hospital during the summer months to gain valuable work experience. This program has proven to be very successful in helping nursing students when they return to school. In some cases, the program has allowed them to remain in the Delta and work upon graduation.



## ELEMENT THREE DATA & ACCOUNTABILITY

Make better use of data to drive accountability, inform what programs are offered, and provide user-friendly information for job seekers to choose what programs and pathways work for them and are likely to result in jobs.



**Twin Districts Workforce Area (TWDA)** employs a job-driven training approach through the use of Individual Training Accounts (ITA), which are their largest educational training initiative. The **Mississippi Eligible Training Provider List System** provides individuals with a list of all WIA approved training programs and corresponding statistical information regarding program outcomes, completion rate for enrollees, employment opportunities, and projected wages. Job seekers are able to make data-driven decisions, ensuring a higher probability of employment. TDWA funded 542 ITAs in the

amount of \$1,208,404, giving participants the opportunity to earn credentials that prepare them for sustainable employment.

**Southcentral Mississippi Works** continued to offer the NextJob program to WIA participants. NextJob uses computer aided resources to help participants identify available jobs, determine if they meet the skill requirements, develop résumés, and apply for jobs.

**Kimberly Nicholson worked 17 years for Peavey Electronics.** She was notified in October 2014 that the plant would close. Kimberly quickly realized that she needed to find new employment to sustain herself and her family. She needed a job within commuting distance and one with pay comparable to her present rate.

She began her search by going to the local WIN Job Center and enrolling in the Mississippi Works System. This innovative system allowed her to search labor market information, and job openings.

Her search in Mississippi Works revealed that Kimberly’s work experience in an industrial environment provided her with transferable skills, meeting the entry level job requirements at a local company. She was referred to La-Z-Boy in Newton where she was hired after completing an application and an interview. The WIA case manager placed Nicholson in the On-the-Job Training (OJT) program where she could use current skills while learning new job specific skills as an upholsterer.

Kimberly Nicholson was grateful that she **never had to file an unemployment claim** and was able to obtain employment closer to home at a competitive rate.

The Adult Internship program, helps a former dislocated worker attain

**full-time employment as a shift manager, earning more than ever before.**

Rebecca Dickerson was laid off after working for 34 ½ years at Chromcraft. During her tenure, she worked in various departments and had advanced to the position of Sales Administrative Coordinator.

Dickerson first learned about the services offered at the WIN Job Center when she attended a Rapid Response session for employees of Chromcraft, which closed due to the influence of foreign labor. The company was granted a certified Trade Adjustment Assistance (TAA) petition which provided additional services and benefits to employees.

Rebecca went to her local WIN Job Center on the campus of Northwest Mississippi Community College (NWCC). She met with a case manager and enrolled in both the Workforce Investment Act program and the TAA program. The goal of these programs is to prepare individuals to re-enter the workforce as soon as possible and provide training if necessary.

Job Center staff reviewed local labor market information, business needs, and Rebecca's skill sets and determined that she would benefit from additional training to update her skills in Microsoft Word and Excel. This would prepare her to meet entry qualifications for current and future employment needs in the area. She enrolled in classes at NWCC. The entire cost of training was covered under the TAA program.

Rebecca continued to use the job search services at the WIN Job Center to seek employment while attending classes. Her case manager kept WIN Job Center staff informed of Rebecca's skill sets, work ethic, and training progress.

Calbee North America, new company in the area, began searching for an administrative assistant for its maintenance manager. WIN Job Center staff matched the company's job requirements to Rebecca's experience and updated skills. Her case manager met with Calbee's Human Resource manager and proposed hiring Rebecca for the position through the WIA Adult Internship program. She was hired and proved to be a valuable asset to the company.

# ELEMENT FOUR MEASUREMENT AND EVALUATION

**Measure and evaluate employment and earnings outcomes.** MDES continues to expand the use of IBM SPSS data mining software to evaluate the effectiveness of workforce services and programs. SPSS is used to create visualizations to help understand service and training results. The SPSS workgroup, made up of state and local staff, developed a reporting tool for one-stop centers. The WIN Job Center quarterly report card provides a data management tool that is used by the state’s local workforce areas for quantitative and qualitative analysis.

## PERFORMANCE SUMMARY 4th Quarter Cumulative PY-14 WIASRD By Workforce Area Center: [110] Brookhaven

ADULT PARTICIPANTS	
Total Enrolled	136
Exiters	99

Emp. at Participation	47
Veteran	1
Offender	5

Core Services Only	1
Core and Intensive	3
Training Services	132
On the Job Training	80
Skill Upgrading	0
Entrepreneurial Training	0
ABE/ESL Training	0
Customized Training	0
Occ. Skills CRT- No ITA	0
ITA	52

Entered Employment Rate	96.80%	61
		63
Emp. Retention Rate	94.90%	56
		59
Avg. 6-Month Earnings	\$13,887.24	\$680,474.61
		49
Replacement Rate		158.50%
Certificate Rate	23.30%	21
		90

DISLOCATED WORKER PARTICIPANTS	
Total Enrolled	80
Exiters	27

Emp. at Participation	9
Veteran	3
Offender	0

Core Services Only	1
Core and intensive	23
Training Services	56
On the Job Training	32
Skill Upgrading	0
Entrepreneurial Training	0
ABE/ESL Training	0
Customized Training	0
Occ. Skills CRT- No ITA	0
ITA	24

Entered Employment Rate	78.10%	25
		32
Emp. Retention Rate	89.80%	44
		49
Avg. 6-Month Earnings	\$13,725.17	\$494,106
		36
Replacement Rate		101.60%
Certificate Rate	21.10%	8
		38

YOUTH PARTICIPANTS	
Total Enrolled:	110
Exiters	49

Out of School Youth	24
High School Dropout	1
Offender	1
Basic Skills Deficient	0
Foster Care	2

Enrolled in Pd Work Exp.	11
Enrolled in Educ. Svcs.	0
Rec. Follow-up Svcs.	0

Placement in Emp. or Educ. Rate	53.00%	35
		66
Attainment of Cert. Rate:	97.00%	65
		67

### DATES USED FOR THIS REPORT

EER, Youth Placement & Youth Certificate Period	10/01/13 - 09/30/14
ERR Period	04/01/13 - 3/31/14
Avg. Wage ERR	04/01/13 - 3/31/14
Rolling 4Qtr Period	07/01/14 - 6/30/15

## PERFORMANCE INFORMATION

# PROGRAM YEAR 2014

During the 2014 program year — July 1, 2014 to June 30, 2015 — Mississippi's four local workforce areas and its network of WIN Job Centers were measured against the nine federal common performance measures. The state met or exceeded all nine of the common measures for the 2014 program year.

Three of the local areas exceeded the entered employment rate for adults and the fourth LWIA exceeded the 80% mark. All four LWIAs exceeded the employment retention measure for adults. Three of the local areas exceeded the dislocated worker entered employment rate with the fourth meeting 80% of the negotiated measure.

All four local areas exceeded the negotiated measure for dislocated worker employment retention. The state exceeded goals for all three youth measures: placement in employment or education, degree and certificates, and literacy and numeracy gains. Southcentral Mississippi Works continues to emphasize serving older youth in need of employment as opposed to focusing upon academic remediation — literacy and numeracy — for younger youth. Southcentral Mississippi Works does not capture or track literacy or numeracy for younger youth.

