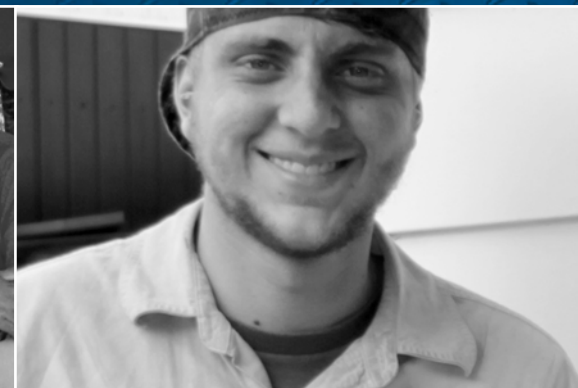


# 2012 Annual Report

## Workforce Investment Network in Mississippi



A Strategic Plan for a  
Work-Ready Mississippi



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# MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

## OFFICE OF THE GOVERNOR



Dear Workforce Colleagues:

On behalf of Governor Phil Bryant, I am pleased to submit the 2012 Workforce Investment Act annual report. This report reflects the dedication of the Workforce Investment Network (WIN) to *"Helping Mississippians Get Jobs"*. In Program Year 2012, the Mississippi Department of Employment Security was successful in meeting or exceeding all nine of its WIA performance measures, which led to a \$627,000 WIA incentive award. Through the WIN system, over 4,000 Mississippians received job training and more than 13,000 were placed in new employment opportunities. Now these workers are contributing to the success of the many global businesses that call Mississippi home.

In this report, you will also read about individuals and businesses that have greatly benefited from our many workforce development programs. One such program, "Hire Mississippi Heroes", has made it easier for returning veterans and their spouses to receive professional certifications that lead to good-paying jobs. Governor Bryant challenged employers across the state to take the Pledge to Hire Mississippi Heroes. By taking the pledge, these businesses made a difference in the lives of Mississippi veterans who have made protecting the American way of life their mission.

MDES will continue to look for opportunities that expand the workforce system through innovation and improved access and efficiency. We will meet Governor Bryant's charge of a ***Work-Ready Mississippi***.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Henry".

Mark Henry  
Executive Director





# STATE WORKFORCE INVESTMENT BOARD

## OFFICE OF THE GOVERNOR

[www.swib.ms.gov](http://www.swib.ms.gov)



Dear Friends:

As the newly appointed chairman of the State Workforce Investment Board, it is my honor to present the 2012 Workforce Investment Act Annual Report. This report describes innovative service strategies that maximize WIA dollars and builds on strong partnerships that strengthen Mississippi's workforce.

Our state has a tradition of hard work and resilience. The SWIB is committed to ensuring the continued readiness of our workforce. Going forward, the SWIB will focus on three areas: Resource Alignment, Performance Management, and Branding and Marketing. The SWIB stands ready to support the Governor and his vision for a Work Ready Mississippi.

The strength of the SWIB lies in the partnership between the private and public sector. It is this partnership that accelerates the responsive to the needs of business and workers. It is a highly skilled workforce that will drive the Mississippi economic success story.

Sincerely

A handwritten signature in black ink, appearing to read "Jay C. Moon".

Jay Moon  
State of Mississippi

# A Strategic Plan for a Work-Ready Mississippi



The Mississippi Strategic Integrated Workforce Plan outlines seven key workforce development strategies. MDES has a customized approach to implementing the vision of a **Work-Ready Mississippi**. The following strategies are highlighted throughout this report.

	<p>1 Provide for a <b>market-driven approach</b> to strategic state and local planning and service delivery that is <b>aligned</b> with economic and community development strategies, education, and the federal vision for Workforce Development;</p>
	<p>2 <b>Target training resources</b> toward Governor’s targeted <b>high-growth and emerging industries</b> and other identified <b>high-growth, high-demand occupations</b>;</p>
	<p>3 Promote <b>regional planning</b> and cooperation;</p>
	<p>4 Identify and develop <b>Work-Ready Communities</b>;</p>
	<p>5 Provide and enhance a robust workforce planning <b>information system and data tools</b> that support state and local workforce planning;</p>
	<p>6 <b>Increase accessibility</b> to workforce services for businesses and job candidates while increasing private sector engagement in the public workforce system; and</p>
	<p>7 <b>Leverage system transformation and innovation</b> by further strengthening comprehensive one-stop services while delivering strategic employment and re-employment services.</p>

## Action Steps to Achieve the Strategies

- Communication Plan
- Integrated Service Delivery
- Increased Accessibility
- Defined Sector Strategies
- Partnerships
- Leveraged Resources
- Improved Use of Data
- Statewide Longitudinal Data System
- Targeted Job Skills Training
- Certifications and Credentialing
- Apprenticeship
- Career Pathways
- Contextualized Learning
- Earn as You Learn Programs

## Strategy

■ IMPROVED USE OF DATA ■ LEVERAGE SYSTEM TRANSFORMATION AND INNOVATION

## Evaluation

The MDES launched the Workforce Investment Network Global Services system (WINGS) in 2009. In 2012, several enhancements to the system were implemented and the system was rebranded to the Online Employment Services System (OESS). The OESS is an integrated data collection and reporting system that measures and manages the effectiveness of workforce programs. The system is a web based self-service resource for businesses looking for skilled workers and Mississippians looking for work. In addition to increasing accessibility to workforce services for businesses and job candidates, the OESS also facilitates workforce planning and evaluation at both the state and regional levels.

**The key components and the impact of this system are aligned with strategies outlined in the WIA/WP State plan.**

- **Case Management** - better service
- **Data Gathering** – reduced paperwork, eliminate redundancy
- **Data Integrity** – self-auditing system, data quality
- **Job Matching** - better performance
- **Self Service** – complete job board functionality for businesses and job candidates
- **Evaluation** – increased performance and cross system outcomes

With over 150,000 hits per day and 3,000 unique visitors, the system tracked over 1.10 million services last year.

**The state has also undertaken the following efforts in the area of program evaluation:**

- MDES engaged the services of the Fidelis Policy Group to conduct a formal quantitative and qualitative evaluation of projected workforce needs for the healthcare industry in the State of Mississippi. The evaluation included an analysis of the current inventory of the healthcare workforce and the future demand based on changes in population. The evaluation also included an analysis of the current healthcare workforce and the future needs based on the impact of health factors to the population. The report has been used to evaluate and project training needs for the healthcare industry.
- MDES continues to expand the use of SPSS to evaluate the effectiveness of workforce services and programs. The SPSS workgroup, made up of state and local staff, have developed a reporting tool for one-stop centers. The One Stop Center quarterly report card provides a data snapshot that is used for quantitative and qualitative analysis.

## Customer Satisfaction Surveys

MDES conducted customer satisfaction surveys to evaluate the extent of satisfaction with the WIA service among job seekers and to evaluate the extent of satisfaction with the services sought from a WIA service provider among businesses. The state average for customer satisfaction for both businesses and job seekers is above 70%.

WIA Area	Business Satisfaction	Weighted Index	Job Seeker Satisfaction	Weighted Index
Delta	8.11	75.81	8.04	71.59
MS Partnership	8.29	76.48	8.11	74.11
Southcentral	8.12	75.21	9.00	78.89
Twin Districts	8.11	75.81	7.76	69.36
State Average	8.16	76.16	7.91	71.08

**Strategy** ■ MARKET-DRIVEN APPROACH ■ TARGET TRAINING RESOURCES

## Jobs for Mississippi Graduates

The message from MDES is “stay in school” and the Jobs for Mississippi Graduates program is designed to help students do just that. Students are leaving school in alarming numbers citing boredom, unchallenging class work, academic struggles, excessive absenteeism, personal issues, behavior problems and financial hardships. MDES, in partnership with the Mississippi Department of Human Services, provided funds for the Jobs for Mississippi Graduates (JMG) program. The program is designed to work with high school students that have barriers to success. Students participate in activities that improve development of the academic, social, work, and healthy life skills needed to graduate from high school and enter the workforce or postsecondary education.

The JMG program focuses on workforce readiness and dropout prevention services. In 2012, JMG was successful in using the national Jobs for America’s Graduates model to serve over 700 at-risk high school juniors and 259 seniors in danger of not graduating. The youth faced multiple barriers with 90% being unemployed, 59% living in single parent homes, and 96% eligible for free lunch.

Despite the barriers, 254 of the 259 seniors graduated from high school. Students were taught the importance of postsecondary education and training and how critical it is to their future success. Of the graduating seniors, 60 students enrolled in a four-year college and 67 enrolled in a two-year college. Of this graduating class, 119 were employed either part-time or full-time or entered the military.



Despite the barriers, 254 of the 259 seniors graduated from high school.

### SUCCESS STORIES

**Charmaine B. had a problem staying in school.** She enrolled in the JMG program as a single parent with no idea of how to raise a child and balance life as a high school senior. She was often absent from school and lacked social skills, which made it difficult to get along with her classmates. With tutoring, mentoring, and one-to-one counseling, Charmaine’s grades improved. Even though she continued to struggle with absenteeism, Charmaine graduated from high school and is looking forward to furthering her education.



**Strategy** ■ INCREASE ACCESSIBILITY ■ LEVERAGE SYSTEM TRANSFORMATION AND INNOVATION

## National Emergency Grant

On February 13, 2013, a powerful EF-4 tornado struck Forrest and Lamar counties, leaving hundreds of homes and businesses damaged or destroyed including two public schools and buildings on the campus of the University of Southern Mississippi. MDES received a \$2M National Emergency Grant (NEG) to provide temporary jobs for 150 dislocated workers. Temporary worksites have been established at non-profit recovery centers as well as at county and city government sites.