### NINE FEDERAL COMMON PERFORMANCE MEASURES

- 1 Adult Entered Employment Rate
- 2 Adult Retention Rate
- 3 Adult Average Earnings
- 4 Dislocated Worker Entered Employment Rate
- 5 Dislocated Worker Retention Rate
- 6 Dislocated Worker Average Earnings
- 7 Youth Placement in Employment or Education
- 8 Youth Attainment of Degree or Certification
- 9 Youth Literacy or Numeracy Gains





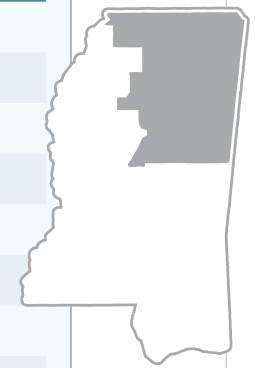
The following tables show attainment rates on each performance measure for the state as a whole and for each of the four local workforce areas. Each year, Mississippi negotiates attainment rates on each common performance measure with the U. S. Department of Labor. All of the data in Mississippi’s WIA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

### MISSISSIPPI STATEWIDE

STATEWIDE REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Adult Entered Employment	75.00%	78.20%
Adult Employment Retention	86.00%	92.00%
Adult Average Earnings (Six-Month)	\$12,372.00	\$12,636.60
Dislocated Worker Entered Employment	64.80%	68.00%
Dislocated Worker Employment Retention	83.50%	88.60%
Dislocated Worker Average Earnings (Six-Month)	\$13,310.00	\$12,458.80
Youth Placement in Employment or Education	78.10%	79.20%
Youth Attainment of Degree or Certificate	94.70%	96.20%
Youth Literacy and Numeracy Gains	80.00%	85.10%

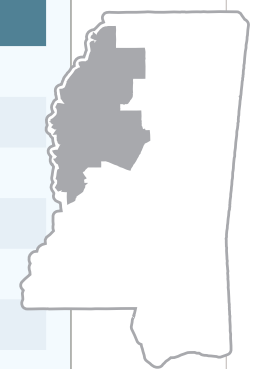
### MISSISSIPPI PARTNERSHIP WORKFORCE INVESTMENT AREA

STATEWIDE REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVELS	ACTUAL PERFORMANCE LEVELS
Adult Entered Employment	75.00%	82.80%
Adult Employment Retention	86.00%	93.20%
Adult Average Earnings (Six-Month)	\$12,372.00	\$13,908.94
Dislocated Worker Entered Employment	64.80%	68.90%
Dislocated Worker Employment Retention	83.50%	88.70%
Dislocated Worker Average Earnings (Six-Month)	\$13,310.00	\$12,225.64
Youth Placement in Employment or Education	78.10%	86.60%
Youth Attainment of Degree or Certificate	94.70%	98.30%
Youth Literacy and Numeracy Gains	80.00%	87.90%



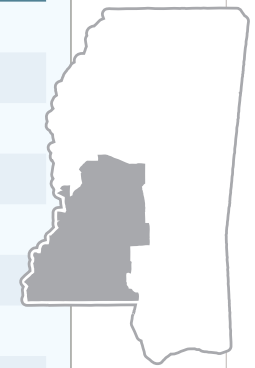
### DELTA WORKFORCE INVESTMENT AREA

STATEWIDE REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVELS	ACTUAL PERFORMANCE LEVELS
Adult Entered Employment	75.00%	77.70%
Adult Employment Retention	86.00%	92.60%
Adult Average Earnings (Six-Month)	\$12,372.00	\$12,887.93
Dislocated Worker Entered Employment	64.80%	75.50%
Dislocated Worker Employment Retention	83.50%	95.00%
Dislocated Worker Average Earnings (Six-Month)	\$13,310.00	\$11,481.82
Youth Placement in Employment or Education	78.10%	88.70%
Youth Attainment of Degree or Certificate	94.70%	99.50%
Youth Literacy and Numeracy Gains	80.00%	78.00%



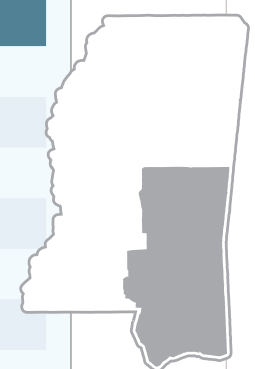
### SOUTHCENTRAL MISSISSIPPI WORKS WORKFORCE INVESTMENT AREA

STATEWIDE REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVELS	ACTUAL PERFORMANCE LEVELS
Adult Entered Employment	75.00%	91.80%
Adult Employment Retention	86.00%	92.60%
Adult Average Earnings (Six-Month)	\$12,372.00	\$13,177.94
Dislocated Worker Entered Employment	64.80%	82.80%
Dislocated Worker Employment Retention	83.50%	91.70%
Dislocated Worker Average Earnings (Six-Month)	\$13,310.00	\$13,409.85
Youth Placement in Employment or Education	78.10%	68.40%
Youth Attainment of Degree or Certificate	94.70%	96.00%
Youth Literacy and Numeracy Gains	80.00%	0.00%



### TWIN DISTRICTS WORKFORCE INVESTMENT AREA

STATEWIDE REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVELS	ACTUAL PERFORMANCE LEVELS
Adult Entered Employment	75.00%	71.30%
Adult Employment Retention	86.00%	90.70%
Adult Average Earnings (Six-Month)	\$12,372.00	\$11,195.73
Dislocated Worker Entered Employment	64.80%	63.90%
Dislocated Worker Employment Retention	83.50%	85.60%
Dislocated Worker Average Earnings (Six-Month)	\$13,310.00	\$12,926.99
Youth Placement in Employment or Education	78.10%	66.80%
Youth Attainment of Degree or Certificate	94.70%	91.10%
Youth Literacy and Numeracy Gains	80.00%	84.40%



## Measuring Service Quality

Data for the WIA customer satisfaction ratings were collected through a telephone survey of job seekers and businesses in Mississippi who participated in WIA workforce programs. Eligible job seekers 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. Most notably, the results reveal slightly higher levels of satisfaction when compared to previous customer satisfaction surveys. This suggests that local WIN Job Centers are consistently meeting the needs of their customers while continuing to improve service.

## 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. The average score for each question for both job seekers and businesses, on a scale from 1 to 10 (with 1 indicating the lowest level of satisfaction, and 10 indicating the highest level of satisfaction), was approximately 8.0.

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:

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

Q1 = raw score on question #1 W1 = weight for question #1 (.3957)

Q2 = raw score on question #2 W2 = weight for question #2 (.3307)

Q3 = raw score on question #3 W3 = weight for question #3 (.2736)

### Job Seeker Satisfaction

A randomly selected list of 551 job seekers who could be contacted by telephone was generated. These individuals were notified two weeks in advance of being contacted for the survey. Job seekers targeted for this survey were those who had exited job-training programs in Program Year 2014. Of these, 500 completed the survey, which resulted in a 90.7 percent response rate.

WIA AREA	OVERALL SATISFACTION	MET EXPECTATIONS	COMPARED WITH IDEAL	WEIGHTED INDEX
Delta	8.39	8.09	8.09	80.09
MS Partnership	8.28	7.96	7.79	78.22
Southcentral	8.67	8.33	8.64	83.88
Twin Districts	7.56	7.20	7.23	70.56
<b>State Average</b>	<b>8.15</b>	<b>7.82</b>	<b>7.78</b>	<b>77.10</b>

### Business Satisfaction

A randomly selected list of 657 businesses that had used WIN Job Center services in Program Year 2014. These businesses were notified two weeks in advance of being contacted for the survey. Of these, 500 completed the survey, which resulted in a 76.1 percent response rate.

WIA AREA	OVERALL SATISFACTION	MET EXPECTATIONS	COMPARED WITH IDEAL	WEIGHTED INDEX
Delta	8.03	7.52	7.52	72.08
MS Partnership	8.47	7.87	7.92	76.35
Southcentral	8.08	7.40	7.42	71.60
Twin Districts	7.97	7.32	7.28	70.44
<b>State Average</b>	<b>8.15</b>	<b>7.55</b>	<b>7.57</b>	<b>72.83</b>

### 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 in the development of local plans. Results will also be incorporated in customer service training for staff in the WIN Job Centers.

The state was successful in providing services that assisted 2,394 adult program participants and 2,449 dislocated worker participants who entered employment.