**Strategy** ■ INCREASE ACCESSIBILITY ■ LEVERAGE SYSTEM TRANSFORMATION AND INNOVATION

## Strategies for Serving Veterans

Veterans Priority of Service policies are included in the four Local Workforce Areas' WIA/WP Strategic Plans. This priority of service requires that veterans or their spouses are identified at the point of service and each person is made aware of their entitlement to priority of service and the full array of employment, training, and placement services available through the WIN Job Centers. Staff training ensures that all applicable eligibility requirements for these programs are understood and applied by staff.

Priority of Service signs are prominently displayed in WIN Job Center waiting areas and resource centers, and a separate sign-in sheet for veterans is closely monitored to ensure that staff gives them immediate attention. WIN Job Center staff perform computer searches to match qualified veterans to employer job orders and most orders are placed on a 24-hour hold for veterans prior to public release.

Program performance is tracked at MDES and is reported through the VETS-200 (C) DVOP/LVER Quarterly Report. In PY 2012, MDES served 4,511 veterans and eligible spouses, providing job search assistance to 3,743 and referring 1,010 to employment. 50% of those who received staff assisted services, and 49% of those who received intensive services, entered employment. Also, for the 2,127 veterans who obtained employment this year, 75% were still employed after six months and had average earnings of \$12,251.

As part of our responsibility to our veterans through the Gold Card Initiative, MDES is committed to providing all post-9/11 veterans with intensive services, and to providing enhanced services to those veterans most in need of employment and training services. MDES trains staff on the process for guiding veterans to these services to ensure efficient service. The process includes verifying the veteran's Gold Card eligibility, having them complete an interest assessment, creating an Individual Development Plan (IDP) for them, and providing intensive follow-up services once every thirty days until the client is employed or for up to six months.

WIN Job Centers provide priority of service to military veterans.





**Strategy** ■ INCREASE ACCESSIBILITY ■ LEVERAGE SYSTEM TRANSFORMATION AND INNOVATION

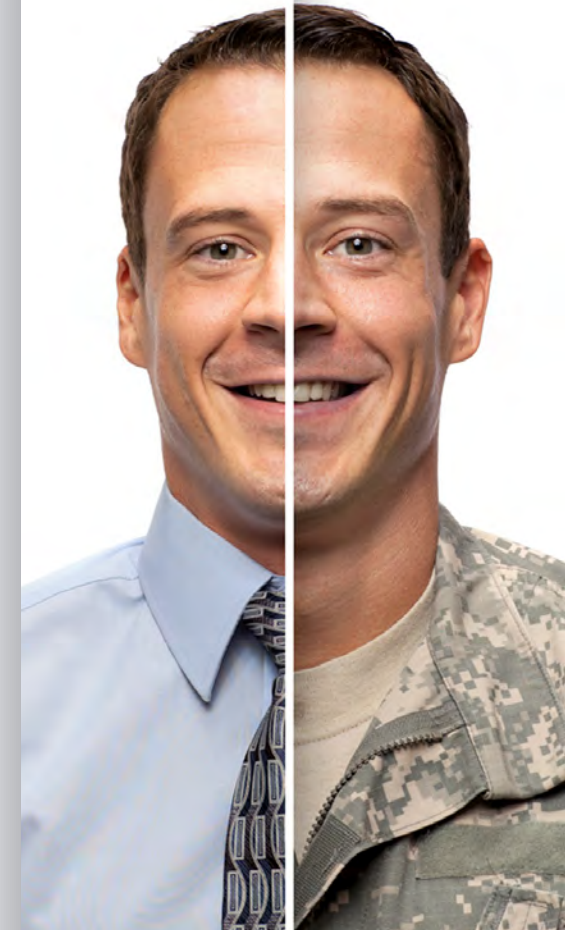
## Hire Mississippi's Heroes

The Mississippi Department of Employment Security helped secure legislation to make it easier for veterans to move from military jobs to similar civilian jobs and for military spouses to more easily become employed. The bill allows individuals with military training to count their experience toward requirements for job licenses, certifications and registrations. Senate Bill 2419 will also help qualified military spouses who hold a license in another state with similar requirements and who are moving to Mississippi due to active duty transfer quickly obtain licenses for many professions such as teaching, accounting, cosmetology, engineering and real estate brokerage. Individuals who receive a temporary license can still begin working in the state while applying for permanent credentials. Licenses for physicians, nurses, dentists, dieticians and other medical jobs are also included.

MDES launched the Hire Mississippi Heroes program upon passage of Senate Bill 2419. WIN Job Center staff worked to educate businesses on the benefits of hiring individuals with military training and urged businesses to take the Pledge to Hire Mississippi Heroes. Governor Bryant and MDES also partnered to host three Pledge to Hire Mississippi Heroes job fairs. The first job fair attracted more than 500 job seekers. Participating business estimate they will make more than 300 hires this year as a result of connections made at the event.

“MDES can now help employers hire Mississippi Heroes faster, with the knowledge that our veterans have the skills and training necessary for them to succeed”

Mark Henry  
MDES Executive Director



## SUCCESS STORIES



### Veterans Services: Hire Heroes

**Wingfoot Truck Care Center** Manager, Kevin Crawford, made the commitment to hire veterans long before the Pledge to Hire Mississippi Heroes campaign was launched. According to Crawford, “Veterans possess a sense of responsibility, knowledge and a good work ethic that makes them great employees.”

“It’s a win-win,” he says. “We are supporting veterans and, in turn, they support us (Wingfoot). How can you go wrong?”

As a company, Wingfoot searches for veterans nationwide using their local job centers. Military training may not always provide the specific skills necessary for each position, but hiring managers know the veterans referred to them will have a good foundation on which to build. Wingfoot is a nationwide company and a subsidiary of a larger organization, which provides extensive opportunities for its employees. Veterans hired in Gulfport can succeed there, build on that success and transfer or be promoted to other locations within the organization. The company offers opportunities for numerous occupations, from Diesel Technicians to Lawyers.

Crawford indicated that he and many other managers throughout the Wingfoot family are veterans. Some managers are older and remember that when their military service ended, programs like the Pledge to Hire Mississippi Heroes were not around and the transition back into the workforce was often difficult. He believes that a program like this to take care of the people who ensure our safety is long overdue. Hiring veterans is his way of taking care of those people.

# Local Workforce Investment Areas

## Delta

### South Delta Planning and Development District

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

### Overview

South Delta Planning and Development District is the designated fiscal agent for the Delta Workforce Investment Area Board, providing the administrative and fiscal support functions associated with the implementation of the Workforce Investment Act in the 14 counties of the Delta WIA.

The local board is responsible for the overall policy making and resource allocation for the Delta WIA. Based on local needs, economic development data, and information from the State Workforce Investment Board (SWIB) and the Labor Market Information (LMI) division of MDES, funds are allocated to meet the training needs of existing business and industry, and to recruit new businesses. Training efforts are coordinated with businesses, four community colleges, Mississippi Community College Board, Mississippi Development Authority, and other state and local entities, ensuring that the Delta WIA is responding to what companies need for job creation and expansion, and to what employees need for training and jobs.

The Delta WIA remains focused on increased services to businesses and increased customer service to individuals. **WIN Job Centers** in the Delta WIA work to provide citizens with core and intensive services as well as Individual Training Accounts and On-the-Job Training through area businesses. WIN Job Center staff and Delta WIA staff are involved in various training sessions to improve skills and provide better services to clients. Training is provided on performance measures tracking and attainment, improved business services, adult college completion services, and streamlining OJT. Cross training of WIN Job Center staff continues to be a priority in the Delta.

WIN Job Center staff works with the Delta WIA, local economic developers, regional economic development groups, community colleges and universities, local units of government and state MDA staff to ensure that companies in the Delta are aware of training funds available to meet their needs. The online employment services system provides on-time access to businesses looking for work-ready employees and individuals looking for jobs or training.

### Rapid Response (RR)

Rapid Response (RR) services are coordinated with the state Rapid Response team to respond to both WARN and non-WARN events in the Delta WIA. The Delta RR team consists of the RR Coordinator at MDES, an SDPDD RR staff member, the Home Saver Program, WIN Job Center staff representing re-employment services, a Community College representative, an SDPDD Small Business Developer, and the MS Department of Rehabilitation Services. Seven WARN/non-WARN events were recorded in the Delta WIA during Program Year 2012, with RR services offered each time and RR activities provided for three of them.

### Youth

In-School and Out-of-School Youth funding is provided in the 14 counties of the Delta WIA to five community action agencies, two community colleges and one school district. Youth services include the ten program elements required by DOL and identified as needed by youth through the individual service strategy developed for each youth. During Program Year 2012, youth providers in the Delta WIA served 1,067 youth, with 576 receiving follow-up services. Seventy participants attained the General Equivalency Diploma (GED).

The Delta WIA Board remains committed to providing services that support local and state strategies for workforce development in the area.

## WIA Funding was provided to the following agencies and organizations:

Mississippi Department of Employment Security

Mississippi Delta Community College

Mississippi Development Authority

Holmes Community College

Coahoma Community College

Bolivar County Community Action Agency

Central MS, Inc.

Mid-State Opportunity, Inc.

Sunflower-Humphreys Counties Progress, Inc.

Washington, Warren, Issaquena Community Action Agency

South Panola School District

## Strategy ■ INCREASE ACCESSIBILITY ■ TARGET TRAINING RESOURCES ■ PROMOTING PARTNERSHIPS

### Electrical Lineman Training Program

Electrical linemen are not only integral to our energy infrastructure; they also work in a high-demand occupation with 90% or higher job placement from most associate degree programs. Electrical Power Line Installers and Repairers, with a median hourly wage of \$24.45, are among the top 25 medium skill occupations in the state of Mississippi. (*Bureau of Labor Statistics, 2013; nSPARC, 2013*). However, a large percentage of the current lineman workforce in the delta are nearing retirement.

In response to the need for electrical lineman training, delta area power associations approached the Delta WIA and the Electrical Lineman Training Program was developed and funded in August 2010. This program is a collaborative effort of SDPDD, MS Delta Community College, the MS Community College Board, MDES, Delta Electric Power Association, Coahoma EPA, Twin County EPA, Tallahatchie Valley EPA, Entergy and many other partners throughout the past three years. The 16-week program prepares trainees to become apprentice linemen with local energy companies and energy construction contractors.

A recent study by MSU revealed that the training program has had a significant impact on the wages of trainees. Specifically, trainees experienced an average of \$12,671 increase in their annual wages after training. “The electrical lineman program provides positive outcomes for completers and a stable return on investment for the state,” the report noted. Of the 79 people who received training during the time frame of the study, 75% were employed in Mississippi, and 88% of those working in Mississippi have retained their employment for at least a year.



*Lineman Class 6 Group*

James Kenwright, Manager of Human Resources for Delta Electric Power Association in Greenwood, Mississippi wrote, “I came in this morning compelled to commend and congratulate each of you on your performance at yesterday’s Lineman Graduation Ceremony. That was certainly just one more example of why the program has been such a success. I sincerely hope each of those young men and their families realize how fortunate they were to have the opportunity to participate in a program of such quality. I’m proud to be associated with the program and continue to offer my assistance as often as I can. We still have a serious need for the lineman school for the short and long term, and I truly believe this program could be a model for other programs anywhere in the country.”



As Governor I am committed to creating an environment where small businesses can flourish, creating the jobs, goods and services that Mississippi needs to grow. Small businesses are critical to Mississippi's economy. Many people you know work at a small business or shop at one, and in Mississippi, 97 percent of employers are small businesses.

Phil Bryant  
Governor

## Strategy ■ INCREASE ACCESSIBILITY ■ MARKET-DRIVEN APPROACH ■ PROMOTING PARTNERSHIPS

### Small Business Development/Entrepreneurial/Self-Employment Training

The Delta WIA provides Small Business Development/Entrepreneurial/Self-Employment Training, which is available in the WIN Job Centers, to area residents and WIA customers. Working with South Delta's other loan programs, 19 loans were approved totaling approximately \$1.7 million during Program Year 2012. One customer was approved for the matching grant program from the Federal Home Loan Bank Board for \$23,250. Additional self-employment services were provided to approximately 100 customers, which led them to other partner funding totalling \$430,000 in business loans. This represents a 286% increase over Program Year 2011.

In Program Year 2012, 35-40 new jobs were created as a result of this program and 8 to 10 existing jobs were protected. All 19 businesses that received loans from South Delta's loan program are still viable, most in their first year. Although there have not been any expansions in their first year; we do anticipate that a small percentage of them will expand in the future as their businesses grow.

This program addresses the role the workforce investment system plays in support of entrepreneurial activities. Some of these 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 WIN Job Center customers about opportunities for self-employment and entrepreneurship and working with customers to assess whether self-employment is a good fit;
- Helping WIN Job Center 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;
- Helping eligible small business owners develop growth strategies to enable new job creation.

## SUCCESS STORIES

*"I really wanted to find employment where I could develop additional skills..."*

**Edward Horton** started OJT in December 2012, with Drumheller Packaging in Clarksdale, Miss. He had been unemployed for several months and was unable to receive unemployment benefits because of the lack of wages earned. "I really wanted to find employment where I could develop additional skills because I did not meet the educational qualifications for most of the jobs I was interested in."

"The only other option that I had was to relocate and I knew that I did not have the finances or the skills to do either. Thanks to the OJT Program introduced to me by the Clarksdale WIN Job Center, I was able to not only go to work but I learned additional skills that would allow me to be self-sufficient and provide financial support to my children. This program was God sent."

## Strategy ■ INCREASE ACCESSIBILITY ■ WORK-READY COMMUNITIES

### Adult College Completion Program

SDPDD received funds for the Adult College Completion Program, which offered college completion courses as a short-term training option in the workforce investment system. The program targets those participants who are 15 hours or fewer short of receiving a degree from an accredited community college or university. Because of the success of this pilot program, the Delta has included this program as a priority for eligible participants.

## Strategy ■ REGIONAL PLANNING ■ PROMOTING PARTNERSHIPS

### Delta National Forest – Youth Conservation Corp

The Department of Labor 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 WIA partnered with the Delta National Forest to provide funding for a Youth Conservation Corp program in Sharkey and Issaquena Counties in May 2013. The program, funded through Delta's youth provider, WWISCAA, provided an opportunity to four participants to work in the Delta National Forest in the areas of timber, recreation, and wildlife. The participants never missed a day of work and one of the youth plans to make this his career. This program exposed the youth to the possibility of a career with the federal land management workforce Pathways program.



## SUCCESS STORIES

### Letter from an Employer

First of all, I would like to commend Diane Boston (Greenwood WIN Job Center) for her outstanding commitment and dedication to the OJT Program.

**The On-Job-Training Program** has proven to be a successful program in our facility. Through this program, we were able to hire more employees. These employees were given a chance to develop and enhance their skills to become model employees. With the financial support, we were able to create jobs and give employees the appropriate training needed for their job. In February 2013, FCL hired five employees through the OJT Program. As of today, all five of those employees are still with us. We have just signed a new agreement on 8/5/2013. We are looking forward to the 2013-2014 contract year. Thank you for everything,

#### Melissa Love Griffin

Corporate Personnel Director  
First Class Linen  
Durant, Mississippi

With the financial support, we were able to create jobs...

- First Class Linen.

The Delta Workforce Investment Area has adopted a regional approach as a strategy to address workforce needs. Two successful examples of this strategy are Delta Workforce Funding Collaborative and Mississippi Delta Area Workforce Training Project.

## Strategy ■ REGIONAL PLANNING ■ TARGET TRAINING RESOURCES

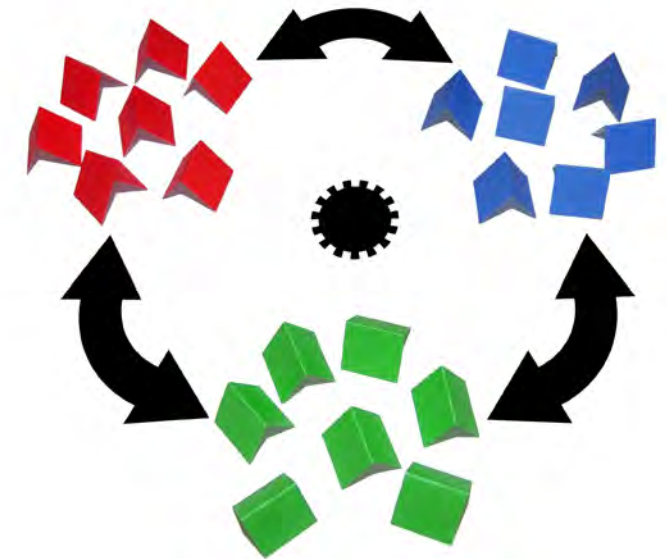
### Delta Workforce Funding Collaborative

Delta WIA participated in the Delta Workforce Funding Collaborative, a regional partnership to ensure that Delta residents are qualified for existing and emerging job opportunities. This partnership focused on healthcare but is now expanding to the energy sector. Members of the Collaborative include the Foundation for the Mid-South, MDES, MS Economic Policy Center and the Mississippi Community College Board.

## Strategy ■ SECTOR STRATEGY ■ REGIONAL PLANNING

### Mississippi Delta Area Workforce Training Project

The Mississippi Delta Area Workforce Training Project was a joint effort of the Mississippi Development Authority (MDA), SDPDD, DWIA, MDES, and Delta Council to provide assistance through a regional workforce coordinator. The coordinator was responsible for increasing business engagement with the public workforce system and acting as a liaison to workforce training, community colleges, economic development, and private sector businesses. The pilot program was successful and has now been adopted by MDA as a stand-alone program in their workforce division with three workforce coordinators covering the state.



## SUCCESS STORIES

“This would not have been possible if not for the WIA program...”

**Britney Sanders** – Becoming a Registered Respiratory Therapist had been a goal of Britney’s since high school. “After graduating high school and starting college, I tried a few different career paths that eventually led me back to where I initially started, wanting to become an RRT. After becoming a mother and exhausting my financial resources for my education, I decided to contact my local WIN Job Center in Greenville, Miss., for help.” After explaining her situation, Britney was immediately offered assistance to help achieve her goals.

She attended Coahoma Community College and graduated in May 2013 with an associate degree in Respiratory Care Sciences. After passing three national board exams, she is now an employed Registered Respiratory Therapist. “This would not have been possible if not for the WIA program. I am forever grateful for having the opportunity to be a part of the program. Having a career has always been important to me. I now have the job security and skills I need for stability.”

# The Mississippi Partnership

## Three Rivers Planning and Development District

Primary Contact: Bill Renick  
Post Office Box 690  
75 South Main Street  
Pontotoc, Mississippi 38863  
Phone: 662-489-2415  
Fax: 662-489-0958

## Description

Three Rivers Planning & Development District, Inc., serves as the fiscal/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 geographical area in the state, covering 27 counties in north and northeast Mississippi and is governed by a 61 member board and 27 Chief Elected Officials.

Through partnerships of local community colleges, the Mississippi Department of Employment Security, other planning and development districts, and eight WIA youth providers, the Mississippi Partnership was able to accomplish the following during Program Year 2012:

## WIN Job Center Services

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

The Mississippi Partnership Workforce Investment Area also has a tremendous working relationship with the community colleges in the area. Three community colleges (Itawamba, Northeast, and Northwest Community Colleges) serve 17 counties and their workforce development professionals lead both their councils and WIA workforce efforts. WIA and community college staff coordinate with economic developers to host meetings with businesses interested in locating to the Mississippi Partnership area. Together, they provide a cohesive workforce training package that is instrumental in business recruitment. As businesses determine additional training needs, the workforce area and community colleges are sometimes able to pool resources to provide the training. A combination of On-the-Job training (OJT) and Customized Training (CT) is a powerful tool for retention of existing businesses and recruitment of new businesses.