The following table shows the cost per entered employment for the WIA adult and dislocated worker programs. The cost per entered employment for both the adult and dislocated worker programs is calculated by dividing the total 2014 expenditures for each program by the number of participants included in the numerator for the entered employment rate for each program.

### FORMULA PROGRAMS COST PER ENTERED EMPLOYMENT

FORMULA PROGRAMS	COST PER ENTERED EMPLOYMENT
Adult Program	\$2967.14 (\$11,319,668/3815)
Dislocated Worker Program	\$2320.98 (\$6,002,068/2586)

The success of WIA services to Adults and Dislocated Workers is amplified for participants who receive training services over those who only receive core or intensive services.

The increase in cost and time pays dividends in all of the performance measures, as indicated in the chart below.

### INDIVIDUALS WHO RECEIVED TRAINING SERVICES COMPARED TO CORE AND INTENSIVE SERVICES

REPORTED INFORMATION	INDIVIDUALS WHO RECEIVED TRAINING SERVICES	INDIVIDUALS WHO RECEIVED CORE AND INTENSIVE SERVICES
Adult Entered Employment	86.90%	68.60%
Adult Employment Retention	94.60%	92.40%
Adult Average Earnings (Six-Month)	\$15,704	\$11,088
Dislocated Worker Entered Employment	85.10%	63.30%
Dislocated Worker Employment Retention	94.30%	88.50%
Dislocated Worker Average Earnings (Six-Month)	\$14,873	\$12,646

Youth performance for the state remained outstanding as the LWIAs met the challenge of serving youth with multiple barriers to success.

This is the direct result of a focus on both employment and transition to college emphasized in innovative youth programs such as C2C, R.E.S.E.T, and Senior Transition. The cost per youth placement in employment or post-secondary education is shown in the following table. This was calculated by using the amount of formula youth funds expended during the 2014 program year divided by the numerator of the placement in employment or education measure.

**FORMULA PROGRAM COST PER PLACEMENT IN EMPLOYMENT OR EDUCATION**

FORMULA PROGRAMS	COST PER PLACEMENT IN EMPLOYMENT
Youth Program	\$5,252.11 (7,174,391/1366)

The following table shows the number of participants in each program served by Individual Training Accounts (ITA) and On-the-Job Training (OJT).

**PY 2014 WIA TRAINING**

GROUP	ITA	OJT	COMBINED
Adult	1,197	1,238	2,439
Dislocated Worker	420	359	780
Youth	27	0	27
NEG	38	116	154
<b>TOTAL</b>	<b>1,682</b>	<b>1,713</b>	<b>3,400</b>

## ELEMENT FIVE SEAMLESS PROGRESSIONS

Promote a seamless progression from one educational stepping stone to another, and across work-based training and education, so individuals' efforts result in progress.



Members of the first Pine Belt Works class



**Southcentral Mississippi Works** focuses on serving out-of-school youth during PY 2014 to guide them in choosing and preparing a career path. Youth in the area were offered multiple choices depending on their unique circumstances.

Individual Training Accounts provided financial

assistance for those who choose to pursue post-secondary vocational and technical training programs at area community colleges. On-the-Job Training offered specific occupational training while earning an income. Individuals are able to choose the path that best meets their needs by attending training and immediately going to work, entering the workforce initially through OJT, or progressing from training to OJT to full-time employment.

### Delta National Forest – Youth Conservation Corp

**TEGL 24-10, issued by DOL in February 2011,**

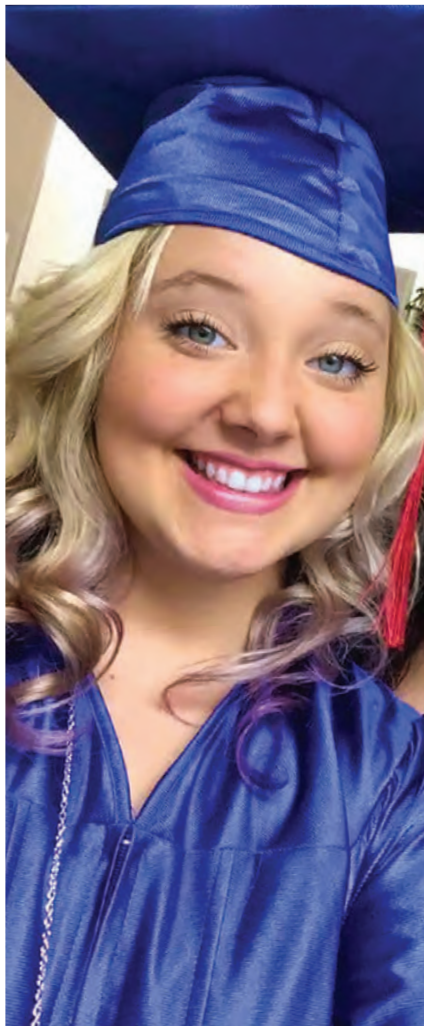
encouraged local workforce areas to partner with public land management agencies within the US Department of Interior and Agriculture to increase work experience opportunities for youth. The Delta LWIA engaged with the Delta National Forest to provide funding for a Youth Conservation Corp program in Sharkey and Issaquena Counties for the third year in May 2015. Delta's youth provider, WWISCAA, funded the program which allowed four participants to work in the Delta National Forest in the areas of timber, recreation, and wildlife. This program provided youth with the opportunity to enter the federal land management Workforce Pathway Program.





Gulf Coast Community Action Agency (GCCAA) Working on Winning Program

**Delta is on her way to achieving her dream of being a registered nurse.**



Twin Districts Workforce Area (TDWA) recognizes that **helping transition students seamlessly** from one career path achievement to another is integral to their positive progression. The Gulf Coast Community Action Agency (GCCAA) Working on Winning Program serves youth participants in George, Stone, and Hancock counties. Through their Job Shadowing program, each youth participant is required to obtain 20 hours of work experience in a field of interest. As a result, these participants receive job opportunities, long-term mentors, and a career pathway.

Delta Havard enrolled in GCCAA's Working on Winning program and studied diligently for four months to successfully earn her GED. While enrolled in the program, Delta completed 40 hours of job shadowing at a local pharmacy, Edwards Drug Store. The good impression that she made during this experience led to her being hired as a clerk. Delta is currently enrolled in her first semester at Mississippi Gulf Coast Community College and on her way to achieving her dream of being a registered nurse.



**Taylor Bethany was a Licensed Practical Nurse and dreamed of becoming a Registered Nurse.**

She enrolled in the Workforce Investment Act (WIA) program in Greenwood and applied for an Individual Training Account. The WIA funds allowed Taylor to complete her training. She is currently employed at Baptist Hospital in Jackson as a registered nurse in the surgical unit.

She expressed her appreciation to the WIN Job Center staff, "The WIA program has given me the opportunity to further pursue my nursing career ... I am forever grateful for the accomplishments this program has allowed me to achieve."

With assistance from the Workforce Investment Act program and an Individual Training Account, Taylor is

**looking forward to her new career and a better life.**

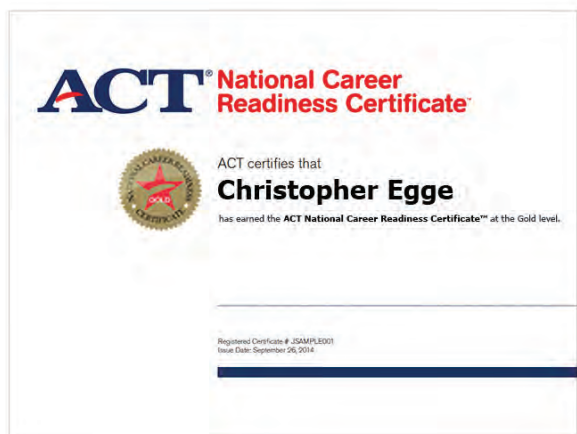
Within a short time, this economically disadvantaged youth had obtained high demand skills in the advanced manufacturing industry...