High demand occupations continue to be the focus of the Mississippi Partnership and its workforce training providers. The Mississippi Partnership prioritizes the expenditure of training dollars in the careers projected to have potential for growth in their area over the next ten years. The main emphasis is on training in the fields of healthcare, construction, transportation and warehousing, and administrative support including technology services. The Mississippi Partnership area also has a high percentage of manufacturing jobs. Continuing education and training is in place to meet the needs of new technology in the manufacturing workplace so that these jobs are protected and provide businesses with access to the skilled workforce required to compete globally.

High demand occupations continue to be the focus of the Mississippi Partnership

**Strategy** ■ MARKET-DRIVEN APPROACH ■ INCREASE ACCESSIBILITY

### Adult Internship Program

The Adult Internship Program was established in an effort to assist eligible adults and dislocated workers gain practical and meaningful work experience in their preferred field of study. The program matches workers with jobs while giving businesses the opportunity to assess potential employees at no cost. The program has provided interns practical work experience and enhanced leadership skills while working to gain full-time employment or career exploration.

Businesses located in the MS Partnership area provided qualified participants the opportunity to experience a real work setting. During Program Year 2012, 92% of internship participants completed the required program hours and were hired by the business providing the internship. The remaining 8% gained employment with other companies. The internship program had an overall 100% placement rate of the individuals who completed their internship hours.



[See Success Story below](#)

## Highlights of Program Year 2012 from One-Stop Operators

**Strategy** ■ MARKET-DRIVEN APPROACH ■ LEVERAGE SYSTEM TRANSFORMATION AND INNOVATION ■ SECTOR STRATEGY

### Itawamba Community College

Itawamba Community College has been involved in assisting businesses with pre-hire assessments and has also been successful using WorkKeys and the Job Physical Assessment and Skills Simulation (PASS) to address business needs. In Program Year 2012, more than 2,700 individuals used the WorkKeys job skill assessment system. The system is designed to help businesses select, hire, train, develop, and retain a high-performance workforce. The assessments were provided at no cost to the participant or business.

The PASS tool has also been welcomed by many area businesses. This assessment evaluates an individual's physical ability to perform potential new job duties. Computer Assessment, Align/Drive, Wiring, Machine Tending, Range of Motion, Dynamic Capacities, and Warehousing Simulations are currently available for businesses to assess their potential new hires.

## SUCCESS STORIES

...he would recommend the program to other businesses.

**Dustin Wood** was an **Adult Internship** participant in 2012. Dustin was approaching graduation in the Electrical Technology Program at Itawamba Community College in the fall of 2012. After consulting with his instructor, Dustin realized that he did not possess the proper experience to enter the job market in his chosen field of study. Coupled with his basic skill set from the Electrical Technology Program and his willingness to learn new processes, Dustin was offered an internship at Southern Automation Controls. The business was impressed with Dustin and decided to hire him full-time in March of 2013, where he still remains employed.

Jack Cameron, President of Southern Automation said that he would recommend the program to other businesses. It was a great experience that gave him an opportunity to evaluate the skills of the participant, which led to full-time employment.



## Strategy ■ TARGET TRAINING RESOURCES ■ PROMOTING PARTNERSHIPS

### Northeast Mississippi Community College (NMCC)

The Mississippi Partnership Workforce Investment Area provides welding training resources as an opportunity to sustain and develop a highly trained, multi-skilled industrial workforce.

During Program Year 2012, Northeast Mississippi Community College provided welding training and supportive services to WIA participants. The training helped prepare WIA participants for future employment opportunities while improving job readiness and retention. NMCC strategically coordinated WIA funds with other funding sources in the Structural and Customized Welding training classes. This became a best practice for workforce funds and WIA coordination. Placements were outstanding and employment continues to increase.

The Iuka Mobile Welding Unit and the Booneville Welding Lab have been key tools for providing the skills necessary to attract more businesses to the Northeast Mississippi area. These training programs also directly support the Yellow Creek Port steel and related industries that currently exist in Northeast Mississippi.

During Program Year 2012, WIA community college and WIN Job Center staff began a series of “Get That Job” workshops. Students and adults participated in workshops that helped them learn how to obtain meaningful employment. Workshop topics included career preparation, business etiquette, appropriate attire for work, and follow-up activities. Mock interviews are conducted and the participant is placed in a business/potential employee setting.

The program is designed to give an advantage to job candidates, regardless of their age. It helps to increase confidence during the participants’ interview process and also promotes education by encouraging GED attainment, a college education, or learning basic computer skills. Competition is fierce in today’s market and the MS Partnership anticipates that “Get That Job” will provide the edge needed to succeed in the workforce.

## SUCCESS STORIES

### I am working and doing what I love...

In August of 2012, **Angela Vanstory** enrolled in Emergency Management Technician (EMT) School thanks to WIA funds. “I would not have been able to afford to go any other way. I was a stay at home mom of three kids that had always dreamed of working in the medical field!” In December of 2012, Angela completed the class and started a full time job as an EMT in January 2013. “Thanks to the WIA program I am working and doing what I love! When you find something you love to do, it isn’t work anymore; it’s a privilege.”

### The knowledge he received equipped him for a future...

**Kevin Crawford** lost his job as a park director and was looking for the opportunity to find a career that would allow him to support his family. He researched the job market and realized the vast employment opportunities available as a commercial truck driver. Being on a limited income, he was referred to WIA to seek financial assistance with truck driving tuition at Itawamba Community College. Kevin was grateful for the opportunity to complete the Truck Driving program at Itawamba Community College and received his commercial driver’s license. During the orientation process with a trucking company, he realized that the knowledge he received equipped him for a future as a commercial truck driver. He is currently employed with a company pulling a liquid tank trailer, which requires hazardous materials and tank endorsements. This opportunity has successfully helped him regain adequate employment for his family.



## Youth Services

In Program Year 2012, the MPWIA met 80% of the placement in employment/education and attainment of degree or certificate measures. Technical assistance meetings were held with youth providers to set goals and develop strategies to increase performance and outcomes during the upcoming program year.

**Strategy** ■ MARKET-DRIVEN APPROACH ■ CAREER PATHWAYS

### C2C Youth Program

Many of the youth in the Mississippi Partnership service area struggle to find their way to sustainable employment. The C2C program was implemented to provide one-on-one counseling and to aid in the development of a truly personalized Individual Service Strategy (ISS) that supports youth in identifying short and long term school/career goals while developing tools to remove barriers that hinder their success.

C2C participants are presented with the 10 required WIA program elements needed to succeed in the program. The appropriate element is incorporated in their personalized ISS. After the ISS assessment test has been completed, each youth is encouraged to enroll in work ethic training. This training is a prerequisite to participating in the paid work experience program.

Each youth must complete all short-term goals outlined in their ISS. Once this is accomplished, the youth begin working towards long-term goals that should include furthering their education by enrolling in college, receiving technical training or obtaining full-time employment. Counselors assist youth with preparing their long-term goals prior to exit. This approach will ensure that the students continue on their pathway to success.

**Strategy** ■ LEVERAGE SYSTEM TRANSFORMATION AND INNOVATION ■ INCREASE ACCESSIBILITY

### Youth Disability Coordinator Initiative

The Youth Disability Coordinator Initiative was funded through a partnership with the Mississippi Department of Rehabilitation Services (MDRS) and works with all WIA-funded Youth Service Providers. Each month, MDRS conducts training sessions to help Youth Program Providers meet the needs of disabled youth. Additional individualized training is provided as needed. This coordinator works one-on-one with each youth provider, acting as a broker and linking providers to services needed by participants. These services include job development, job readiness skills training, and job lead assistance. In addition, the Disability Coordinator works with all Youth Service Providers to ensure that all individuals who meet the enrollment qualifications of MDRS are referred to them and receive the appropriate services.



*Work ethic is a prerequisite in the C2C Youth Program.*



## SUCCESS STORIES

she decided to hire Aleshia full time...

Twenty-year-old **Aleshia Harris** earned her GED through the **C2C Program** at the Northeast Mississippi Community College Golden Training Unit. After earning her GED, Aleshia participated in the C2C Work Experience program at the Big Blue House Daycare in Golden, Miss. While working at the Big Blue House, Aleshia was put in charge of overseeing the preparation of all meals provided to the children, as well as being responsible for cleaning the entire facility. Sheree Randolph, owner of the Big Blue House, was so impressed with Aleshia's wonderful work ethic that she decided to hire Aleshia full time.

# Southcentral Mississippi Works

## Central Mississippi Planning and Development District

Primary Contact: James McGuffee  
1170 Lakeland Drive  
Jackson, Mississippi 39216  
Phone: 601-981-1511  
Fax: 601-981-1515

## Description

Southcentral Mississippi Works (SMW) Workforce Investment Area serves 17 counties located in the central and southern portion of the state through a network of 10 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 17-county area.

## WIA Services

SMW uses WIA funds to serve both job seeker and business customers with services offered through the network of WIN Job Centers. Adult and Dislocated Worker job seekers receive a variety of workforce-related services, including training opportunities such as On-the-Job Training (OJT) and Individual Training Account (ITA) Awards. Businesses may also take advantage of a variety of services, including On-the-Job Training (OJT) reimbursements for hiring unskilled or under-skilled workers. Business customers find that a streamlined OJT process makes the program user-friendly and less cumbersome.

## Youth Programs

Skills that enhance work readiness, college preparedness, and transition to work are the primary means of combating low-education, low-skills job prospects of our WIA youth participants. The Senior Transition Youth Program, currently in its eighth year, provides these services to eligible youth residing within the area. The program works to transition high school seniors into postsecondary education, the military, apprenticeships, or the workforce. This program is intended to aid seniors in developing a “portfolio” or specific plan for achieving their goals after high school. Additionally, SMW uses Individual Training Accounts as scholarships for selected eligible youth to gain vocational and technical skills. Limited On-the-Job Training and work experience activities are also available to youth offering them the opportunity to gain valuable knowledge, skills and experience.

The program uses local community resources and business leaders to provide real world perspectives and workshop experiences as the graduating students transition from high school into the next phase of either a career or further education. This enables the young people to make a smoother transition either into the world of work or into postsecondary education and gives them valuable career information and guidance.

SMW may also provide “stand-alone” youth programs designed to address specific target groups or needs.

Business customers find that a streamlined On-the-Job Training process makes the program user-friendly

## Strategy ■ MARKET-DRIVEN APPROACH ■ TARGET TRAINING RESOURCES ■ REGIONAL PLANNING

### Mississippi Careers of Tomorrow (MCOT) Project

Manufacturers help drive Mississippi's economy, accounting for 15.5% of the state's total output and employing 135,000 people with average annual salary of \$53,000. In April, 2012, Southcentral Mississippi Works and Central MS Planning and Development District were awarded a U.S. Department of Labor grant in the amount of \$5,000,000 to be used over the next four years for On-the-Job Training for occupations in the information technology and advanced manufacturing/engineering fields. The Mississippi Careers of Tomorrow Project is designed to address current workforce skill gaps so that substantial numbers of skilled, H-1B level jobs can be added to the regional economy and hundreds of unemployed or underemployed individuals can be placed in higher-level occupations. This project was funded from H-1B funds collected by the U.S. Department of Labor from businesses that hire foreign workers under H-1B visas and will train American workers in these fields, thereby reducing business dependence on foreign workers.

## Strategy ■ REGIONAL PLANNING ■ WORK-READY COMMUNITIES

### Career Readiness Certificate (CRC)

The Career Readiness Certificate program, a national program based on the WorkKeys job skills assessment system, developed and administered by ACT, Inc., is available in all of SMW's WIN Job Centers. Individual jobs across the country were profiled by ACT, Inc. to determine that there are three basic skills that are highly important to most jobs: Reading for Information; Applied Math; and Locating Information.

An individual's score on the three assessment areas qualify them for either a Gold, Silver, or Bronze certificate. The certificate validates that an individual possesses certain essential skills that are important across a range of jobs and, therefore, businesses, job seekers, economic developers, and educators can use the certificate as a common language to improve the quality of the workforce. The CRC program is recognized by businesses and education entities nationwide, and assessment results and certificates can help individuals find job opportunities wherever they live.

Individuals who apply for an Individual Training Account are required to obtain a CRC at the level deemed appropriate for the training they are requesting prior to being approved for an ITA. Obtaining a CRC in their chosen field is an additional indicator that the individual possesses the basic skills needed to successfully complete the chosen training. A total of 326 CRCs were issued through SMW WIN Job Centers in Program Year 2012.

## SUCCESS STORIES

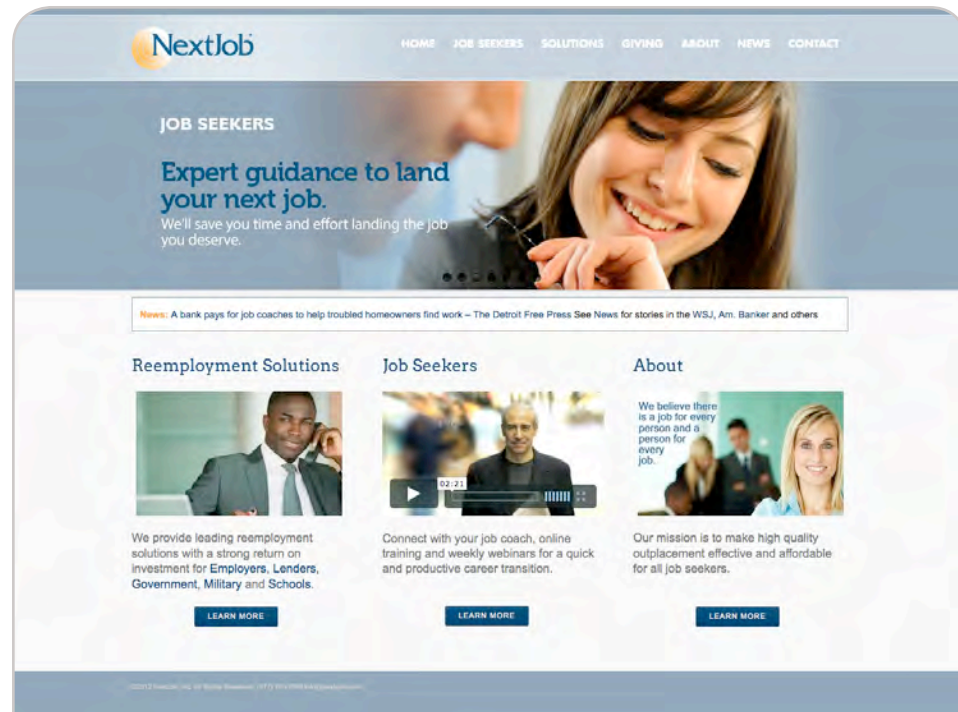
### Skills that will allow her to help others...

**Lucrona Dixon** was a stay at home mom of a child with a disability who needed around-the-clock care. While trying to take care of her family, financial difficulties forced her to relocate. Once in the new location, her child was able to attend school, giving Lucrona the opportunity to obtain training as a Certified Nursing Assistant so that she could re-enter the workforce. She entered training in March, 2013, to be a Certified Nursing Assistant as a participant in the WIA program at the Madison County WIN Job Center.

CNA training gave her additional skills that will allow her to help others as well as her own child. Lucrona completed training on April 18, 2013, and landed a job with Sunnybrook Estates in Madison, Mississippi as a CNA. She says "It has truly been wonderful; I am now able to help others who are unable to help themselves and to help my family both financially and physically. I thank Mrs. Gillum at the Madison County WIN Job Center for her assistance."



*Annie B. Gillum with  
Lucrona Dixon (left to right).*



**Strategy** ■ INCREASE ACCESSIBILITY ■ LEVERAGE SYSTEM TRANSFORMATION AND INNOVATION

**NextJob**

NextJob has been made available to customers in each of the WIN Job Centers in the SMW area and 632 applicants have accessed one or more of the modules in Program Year 2012. NextJob is an internet-based program that enables users to create professional resumes using a template and post the resumes on a number of national job search websites. The program also features modules related to professional conduct, mock interviews, networking to locate employment possibilities, tips on keeping the job once you're hired, and many other useful topics. WIN Job Center customers found this program to be effective and useful to them on their journey to employment. In addition, individuals who apply for an Individual Training Account are required to complete at least three of the NextJob modules. This better prepares them to connect with a job at the completion of their training.

**SUCCESS STORIES**

I would not have been able to complete my journey without the WIA program...

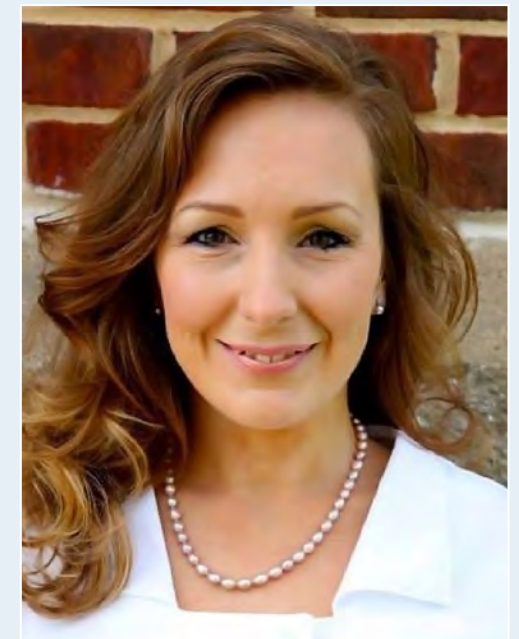
**Keri** is a struggling single parent who worked as a licensed LPN on an as-needed basis with a local clinic. On May 2, 2012, she was accepted into the Associate Degree Nursing Program at Holmes Community College to begin in the summer semester. She came to the Pearl WIN Job Center in September, 2012, seeking WIA assistance with her last semester of the Nursing Program. She was approved in December of 2012 to receive WIA Funding; she began her last semester in January, 2013, and completed the Nursing Program on May 17, 2013.

Keri has decided to continue working as staff nurse for CareHere and is interested in pursuing a very specialized field, hemodialysis. She has recently received in-depth training with the world's largest dialysis company, Fresenius, and her new position as Team Leader will teach her further management experience and improve her organizational, time management, and clinical skills.

She hopes to make a difference by enhancing the overall quality of life of chronic kidney disease patients. It takes a special nurse to be able to perform in this challenging position and the patients deserve competent, dependable, and compassionate caregivers - they are Keri's inspiration to do all she can to enhance their overall care.

Keri plans to further her education by becoming a Certified Dialysis Nurse, obtain a Bachelor's Degree in Nursing, eventually be a Certified Nephrology Nurse, and perhaps acquire a Master's Degree in Nursing, become a patient educator, work in management, home therapy or in outpatient vascular surgery. As she says, the possibilities are endless.

Keri stated, "I would not have been able to complete my journey without the WIA program. I am honored to have been selected and approved for your scholarship program. Thank you again for helping me reach for the stars."