### Career Readiness Certification (CRC)

Christopher Egge, an Industrial Electronics Engineering Technology (IEET) student at Northwest Mississippi Community College (NWCC), heard about the Workforce Investment Act (WIA) Adult Internship program through his instructors. He was employed by a local restaurant but wanted to work in his field of study.

Chris was co-enrolled in the WIA Adult program and placed as an intern with Advanced Urethane Technologies in Coldwater. While enrolling Chris in the WIA Adult program, case managers realized his need for financial assistance. He was awarded an Individual Training Account which was used to pay the costs of tuition and books. When the internship ended in July 2014, Advanced Urethane hired Chris through the Advanced Manufacturing Partnership (AMP) program offered at NWCC. This allowed Chris to continue his education and employment with the company.

Chris earned a Gold score on the Career Readiness Certification (CRC) and graduated from the IEET program in May. Within a short time, this economically disadvantaged youth who had previously earned \$2.35 per hour plus tips waiting tables had obtained high demand skills in the advanced manufacturing industry and had begun earning a self-sufficient wage.



### ACT WorkKeys scores determine the level of Career Readiness Certificate a participant earns.



#### Bronze

Scores at least a level 3 in each of the three core areas and has the necessary foundational skills for 16 percent of the jobs in the WorkKeys database



#### Silver

Scores at least a level 4 in each of the three core areas and has the necessary foundational skills for 67 percent of the jobs in the WorkKeys database



#### Gold

Scores at least a level 5 in each of the three core areas and has the necessary foundational skills for 93 percent of the jobs in the WorkKeys database



#### Platinum

Scores at least a level 6 in each of the three core areas and has the necessary foundational skills for 99 percent of the jobs in the WorkKeys database

## ELEMENT SIX

# BREAKING DOWN BARRIERS

Break down barriers to accessing job-driven training and hiring for all Americans who are willing to work, including access to supportive services and relevant guidance.



Harrah's NEG CNA/Phlebotomy Participants Prepare for Their First Clinicals



### Southcentral Mississippi Works provided a **Senior Transition**

**Program** to assist low-income high school seniors as they begin to prepare for life after high school. To help these seniors

**overcome barriers**, a series of workshops were provided by local volunteers, including local business leaders, to assist in finalizing plans for post-secondary education, entry into the military, or employment. Workshops were hands-on, real-life activities designed to develop specific life skills such as financial management, time management, career planning, employment application and resume skills, and other areas of interest.

## Harrah's National Emergency Grant

More than 1,300 employees lost their jobs when Harrah's Tunica closed its doors in June 2014. SDPDD received a National Emergency Grant to help dislocated workers find jobs and receive additional training. This grant has helped 371 laid off employees from Delta WIA, MS Partnership, Tennessee, and Arkansas. To date, it has provided 21 ITAs, served 13 people in the GED program, enrolled 19 in non-NEG funded training, and provided \$61,983 in supportive services. A CNA/Phlebotomy class is on-going in Clarksdale, and in August a welding class began in Tunica through a partnership with Rosa Fort High School's Career and Technical Division and Coahoma Community College.



Tunica NEG Participants Welding Class Preparing for Training



Food for Thought Guest Presenter Edwardia Franklin



Studies have shown that one’s ability to learn is diminished when distracted by hunger and that students who eat a healthy breakfast perform better on tests. The Twin Districts **Food for Thought** program provides nourishment and nutritional education to youth enrolled in Twin Districts Workforce Area Youth programs. Many youth in these programs live below the poverty level and face multiple barriers, including homelessness and hunger. The youth have committed to improving their educational and career pathways by working toward a degree or certificate and by gaining experience in the workplace. Many spend long hours in TDWA classrooms and make early morning trips to take the GED or ACT tests. The Walmart Foundation provided a \$25,000 State Giving grant that literally provides much appreciated Food for Thought to better prepare the area youth to meet their educational goals. Youth sites use these funds throughout the year to purchase nutritious snacks and sometimes meals—helping students focus on learning instead of hunger. To foster lifelong healthy eating habits, guest speakers visit the sites to present nutrition related workshops.

**Virgil Jarvis had multiple barriers to employment.** He was an ex-offender, lacked transportation, and had been out of the workforce since 2008. After many failed attempts to find employment, he decided it was time to choose a new career path. Virgil sought assistance at the Picayune WIN Job Center.

With the aid of his Workforce Investment Act (WIA) case manager, Virgil decided that short term training would be best and would lead to long-term successful employment. He chose to attend an eight-week training course at the CRW Truck Driver Training School in Jackson to earn a commercial truck driving (CDL) license.

Barriers were overcome in various ways. He was approved for a WIA Individual Training Account to cover the cost of training. CRW allows students to live on campus while they complete the CDL program, solving Virgil’s transportation problems. Numerous job development contacts were made by the WIA case manager to connect Virgil with the right employer upon graduation.

On January 23, 2015, when he completed his training and earned a CDL, **Virgil Jarvis was hired by Gulf Coast Transportation in February as a full-time truck driver.** He is excited about his new career and thankful for the opportunity to succeed.

## Supporting Entrepreneurial and Self-Employment Training

The Delta LWIA provides **Small Business Development/Entrepreneurial/Self-Employment Training** to area residents and workforce area 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.

### SOME SMALL BUSINESS DEVELOPMENT/ENTREPRENEURIAL/SELF-EMPLOYMENT TRAINING ACTIVITIES INCLUDE:

Engaging with local, regional and state partners to develop an entrepreneurial environment and developing strategies to leverage workforce system resources to identify and support potential entrepreneurs;

Informing One-Stop customers about opportunities for self-employment and entrepreneurship and working with customers to assess whether self-employment is a good fit;

Helping One-Stop customers understand the range of entrepreneurship resources available and referring them to counseling and training that best meet their needs;

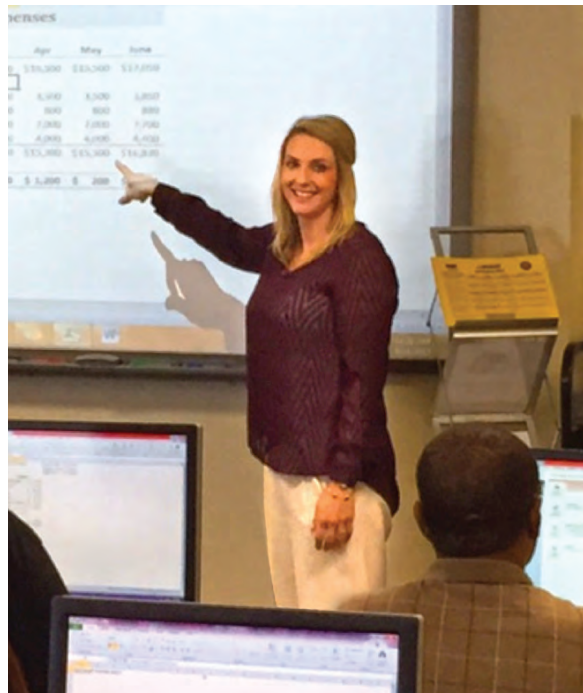
Partnering with organizations that support entrepreneurship and co-locating small business development resources within One-Stop Career Centers as partners; and,

Developing strategies to help small business owners grow their businesses, such as developing training programs that help small business owners develop growth strategies to enable new job creation.



Chuck Herring – SBA 2015 Financial Champion of the Year  
 Pictured L to R: Gary Reed, SBA, Herring and Janita Steward, SBA

**The Small Business Developer** is housed in the Cleveland, Batesville, and Indianola WIN Job Centers three days a week, South Delta PDD one day a week, and the Greenwood/Leflore Economic Development Office one day a week. Counseling was provided to 77 new clients and 19 on-going clients. Business loan express applications were submitted for 16 clients and five were approved for \$525,000. Working with South Delta’s other loan programs, 10 loans were approved totaling approximately \$3.34 million. Five clients were approved for the matching grant program from the Federal Home Loan Bank Board for \$125,000.