# Twin Districts

## Southern Mississippi Planning and Development District

Primary Contact: Rebecca Brown  
700 Hardy Street  
Hattiesburg, MS 39401  
Phone: 601-545-2137  
Fax: 601-545-2164  
E-mail: rbrown@smpdd.com

## Description

The Twin Districts Workforce Area (TDWA), which geographically covers the Coast to central Mississippi, is one of four federal 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 between the Local Workforce Investment Board, Local Elected Officials Board, TDWA staff, East Central Planning and Development District and workforce partners including 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 are central to the services TDWA provides.

## WIN Job Center Services

As part of the American Job Center Network, the WIN Job Centers, operated locally by the Mississippi Department of Employment Security, fulfill two primary missions: assisting businesses in locating and training a highly skilled labor force specific to their operational needs and assisting job-seekers in obtaining high-demand skills and job search acumen that will lead them to long-term employment with self-sufficient wages. As the backbone of the local workforce system, WIN Job Centers are at the heart of the Governor's vision of creating a **Work-Ready Mississippi**.

Training services were provided to 754 individuals in Twin Districts' 24 counties from July 2012 through June 2013. Individual Training Accounts were funded in the amount of \$1,024,442 for 469 individuals, giving them the opportunity to complete degree and certificate programs specifically geared toward preparing them for demand occupations within the Twin Districts Workforce Area. Twin District area business received \$1,453,056 to offset the training costs of 285 individuals who were enrolled in On-the-Job Training that was customized to meet the specific needs of the businesses that hired them.

WIN Job Centers also continue to play critical roles in the workforce recruitment, screening, placement and training of large businesses that joined the local economy in Program Year 2012. These include GE Aviation in Ellisville, and General Dynamics Information Technology in Hattiesburg (which will provide more than 1,200 jobs once fully operational). General Dynamics' operations in Hattiesburg consist of both a Federal Student Financial Aid Information Center and a U.S. Department of Health and Human Services project delivering operations and maintenance support for several Centers for Medicare & Medicaid Services programs including the Early Retiree Reinsurance Program, Retiree Drug Subsidy Program and the VIPs Medicare System.

The Twin Districts Local Workforce Investment Board named **increased outreach and collaboration** as a strategy of focus for the next five years. The board's strategy is already evident in daily WIN Job Center operations. As part of a statewide initiative, local WIN Job Center representatives worked to strengthen business relationships in Program Year 2012 by providing workshops on WIN Job Center operations and resources for businesses and workforce partners. These workshops, combined with ever-increasing efforts driven locally to engage businesses through local chamber meetings, economic development entities, professional organizations and industry meetings are leading to improved feedback and ensuring that the services provided are meeting business needs.

WIN Job Centers  
are at the heart  
of the Governor's  
vision of creating  
a Work-Ready  
Mississippi

## Rapid Response Services

Although businesses reported layoffs affecting nearly 1,400 individuals in our 24 counties during Program Year 2012, this number was down significantly from the 2,532 layoffs reported in Program Year 2011—evidence of a slow economic recovery. The Rapid Response team comprised of state and local workforce representatives along with WIN Job Center and Community College personnel worked with a dozen businesses to provide services that included the distribution of *Rapid Response* packets, *Rapid Response* information sessions, résumé workshops and referrals to training and educational programs.

## Twin Districts Workforce Area Boards

Twin Districts encompasses a 24-county region including both metropolitan and rural areas in coastal and central Mississippi. Members of the Twin Districts Local Elected Officials Board (LEOB) and Local Workforce Investment Boards (LWIB) are local elected officials, private sector leaders, and representatives from labor, education, disability services and other workforce partners. They understand the needs and resources of our diverse and unique region and serve as the driving force for Twin Districts' planning and operational activities.

The LEOB and LWIB are active, engaged and committed to informed decision-making in the design and delivery of programs customized for the needs of the local region, targeted toward high-demand occupations and which best use increasingly limited program dollars. As part of a year-long board education and engagement drive from July 2012 through June 2013, members attended workshops and participated in activities in *The Basics of the Workforce Investment Act, Performance, Funding, System Design*, and local program overviews as part of a *Workforce 101* series.

The TDWA boards' commitment to informed and focused decision-making, in line with Mississippi's Five-Year Integrated Strategic Workforce Plan, echoes the state strategies of **regional planning** and **targeted training resources**, with additional focus on their own TDWA local plan strategy of identifying and improving **efficiencies in the allocation of their resources**.

TDWA is striving to increase partnerships with local businesses, municipalities, and counties

## SUCCESS STORIES

...a better life for his family.

**Eric Bryant** is a single parent of four children. Eric sought guidance from the Hattiesburg WIN Job Center November 2011, stating that he was receiving unemployment benefits and wanted to pursue his interest in becoming an electrical lineman so that he could move off of unemployment benefits, obtain a job, and make a better life for his family.

Twin Districts Workforce Area targets training resources toward eligible programs that pair individuals with skills in high-demand and high-growth occupations like electrical lineman. Eric was awarded an Individual Training Account and began school at Pearl River Community College in the spring of 2012.

He remained on the Dean's List throughout the duration of his time in school. Upon graduation in August of 2012, Eric began working for Dixie Electric in Laurel, Miss. Eric stated that if it had not been for the Twin Districts Individual Training Account he would not have been able to complete the Electrical Lineman course.

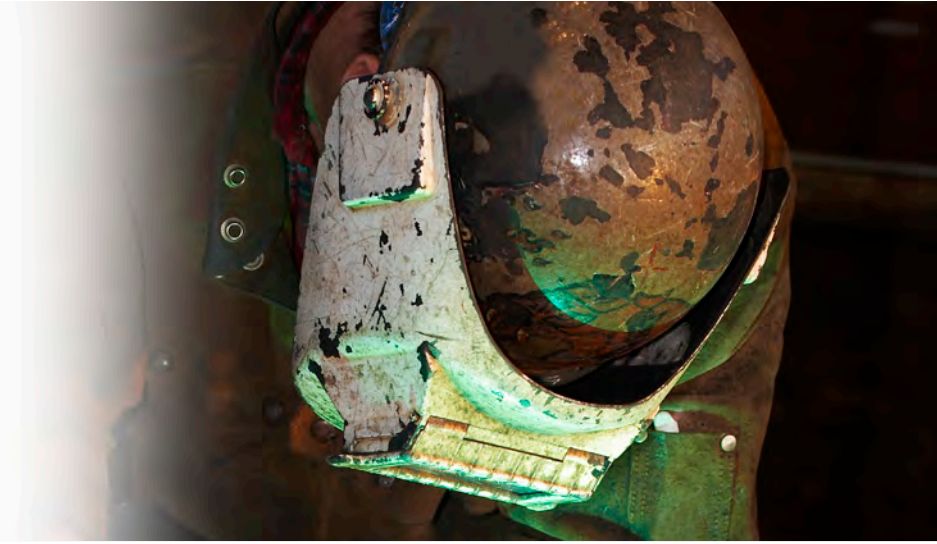
## Strategy ■ MARKET-DRIVEN APPROACH ■ TARGET TRAINING RESOURCES

### Youth Programs

In the Twin Districts Workforce Area nearly one in five residents live at or below the poverty level, yet there is only a 58.93% rate of participation in the workforce (U.S. Census Bureau American Community Survey). WIA youth funds are used to reach out with meaningful and evidence-driven interventions to students and youth that face the steepest barriers to educational and career success.

The primary objective of TDWA Youth Programs is to deliver services that will better equip them with education and skills needed to take advantage of opportunities in high-growth labor markets. This objective is in line with the Governor's vision of creating a **Work-Ready Mississippi** through a **market driven approach** and **targeted training strategies** in the high-growth fields of Healthcare and Fabricated Metal and Steel. These two strategies are Twin Districts LWIB areas of focus for the next five years.

Meridian Public School District's *Skills for Tomorrow's Workforce* provides services with an in-school academy program that targets training in welding and healthcare (Certified Nursing Assistant). The welding program prepares the youth participants for entry-level employment in the field of Welding & Fabrication. Upon completion, each participant is ready for employment, an apprenticeship, or further training in the field of welding. The Certified Nursing Assistant program provides comprehensive instruction that leads youth participants to a career in healthcare. Upon completion, each youth participant has the opportunity to become work-ready by becoming a certified nursing assistant.



The welding program prepares the youth participants for entry-level employment



## SUCCESS STORIES

### Brianna went on to graduate on time...

**Brianna Cooks considered dropping out of high school.** She was enrolled in GAP (Graduation Advancement Program), a Twin Districts in-school youth program operated by Education and Training Institute, Inc. (ETI). She started her senior year at Scott Central High School in Forest, Miss., with a rigorous class schedule including optional accelerated classes. As the first six months of the year passed, Brianna faced challenging family issues that led to a tremendous drop in her grade point average. She informed her GAP Career Counselor that she had decided to withdraw from high school and take a break.

ETI staff quickly scheduled a meeting with Brianna's aunt, her high school counselor, and Brianna to discuss ways to help Brianna with her class schedule and other challenges. The high school counselor adjusted her classes and ETI arranged for Brianna to receive tutoring in her History and Anatomy and Physiology classes. Brianna went on to graduate on time with her classmates. She enrolled as a Heating and Air Conditioning Technology major at East Central Community College where she is a proud member of the snare drum line.





The academies have been very successful. Over 85% of the youth participants go on to related employment, apprenticeships, or further education in the field of training, ensuring our youth have the skills they need to support our goal of promoting **self-sufficiency** through solid wages. The promotion of **self-sufficiency through earned wages from high-skill jobs** is a TDWA board-identified strategy of focus for the next five years.