MGCCC Computer Instructor Amy Fazzio and her students at the WIN Job Center

**Jobs of all types increasingly rely on computers**, forcing job seekers to be computer savvy from the time they make their initial applications to work. Twin Districts Workforce Area partnered with its community colleges to bring free technology training where it is most critical by locating it in local WIN Job Centers. More than 350 individuals took advantage of workshops including Basic Computing, Internet Navigation, Microsoft Office (Word, Excel, and PowerPoint), Résumé Development, and Job Search Skills to aid in their job development with a total of 2,019 course completions.

Specialist Fourth Class Don Bell received assistance in the Golden Triangle WIN Job Center from a **Disabled Veterans Outreach Program (DVOP)** specialist after being referred by Vocational Rehabilitation Services. He had multiple barriers to employment including a service connected disability and a recent incarceration. Mr. Bell originally enrolled in case management with the DVOP in February 2014, and received continuous encouragement and support. Mr. Bell gained employment in July 2014, with Johnston Tombigbee. Unfortunately, he was laid off within two months.

In October, Mr. Bell contacted the DVOP to request further assistance. Don’s individual employment plan was amended, and he was encouraged to update his Career Readiness Certificate (CRC) to increase his employability with local manufacturers. The DVOP completed a job search and referred the client to Staffmark for a position as a copper sorter.

For the next few days, the DVOP searched job postings every day and e-mailed Mr. Bell. One week later, he accepted a position as copper sorter with Staffmark.

Two months later, Mr. Bell and many others were laid off when a company buy-out occurred. He returned to the WIN Job Center in January to consult with the DVOP case manager. Again, his individual employment plan was amended and the search for a new job began. Mr. Bell was referred to multiple positions but did not receive any offers.

The DVOP contacted Mr. Bell every week to encourage him and provide new employment leads. In February 2015, Mr. Bell became employed with North American Tie and Timber operating heavy construction equipment.

He was excited about this opportunity, and the company had informed him that the temporary position had the potential of becoming permanent.

**Mr. Bell remains gainfully employed with North American Tie and Timber.**

### Education and Training Institute, Inc.

Education and Training Institute, Inc. (ETI) has developed successful Twin Districts youth initiatives for both out-of-school and in-school settings. ETI has created a long track record of high performance outcomes by providing customized service strategies and intensive support for youth with barriers to educational and employment success.

Obreanna Riley, age 17, lives with medical challenges that negatively affect her ability to perform everyday tasks. Obreanna enrolled in ETI’s out-of-school program in September 2014.



East Central Community College President Dr. Billy Stewart presents Obreanna Riley her GED.

Obreanna earned her GED with customized strategies, intensive support from ETI, and her persistent determination.

**She continues to chase her dream and is currently enrolled in East Central Community College.**

Her educational journey continues as she looks forward to the future.

**Youth** – In-School and Out-of-School Youth funding was provided in the 14 counties of the Delta Workforce Investment Area to five community action agencies, one community college, and one school district. Youth services included the ten program elements required by DOL and identified as needed by youth through the individual service strategy developed for each youth. Of 851 youth served, 426 received follow-up services. Fifteen participants attained the General Equivalency Diploma (GED).

TEN REQUIRED WIA PROGRAM ELEMENTS
1. Tutoring, study skills, and dropout prevention strategies
2. Alternative secondary school offerings
3. Summer employment opportunities linked to academic and occupational learning
4. Paid and unpaid work experience
5. Occupational skill training
6. Leadership development
7. Supportive services
8. Adult mentoring for at least 12 months
9. Comprehensive guidance and counseling
10. Follow-up activities for no less than 12 months after completion of participation

## ELEMENT SEVEN

# REGIONAL COLLABORATIONS

Create regional collaborations among American Job Centers, education institutions, labor, and non-profits.



Members of the first Pine Belt Works class



**The Governor's Job Fair Network** served over 11,325 applicants and 850 businesses at 25 job fairs throughout the state. Governor's

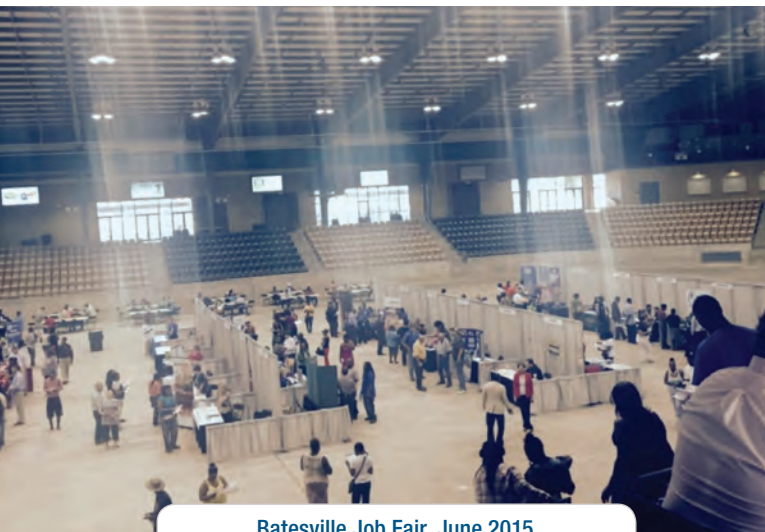
Job Fairs are held in partnership with local businesses, training providers, WIN Job Centers, and community leaders. This collaborative plan was modelled to match applicant talent with job openings for businesses to fill the competency needs of their companies. Businesses were able to make more than 3,000 same-day job offers at the job fairs and, when surveyed, reported that they expected to hire additional employees within the year as a direct result of connections made through the events.

## Sector-Strategy in Action: Pre-Employment Training

The Pearl River Community College (PRCC) Pine Belt Works Basic Manufacturing Certificate Program provides the introductory foundation needed to build a successful career in manufacturing. As part of a regional collaborative effort, Twin Districts partnered with PRCC and the Area Development Partnership to identify manufacturing as a sector of focus in the Pine Belt area. Industry surveys led to the design of the pre-employment training program with the two-fold purpose of building the industry's entry-level talent pipeline and providing a starting point to manufacturing career pathways in the Greater Hattiesburg area.

Pine Belt Works was created using a braided funding model of state, federal, and private monies from the partnering agencies and additional support from Mississippi Power Company. Graduates of the 80-hour program are: OSHA 10-hour certified, CPR/First Aid certified, and familiar with advanced manufacturing concepts, including Principles of Lean Manufacturing and 5S, Blue Print Reading, SPC, Precision Measurement, and Teamwork and Problem Solving. The program kicked-off in May and initial graduates have been placed with Green Bay Converting, Kohler, and Excel Injection Molding. Local plant managers and human resource representatives in the manufacturing sector ensure the program will remain flexible and responsive through continual feedback from the Pine Belt Works Industry Advisory Council.

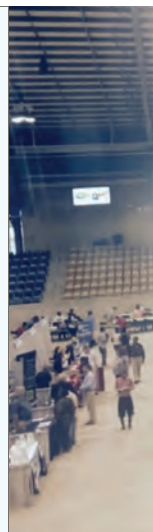




Batesville Job Fair, June 2015

**Job Fairs** – The Delta Local Workforce Investment Area 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 FAIR	# OF PEOPLE ATTENDING	# OF EMPLOYERS	# OF JOB OFFERS
Greenwood-Leflore 8-28-14	675+	42	163
Greenville Regional 5-19-15	1,050+	51	132
Northwest MS Area Batesville 6-18-15	650+	48	210
Sunflower County/ Indianola 6-26-15	500+	29	96



Twin Districts WIN Job Centers hosted dozens of employer job fairs for businesses that came on-site to meet and interview applicants. One of the broadest reaching was the **Meridian WIN Job Center Holiday Season Job Fair** in October 2014. The five-day event attracted approximately 1,475 jobseekers and featured 39 businesses seeking seasonal, part-time and long-term staff.

### Coordinating workforce development efforts into a comprehensive system

One of the main goals of WIA is to coordinate a variety of workforce development efforts into a comprehensive system. To accomplish this goal, **Southcentral Mississippi Works (SMW)** has formed partnerships with various state and local agencies responsible for workforce related programs. SMW operates eight WIN Job Centers that provide job seekers, incumbent workers, and businesses with convenient access to a broad array of information and services. SMW contracts with the Mississippi Department of Employment Security (MDES) to operate four WIN Job Centers. SMW also contracts with Hinds Community College in conjunction with MDES to operate three WIN Job Centers.

Additionally, Warren County Association for Retarded Citizens operates a specialty WIN Job Center focused on the employment needs of individuals with developmental disabilities.

Activities and services provided through these centers offer all residents of the area access to the latest labor market information, career planning tools, job search resources, and other employment related information. Businesses can access a variety of services including applicant screening, interview rooms, information on labor supply, and availability of training options.

This year SMW implemented a nationally recognized Career Readiness Certificate (CRC) program which indicates what type of jobs an individual is capable of successfully learning/performing and ensures businesses that workers have the basic requisite skills needed to adequately perform job requirements.

The implementation of the CRC program required the coordinated efforts of SMW and the Mississippi Community College Board (MCCB). The local area contracted with ACT, Inc. and KeyTrain, enabling each WIN Job Center to assess job seekers on three aspects of functional skills. Career Readiness Certificates were awarded through the MCCB.

### Rapid Response

**The Delta LWIA Rapid Response (RR)** team coordinated services with the state Rapid Response team to respond to both WARN and non-WARN events in the Delta. The Delta Rapid Response Team consists of support staff from MDES Rapid Response, SDPDD, the Home Saver Program, WIN Job Centers, Community Colleges, SDPDD Small Business Development, and the Mississippi Department of Rehabilitation Services. Seven WARN/non-WARN events were recorded in the Delta WIA affecting 227 workers with RR services provided at five events.

**Feuer Powertrain North American (Feuer)** is committed to growing a diverse industrial population in a largely agricultural area, benefitting the company, workers, and community. This goal is being realized by partnering with Mississippi colleges, industry experts, off-site vendor training centers, workplace trainers, and parent facility trainers (in Germany). A Feuer spokesman commented, “We have partnered with Northwest Mississippi Community College to streamline their programs to address our specific needs and minimize classroom time.” Partnerships of this magnitude benefit the entire region.

The company agreed to construct two factories in Robinsonville and provide a minimum of 300 new full-time jobs within five years after the start of commercial production. This major feat will only happen through the collaborative partnerships that will provide the necessary programs to recruit, select, train, and retain qualified industrial employees.

In May 2015, the first group of individuals from the Delta Workforce Area went to Germany to continue the rigorous training provided by Feuer. Subsequent groups have gone for varying lengths of time depending on training requirements. The advanced training they received was presented by subject matter experts focusing on industry-specific skills.



These individuals are given the opportunity to improve their occupational skill levels, secure meaningful employment, and

**provide a prosperous future for their families and community.**

# Calbee

## North America

795 Shands Bottom Rd, Senatobia, MS 38668  
Phone: 662-612-7000 Fax: 662-562-7103

As a career human resources professional, I have worked with a number of organizations that serve the manufacturing and distribution industries. I have worked with the WIN Job Center located on the Northwest Mississippi Community College (NWCC) campus for a number of years with two different employers. One employer was in a declining phase that eventually led to closure and the other being a startup operation that is growing at a rapid pace.

The WIN Job Center at NWCC was a great help in providing assistance in dealing with my needs and the needs of our employees who were displaced when the operation was suspended. The WIN Job Center worked to provide training and assisted with recruiting in the difficult situation where a company was in rapid decline. Displaced employees were provided assistance to get training, career counseling and job placement.

Since January 2015, I have worked with the WIN Job Center to support a startup operation in Senatobia. The WIN Job Center has provided extensive services to facilitate the training and recruiting of new employees. The WIA Adult Internship and On-the-Job Training programs have proven to be beneficial in hiring and training employees. Additionally, the WIN Job Center has provided access to the various programs offered by the Workforce Development Division of NWCC and continue to keep us informed of all available resources to support our operation. We assist NWCC and the WIN Job Center by providing speakers for programs and industry support to provide insight on development of new programs to improve the workforce.

We consider the WIN Job Center at NWCC a business partner that has been instrumental in our successful startup in Senatobia. It has been a pleasure to work with the entire WIN Job Center staff. They are a great resource for existing industries and new industries that are starting up operations in their service area.

Sincerely,

**Ken Thompson**

HR/ Safety Manager



**Mark Thompson is a Workforce Investment Act (WIA) participant from the McComb WIN Job Center** who entered the field of Basic Law Enforcement at Camp Shelby in Hattiesburg. He successfully completed the training and is now working as an officer for the McComb Police Department.

As a single parent, Mark needed a career that would provide for his daughter. The WIA funds helped him acquire the necessary skills to accomplish that goal.

Mark's goals as a Police Officer are to advance in rank, to bring criminals to justice, and to be an example to the youth in his community.

He wants to show others that

**there is a better path than crime and that success is obtainable**

when government agencies, training facilities, and businesses work together.

**Natasha Smith was working part-time at a casino as a cage cashier** but wanted a career in the medical field. She went to her local WIN Job Center seeking assistance and was awarded an Individual Training Account to help pay for Certified Nursing Assistant (CNA) training at Mississippi Gulf Coast Community College (MGCCC).

Ms. Smith completed the CNA training and obtained her license. However, she could not find work in her field. The WIA Coordinator from MGCCC recommended she participate in the iWork program designed to bridge the gap between the educational and work environment while providing actual work experience related to the student's field of study. iWork is a program that ensures success and job placement for its participants and is a collaboration between MGCCC, Twin Districts Workforce Area, the U.S. Department of Labor, and local businesses.

Natasha gratefully accepted the internship and began training and working as a CNA at the Lakeview Nursing Center in December 2014. When the WIA Coordinator conducted site visits to check on Natasha's progress, her supervisors at the medical facility raved about her performance and attitude.

When the iWork internship ended, Natasha was hired full-time by the nursing center. Supervisors continue to praise her work, saying she is a perfect fit for their facility. The patients love her. Natasha stated, "I absolutely love working here. "I wanted to get out of the casino industry and work in the medical field, and now I do."



She is considering continuing her education in the field of nursing, but for now

**she enjoys working and is very thankful for the help**

she received from the WIN Job Center in making her dreams a reality.

## PROGRAM YEAR 2014

# WAIVERS

### **Authority to Transfer up to 50% of Funds Between the Adult and Dislocated Worker Programs**

Only one Local Workforce Investment Area used this waiver in Program Year 2013. This LWIA reported performance levels higher than the Statewide Performance Measure on all Adult and Dislocated Worker Performance Measures. All four LWIAs in the state used this waiver in PY 2014.

In PY 2014, the Negotiated Performance Measures were higher than those of PY 2013, yet all LWIAs exceeded the Negotiated Performance Measure or fell within the 80% of the Negotiated Measure.

Using this waiver continued to prove beneficial for customers by providing needed flexibility in spending federal dollars during PY 2014. Comparing the statewide performance against the measures between PY 2013 and PY 2014 revealed the following increases occurred during PY 2014: Adult Entered Employment increased by 5%, Adult Employment Retention increased by 5.6 %, and Adult Average Earnings increased by 8%, Dislocated Worker Entered Employment increased by 0.76 %, Dislocated Worker Employment Retention increased by 4%, and Dislocated Worker Average Earnings increased by 5%.