TDWA strives to increase partnerships with local businesses, municipalities, and counties. Our vision is that through a joint effort, the community will work together to ensure the future workforce is **Work Ready**. Gulf Coast Community Action Agency's Working on Winning Program serves youth participants in George, Stone, and Hancock counties. They are working diligently on community outreach with local partners to gain support in developing their youth participants' employability. Gulf Coast Community Action Agency has placed great emphasis on the required program elements of work experience, adult mentoring, occupational skills training, and leadership development opportunities. Through their Job Shadowing program, each youth participant is required to obtain work experience for 20 hours in a field of interest. This has been a very successful approach since implementation. As a result, these participants have received job opportunities, long term mentors, and a career path that will lead them towards success. In addition, the local partners are reaping the benefits of the investment that they are making in their youth. The partners have expressed positive feedback saying that it has been very beneficial to them to have a hand in molding and shaping their workforce into what their individual communities need and expect from potential employees.

TDWA is striving to increase partnerships with local businesses, municipalities, and counties



SUCCESS STORIES

As a result of the program, River completed his GED...

**River Hayden** was referred by the Hancock County Youth Court to a Twin Districts youth program operated by Gulf Coast Community Action Agency (GCCCA) in Bay St. Louis. Initially he was reluctant to participate because his ultimate goal was only to earn his GED--a requirement for completing house arrest. River's class visited the Bay St. Louis City Hall and all city departments to obtain knowledge of city government and various employment opportunities. River was impressed with the Fire Department and decided to make that his Job Shadowing career choice. He soon became motivated and empowered—determined to set and achieve educational and employment goals. His mother praised his quick change in attitude and direction.

River found a mentor in a fireman that shared his story with him; a story very similar to River's own. As a result of the program, River completed his GED, was released from house arrest, acquired a mentor, and pursued a career path. River was named Valedictorian of the GCCCA program and received a special award from the Bay St. Louis Fire Department that was presented at the graduation ceremony. River is now working part time with the Bay St. Louis Fire Department with plans to enroll in a prerequisite course needed before he goes to the fire academy. After he completes the academy, he is guaranteed full-time employment.



## Strategy ■ REGIONAL PLANNING ■ INCREASE ACCESSIBILITY ■ WORK READY COMMUNITIES

### Adult College Completion

According to the Bureau of Labor Statistics Current Population Survey, the unemployment rate decreases significantly as the level of educational attainment rises. In 2012, the unemployment rate among those with only a high school diploma was 8.3%; among those with some college, but no degree, the rate was 7.7%; and for those who held an associate degree, that rate dropped to 6.2%. The benefits of degree attainment are clear and dramatic, yet 75% of the residents in Twin Districts Workforce Area have an education level less than an associate degree (U.S. Census Bureau American Community Survey).

In 2012, TDWA began a partnership with Mississippi Gulf Coast Community College to identify and assist adult learners in the TDWA to complete their college degrees. The targeted population was those individuals that needed 15 hours or fewer to graduate with an associate degree. The Twin Districts Workforce Area has been able to serve 47 students under the *Adult College Completion Program* in Program Year 2012. Of those students, 25 obtained employment immediately upon graduation. Two students immediately enrolled in a four year degree program upon graduation.

All individuals served under this pilot program had dropped out of college for various reasons. This particular grant is designed to break through barriers that would prevent individuals from returning to school and obtaining their degrees. Many adults face insurmountable barriers to completing their educational goals. The participants in this program would not have been eligible for a Pell Grant or regular WIA Individual Training Account funds.

This program has helped individuals achieve their degree goals, increase their chances of finding gainful employment and also helped enrich not only their lives, but their families as well. Research indicates degree attainment, whether associate degree or four year degree, often provides a worker with greater earning potential than someone without a degree. TDWA board's Local Plan strategy of seeking **resource allocation efficiencies** is illustrated clearly in the relatively low cost of the *Adult College Completion Program* per participant compared to the immediate benefits that it yields to an individual's career pathway.



## SUCCESS STORIES

Laterrance had no reliable transportation, but he did have determination.

**Laterrance McCarty**, 21, dropped out of high school in the 10th grade. However, he realized that he needed and wanted to continue his education. He enrolled in a Twin Districts youth CORE (Counseling Opportunity Readiness Empowerment) program operated by CARES of Mississippi, Inc. He lived with his grandfather almost five miles from the program site. Laterrance, like so many participants, had no reliable transportation, but he did have determination. He regularly walked the nearly ten-mile round trip to his GED class. He received his GED in the spring of 2013 with a 462 overall average and has started the fall 2013 semester at Mississippi Gulf Coast Community College where he hopes to join the MGCCC Bulldog baseball team.

### The challenges of long-term unemployment...

**Devin Antunica** understood firsthand the challenges of long-term unemployment. She had been jobless for seven years when she was awarded an Individual Training Account (ITA) for Radiologic Technology at Pearl River Community College in 2012. In May of 2013, she successfully completed the program. In June, Devin was hired by Memorial Hospital in Gulfport as a Radiologic Technologist.

## Strategy ■ INCREASE ACCESSIBILITY ■ WORK-READY COMMUNITIES

### Real Experience for Sustainable Employment & Training (R.E.S.E.T.) Pilot Project

Although many job seekers have the necessary education or skills to begin a career, they may not have the required experience or work history. Adult internship and work experience programs have proved successful both nationally and in other Mississippi LWIAs to help as individuals transition into new fields. Building on that strategic tool, Twin Districts staff designed the Real Experience for Sustainable Employment & Training (R.E.S.E.T.) Pilot Project to provide paid internships to individuals trying to gain the necessary foundational experience. It was an immediate attraction for businesses seeking to find interns who were a good fit for their organizational culture and industry and also for participants that wanted a chance to learn and prove their value in the workplace.

All 13 participating businesses provided positive feedback and several permanently hired their interns, as was the case for **Nathan Hathorn**. He had completed a welding program at Jones County Junior College, but had no work experience as a welder and was not certified. A representative at the Laurel WIN Job Center introduced him to Twin Districts' Project R.E.S.E.T. Nathan was enrolled in the program as a Welder Helper at Laurel Machine and Foundry, Inc. He successfully completed the program and has been hired permanently as a welder. Laurel Machine and Foundry plans to sponsor his welding certification.



*Nathan Hathorn*

## SUCCESS STORIES

### Letter from a Company

**The Real Experience for Sustainable Employment and Training (R.E.S.E.T.) Program** has proven to be a tool that enabled us to not only serve as a good corporate citizen by providing on-the-job training for individuals looking to either enhance their skills or learn new skills in the shipbuilding industry, but has also served as a tool which enabled our company to find quality candidates who filled openings within our organization.

We interviewed and placed four R.E.S.E.T. candidates within various departments (Engineering, Human Resources, Purchasing & Production Administration). By the end of the program, we were able to allow two of the individuals to continue working at VT Halter Marine. Word has traveled within our organization, and I have been asked by several department heads whether or not the program is going to be repeated.

We are thrilled to have been chosen as one of the companies used in the R.E.S.E.T. pilot program and, if the program is allowed to continue, look forward to participating in the future.

**Lisa M. Fallon**

Director of Human Resources  
VT Halter Marine, Inc.

We interviewed  
and placed  
four R.E.S.E.T.  
candidates  
within various  
departments

-VT Halter Marine

# Performance Information

## Program Year 2012 Performance Information

During the 2012 program year — July 1, 2012 to June 30, 2013— Mississippi’s four local workforce areas and its network of WIN Job Centers were measured against the nine federal common performance measures. Despite the challenges that accompany an economic recession, the state exceeded all nine of the common measures for the 2012 program year, and for the second consecutive year MDES may be eligible for an Incentive Award.

All four LWIAs exceeded the entered employment rate for adults. Three of the four local areas exceeded the dislocated worker entered employment rate, with one LWIA meeting the 80% minimum goal. 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.

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.

Statewide Reported Information	Negotiated Performance Level	Actual Performance Level
Adult Entered Employment Rate	59.00%	64.20%
Adult Retention Rate	82.00%	84.70%
Adult Average Earnings	\$11,600	\$12,029.10
Dislocated Entered Employment Rate	59.00%	61.00%
Dislocated Retention Rate	82.00%	84.70%
Dislocated Average Earnings	\$13,000	\$13,495.40
Youth Placement in Employment or Education	70.00%	72.20%
Youth Attainment of Degree or Certification	80.80%	85.70%
Youth Literacy or Numeracy Gains	69.00%	71.70%

**Mississippi Partnership Workforce Investment Area**

Mississippi Partnership Reported Information	Negotiated Performance Level	Actual Performance Level
Adult Entered Employment Rate	59.00%	77.50%
Adult Retention Rate	82.00%	93.00%
Adult Average Earnings	\$11,600	\$13,909.10
Dislocated Entered Employment Rate	59.00%	75.30%
Dislocated Retention Rate	82.00%	93.60%
Dislocated Average Earnings	\$13,000	\$13,947.10
Youth Placement in Employment or Education	70.00%	67.90%
Youth Attainment of Degree or Certification	80.80%	80.70%
Youth Literacy or Numeracy Gains	69.0%	74.2%

**Delta Workforce Investment Area**

Delta Reported Information	Negotiated Performance Level	Actual Performance Level
Adult Entered Employment Rate	59.00%	85.10%
Adult Retention Rate	82.00%	93.60%
Adult Average Earnings	\$11,600	\$16,026.50
Dislocated Entered Employment Rate	59.00%	70.90%
Dislocated Retention Rate	82.00%	90.20%
Dislocated Average Earnings	\$13,000	\$12,689.80
Youth Placement in Employment or Education	70.00%	80.10%
Youth Attainment of Degree or Certification	80.80%	88.50%
Youth Literacy or Numeracy Gains	69.00%	55.10%