The local areas' ability to use available dollars as flexibly as possible to meet customer needs breaks down a barrier to accessing job-driven training and hiring at the local level. This is one of the cornerstones of the President's Job-Driven Workforce System.

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### **Waiver to Permit the State to Replace the Performance Measures at WIA Section 136 (B) with the Common Measures.**

Making better use of data to drive accountability is one of the Elements of the President's Job-Driven workforce System.

This waiver allows Mississippi to continue operating the state's workforce system guided by the Common Measures. This enables the state to concentrate on success-driven elements rather than collecting other measures that do not meet the President's Job-Driven Elements while providing increased accountability and transparency by aligning outcome measures across programs.

**Waiver to Permit Local Workforce Areas to Utilize up to 10% of their Adult and Dislocated Worker Funds to Train Incumbent Workers and For the State to Use up to 10% of Rapid Response Funds to Train Incumbent Workers in Order to Avert Layoffs.**

This waiver was not used in Program Year 2014.

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**Waiver to Increase the Employer Reimbursement for On-the-Job Training.**

This waiver was not used in Program Year 2014.

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**Waiver to Allow the Use of WIA Formula Youth Funds to Provide Training Services to Eligible WIA Youth Through the Issuance of Individual Training Accounts (ITAs)**

Southcentral Mississippi Works LWIA used this waiver in PY 2014 to provide 27 ITA trainings totaling \$43,100 to 26 Youth participants. Southcentral was able to enroll these participants as Youth instead of Adult, so the training could be captured for the Youth Performance Measures.

The waiver allowed the local area to provide youth programs that are more responsive to the labor market and provide individual-specific training for in-demand occupations. Breaking down barriers to accessing job-driven training is one of the elements of the President's Job-Driven Workforce System.

The average cost to provide education and/or services per Youth in PY 2014 was \$5,252.11, however, the average 6-month wages of all Youth that were employed in PY 2014 was \$3,899.57, meaning that these participants earned \$.74 for every dollar invested in services.

By comparison, the cost to provide ITA training to 26 Youth in PY 2014 was only \$1,657.69 and the average 6-month wages of these Youth that were employed in PY 2014 was \$3,895.75. Therefore, the return on investment (ROI) for ITA-trained was \$1.57 for every dollar spent.

Not only was the ROI for Youth ITAs more than double that of standard Youth services, those Youth receiving an ITA entered employment at a cost to the workforce system of less than 32% of those that did not receive an ITA. Clearly, allowing youth to receive training through an ITA is beneficial to the Youth that are served, the workforce system, the statewide economy, and the taxpayers.

# LOCAL WORKFORCE INVESTMENT AREAS

## and WIN Job Center Locations

### Contact Information

#### Delta

**Mitzi Woods, WIA 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, WIA Director**  
 Post Office Box 690  
 75 South Main Street  
 Pontotoc, MS 38863  
 Phone: 662-489-2415  
 Fax: 662-489-0958

SHOWN ON MAP IN RED

#### Southcentral Mississippi Works

**James McGuffee, Director**  
 1170 Lakeland Drive  
 Jackson, MS 39216  
 Phone: 601-981-1511  
 Fax: 601-981-1515

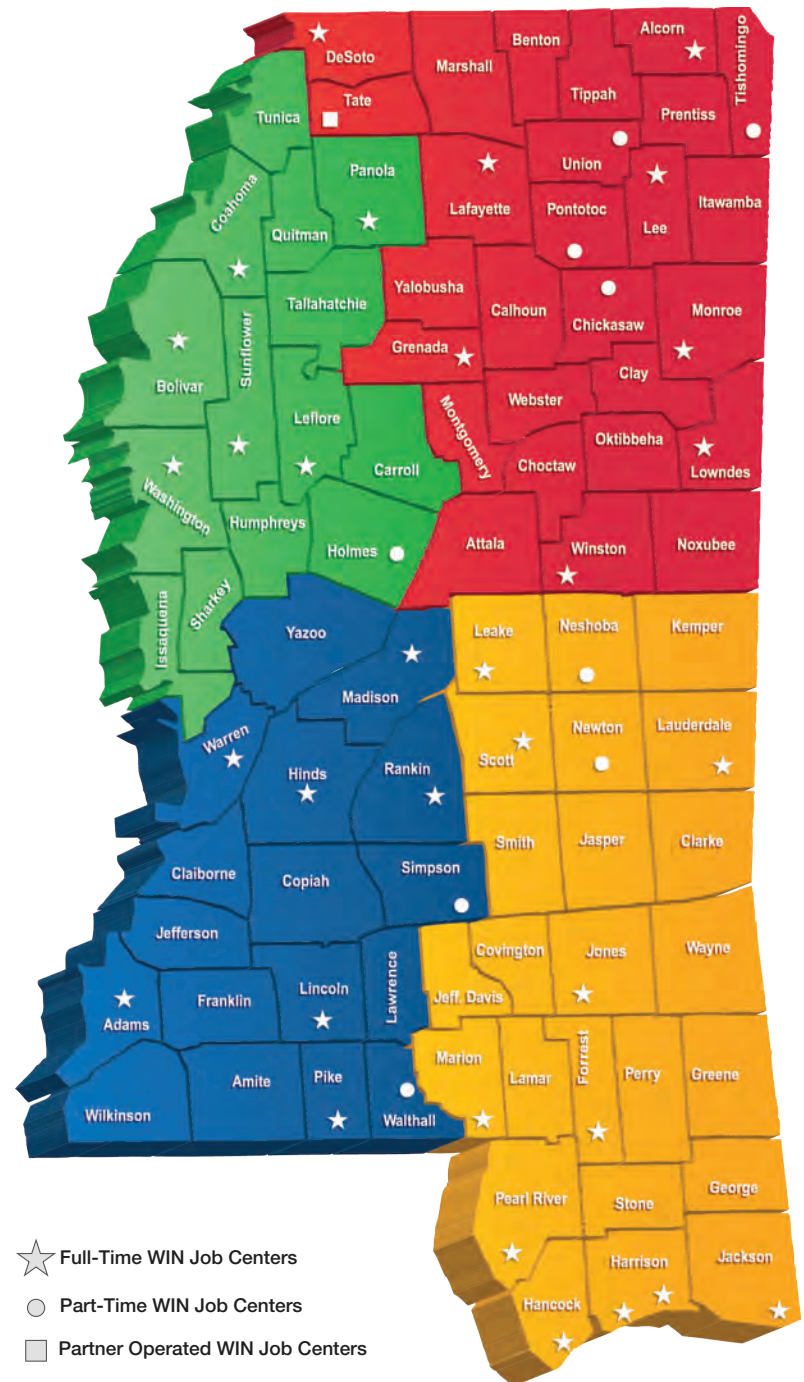
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#### Twin Districts

**Tee McCovey, WIA Director**  
 700 Hardy Street  
 Hattiesburg, MS 39401  
 Phone: 601-545-2137  
 Fax: 601-545-2164  
 E-mail: tee@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](http://mdes.ms.gov)



NEXT 4 PAGES >



## Delta

# South Delta Planning and Development District



### Overview

South Delta Planning and Development District has been the designated fiscal agent for the Delta Workforce Investment Area (DWIA) Board since its inception in 2000, providing the administrative and fiscal support functions associated with the operation of the Workforce Investment Act (WIA) and implementation of the new Workforce Innovation and Opportunity Act (WIOA) in the 14 counties of the Delta LWIA.

The business driven local board is responsible for the overall policy making and resource allocation for the DWIA. Within the federal guidelines, workforce policies are made, implemented, and adjusted based on the needs of the local area, ensuring that the DWIA is responding to what companies need for job creation and expansion and to what employees need for training and jobs.

Training efforts are coordinated with businesses, the four community colleges, the Mississippi Community College Board, the Mississippi Development Authority, MDES, and other state and local entities to ensure the best use of the funds. This coordination of funds helps reduce duplication, leverages existing resources for similar training needs, and ensures that the Delta Workforce Investment Area continues to be a workforce leader in Mississippi.

### WIN Job Center Locations

#### Batesville

662-563-7318  
103-16 Woodland Road  
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

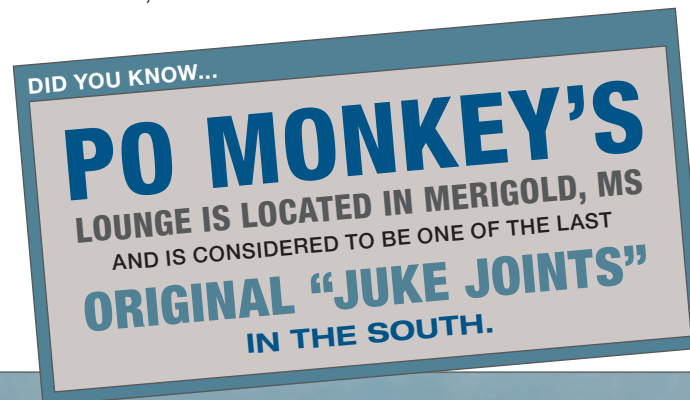
662-459-4600  
812 W. Park Ave.  
P.O. Box 554  
Greenwood, MS 38935-0554

#### 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







## The Mississippi Partnership

# Three Rivers Planning and Development District



### Overview

Three Rivers Planning & Development District, Inc., serves as the fiscal and administrative agent for The Mississippi Partnership, one of four workforce investment areas in the state of Mississippi designated to carry out the Workforce Investment Act of 1998 (WIA). The Mississippi Partnership workforce area is the largest, covering 27 counties in north and northeast Mississippi. The area is governed by a 61 member board and 27 Chief Elected Officials. Partnerships include local community colleges, the Mississippi Department of Employment Security, other planning and development districts, and eight WIA youth providers.

### WIN Job Center Locations

#### Amory

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

#### Columbus

(Golden Triangle)  
662-328-6876  
5000 N. Frontage Road  
Columbus, MS 39701-9412

#### Corinth

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

#### DeSoto County

662-342-4002  
7320 Highway 51 N  
P.O. Box 186  
Southaven, MS 38671

#### 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  
600 N. Court Ave., Suite B  
Louisville, MS 39339-2023

#### New Albany

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

#### Oxford

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

#### Pontotoc

662-489-3956  
182 Highway 15 N  
Pontotoc, MS 38863-2923

#### Senatobia

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

#### Tupelo

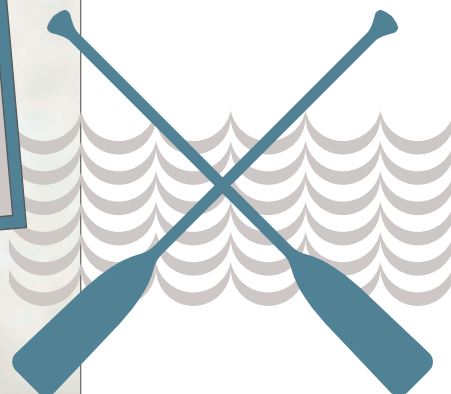
662-842-4371  
3200 Adams Farm Road,  
Suite 4  
Belden, MS 38826

#### DID YOU KNOW...

CALHOUN COUNTY IS HOME TO  
**CAVINESS  
WOODWORKING,**  
THE

**WORLD'S LARGEST  
PRODUCER**

OF BOAT PADDLES AND OARS.



# Southcentral Mississippi Works

## Central Mississippi Planning and Development District



### Overview

Southcentral Mississippi Works (SMW) Workforce Investment Area serves 17 counties located in the central and southern portion of the state through a network of nine WIN Job Centers. Central Mississippi Planning and Development District, in partnership with Southwest Mississippi Planning and Development District, acts as the administrative entity for the local WIA Board and the local elected officials and provides policy, guidance, and oversight for workforce activities in the local 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  
416 Marion Ave.  
P.O. Box 1306  
McComb, MS 39649-1306

#### 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



**DID YOU KNOW...**  
**VICKSBURG NATIONAL MILITARY PARK,**  
ESTABLISHED IN 1899, IS THE RESTING PLACE FOR  
**17,000 UNION SOLDIERS,**  
THE LARGEST NUMBER OF CIVIL WAR SOLDIERS  
OF ANY NATIONAL CEMETERY IN THE NATION.  
**IT ALSO HAS THE LARGEST COLLECTION OF  
OUTDOOR SCULPTURES IN THE SOUTHEASTERN US.**



## Twin Districts

# Southern Mississippi Planning and Development District



### Overview

The Twin Districts Workforce Area (TDWA), which covers the coast to central Mississippi, and is one of four workforce areas in the state. With Southern Mississippi Planning and Development District as its fiscal agent, the TDWA provides strategic workforce training and services to assist its 24 diverse counties in striving for the Governor’s vision of becoming a Work-Ready Mississippi.

Collaborative partnerships among the Local Workforce Investment Board, Local Elected Officials Board, TDWA staff, East Central Planning and Development District, and other workforce partners are central to the services TDWA provides. Other workforce partners include: the Mississippi Department of Employment Security, East Central Mississippi Community College, Jones County Junior College, Meridian Community College, Mississippi Gulf Coast Community College, Pearl River Community College, the Mississippi Department of Vocational Rehabilitation, five youth program providers, and many others.

### WIN Job Center Locations

#### Biloxi

228-388-7997  
2306 Pass Road  
P.O. Box 4647  
Biloxi, MS 39535-4647

#### 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 Deerfield Drive  
Forest, MS 39074-6005

#### Hancock County

228-466-5425856  
Hwy 90 Suite D  
Bay St Louis, MS 39520

#### Harrison County

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

#### 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

**DID YOU KNOW...**  
THE WOODEN SCULPTURES LINING THE MEDIAN OF U.S. 90 ARE A CREATIVE TRIBUTE TO THE LIVE OAKS THAT LINED THE SCENIC HIGHWAY BEFORE HURRICANE KATRINA KILLED THEM. IN PASS CHRISTIAN STANDS WHAT IS BELIEVED TO BE THE **WORLD'S LARGEST EAGLE WOOD CARVING,** AT 25 FEET TALL.



## WIN Job Centers

# 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 job seekers become 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. Training programs are available to eligible individuals enrolled in Workforce Investment Act programs who cannot find adequate employment through normal job search strategies.

This assistance 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 empower 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.



## WIN Job Centers

# 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.



Paul Bosarge, a burner specialist workleaderman at Ingalls Shipbuilding, initiates a cut of steel on the National Security Cutter Kimball (WMSL 756) using the Avenger 3 Plasma cutter. Photo by Andrew Young/HII

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 referrals to 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 Investment 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. To be eligible for the Work Opportunity Tax Credit, a business must have at least two full-time employees and provide workers’ compensation coverage.

- 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.



**Deandria Watts, Licensed Practical Nursing student** at Mississippi Delta Community College, went to the Indianola WIN Job Center in a panic. She had been notified that her federal financial aid had been reduced, and she did not have enough funding to pay for school. There was no way she could cover the remaining balance.

WIN Job Center staff immediately enrolled her in the Workforce Investment Act (WIA) program and helped her apply for an Individual Training Account which would help cover the cost of training. Watts is grateful for the opportunity to complete her training, “I’m extremely happy WIA staff took time to hear my story ... I appreciate everyone for working with me.”

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MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

**2014 Workforce Investment Act Annual Report**  
presented by the State Administrative Entity for WIN in Mississippi

Submitted December 14, 2015

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For more information, call 888-844-3577 or visit [mdes.ms.gov](http://mdes.ms.gov)

An equal opportunity employer and program, MDES has auxiliary aids and services available upon request to those with disabilities.

Those needing TTY assistance may call 800-582-2233.

Funded by the U.S. Department of Labor through the Mississippi Department of Employment Security.