**Southcentral Mississippi Works Workforce Investment Area**

Southcentral LWIA Reported Information	Negotiated Performance Level	Actual Performance Level
Adult Entered Employment Rate	59.00%	84.90%
Adult Retention Rate	82.00%	89.30%
Adult Average Earnings	\$11,600	\$12,586.80
Dislocated Entered Employment Rate	59.00%	68.80%
Dislocated Retention Rate	82.00%	89.30%
Dislocated Average Earnings	\$13,000	\$13,051.50
Youth Placement in Employment or Education	70.00%	78.80%
Youth Attainment of Degree or Certification	80.80%	77.30%
Youth Literacy or Numeracy Gains	0.0%	0.0%

**Twin Districts Workforce Investment Area**

Twin Districts LWIA Reported Information	Negotiated Performance Level	Actual Performance Level
Adult Entered Employment Rate	59.00%	60.70%
Adult Retention Rate	82.00%	82.00%
Adult Average Earnings	\$11,600	\$11,171.60
Dislocated Entered Employment Rate	59.00%	58.70%
Dislocated Retention Rate	82.00%	83.10%
Dislocated Average Earnings	\$13,000	\$13,543.10
Youth Placement in Employment or Education	70.00%	64.00%
Youth Attainment of Degree or Certification	80.80%	92.40%
Youth Literacy or Numeracy Gains	69.00%	82.30%

The state was successful in providing services that assisted 7,075 adult program participants and 6,307 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 2012 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	\$1,561 (\$11,045,345/7,075)
Dislocated Worker program	\$981 (\$6,190,866/6,307)

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 Rate	85.20%	61.50%
Adult Retention Rate	94.40%	82.00%
Adult Average Earnings	\$15,684	\$10,834
Dislocated Worker Entered Employment Rate	76.90%	59.30%
Dislocated Worker Retention Rate	91.80%	83.70%
Dislocated Worker Average Earnings	\$14,634	\$13,320

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 2012 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	\$4,909(\$8,497,012/1,731)

# Waivers

## Program Year 2012 Waivers

Mississippi received the following waivers for the 2012 program year:

<p>Waiver of the time limit on the period of initial eligibility for training providers. This waiver was not used in Program Year 2012.</p>
<p>Waiver to allow the use of Individual Training Accounts for older and out-of-school youth. In the 2012 program year, there were 23 out-of-school youth Individual Training Accounts and 5 in-school youth Individual Training Accounts for a total of 28. Of the 28 participants, 20 completed their training, 5 exited without completing, and 3 are still in training. Of the 25 who exited, 12 entered employment and showed wages totaling \$31,168 in the most recent quarter. Follow up will continue for these participants.</p>
<p>Waiver to permit Mississippi to replace the performance measures in Workforce Investment Act Section 136(b) with the common measures. Maintaining Common Measures allows us to streamline reporting and to analyze trend data and compare future results against current performance. Co-funded staff are now focused on service that is held to the same standards, reducing a siloed approach.</p>
<p>Waiver to increase the allowable transfer amount between adult and dislocated worker funding streams allocated to a local area. This waiver has been used across the state to allow local areas to continue programs and training based on need. This waiver has allowed the state to shift more money to the Adult funding stream. Adult participants are often entering the workforce for the first time and need more intensive and training services than do dislocated workers, resulting in greater cost.</p>
<p>Waiver to increase the employer reimbursement for On-the-Job Training. This waiver was not used in Program Year 2012.</p>
<p>Waiver to permit local areas to use a portion of local funds for incumbent worker training. This waiver was not used in Program Year 2012.</p>
<p>Waiver to permit a portion of funds reserved for Rapid Response activities to be used for incumbent worker training. This waiver was not used in Program Year 2012.</p>



# WIN Job Centers



## Working With Job Candidates and Laid-Off Workers

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

### Job Search and Placement Assistance

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

### 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.

### Information on and Referral to Training

The WIN Job Centers 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 allow them to choose educational options from a list of eligible training providers.

## AT A GLANCE

### Helping Mississippians Get Jobs

- Job Search and Placement Assistance
- Resume Software and Interviewing Tips
- Internet Access and Access to Office Equipment
- Labor Market Information
- Priority Service for Veterans
- Career and Aptitude Assessment
- Career Assistance to Ex-Offenders
- Youth Service Programs
- Computer Training Labs
- Referral to Rehabilitation Services

#### Information on:

- General Educational Development and Adult Basic Education Classes
- Unemployment Insurance Benefits
- Individual Training Accounts
- Assistance to Laid-Off Workers
- The Governor's Job Fair Network





## WIN Job Centers Work With Businesses

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

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

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

### 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 interviewed.
- Provide access to federal funding for programs.

## AT A GLANCE

### Helping Mississippians Do Business

- Provide E-Verify Service
- Recruit, Screen and Refer Qualified Job Candidates
- Post Job Openings
- Host Job Fairs
- Offer Computer Labs
- Provide Labor Market Information
- Provide Office Space for Interviews
- Manage Layoffs
- Provide Assistance to Trade-Affected Workers

#### Information on:

- Foreign Labor Certification Guidelines
- Work Opportunity Tax Credit Program
- On-the-Job Training
- Federal Bonding Program



## 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.

## PY12 WIA Training

Group	ITA	OJT	Combined
Adult	1,015	1,255	2,270
Dislocated Worker	451	401	852
Youth	28	3	31
NEG	31	0	31
<b>TOTAL</b>	<b>1,525</b>	<b>1,659</b>	<b>3,184</b>



# WIN Job Center Locations

## South Delta Planning and Development District

P. O. Box 1776, Greenville, MS 38702 Phone: 662-335-6889

### Delta WIN Job Centers

#### 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

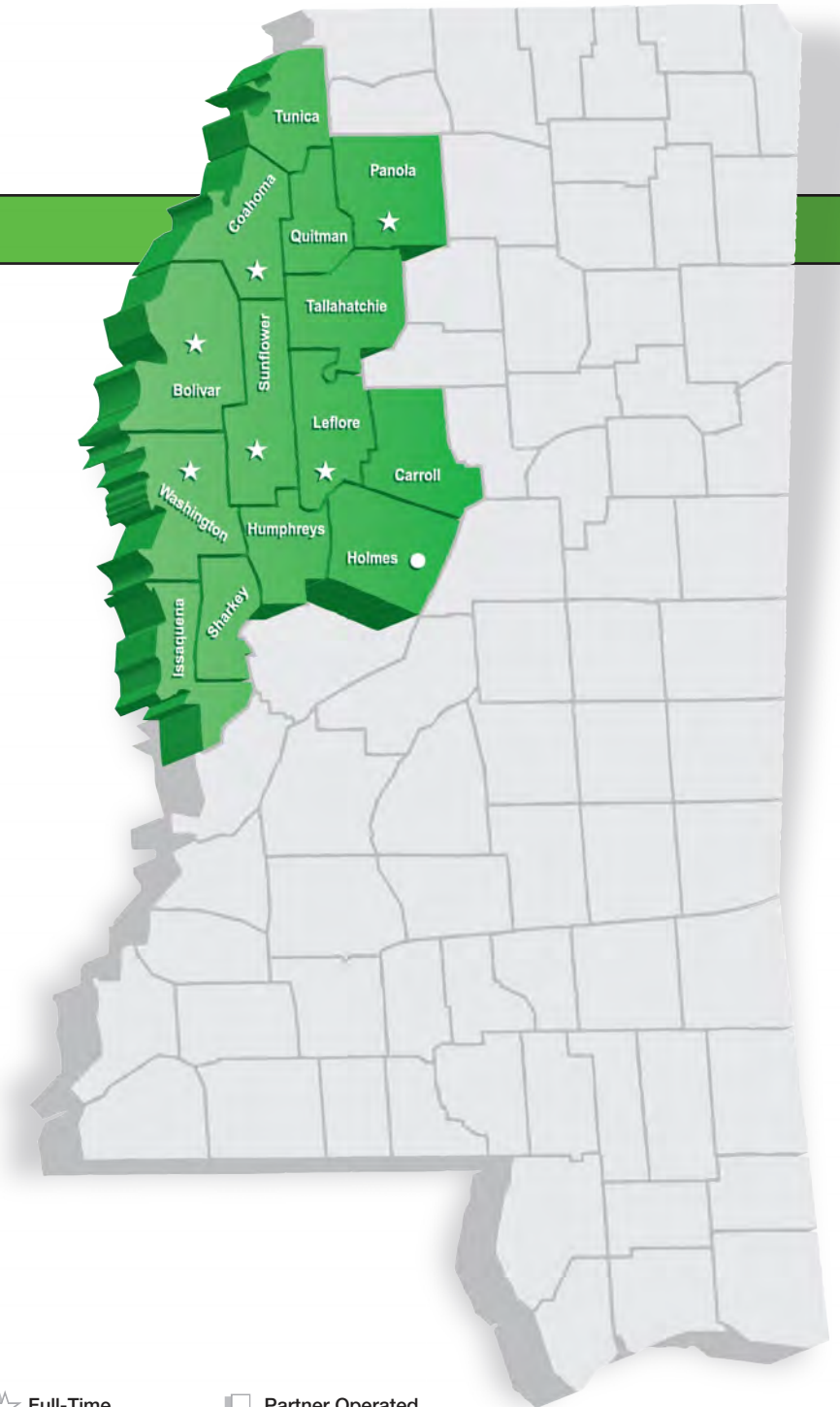
662-459-4600  
812 W. Park Ave.  
P.O. Box 554  
Greenwood, MS 38935-0554

#### Indianola

622-887-2502  
226 N. Martin Luther King Drive  
P.O. Box 963  
Indianola, MS 38751-0963

#### Lexington

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



- ★ Full-Time WIN Job Centers
- Partner Operated WIN Job Centers
- Part-Time WIN Job Centers

*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)*

## Three Rivers Planning and Development District

P. O. Box 690, Pontotoc, MS 38863 Phone: 662-489-2415

### Mississippi Partnership WIN Job Centers

#### Amory

662-256-2618  
1619 Highway 25  
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

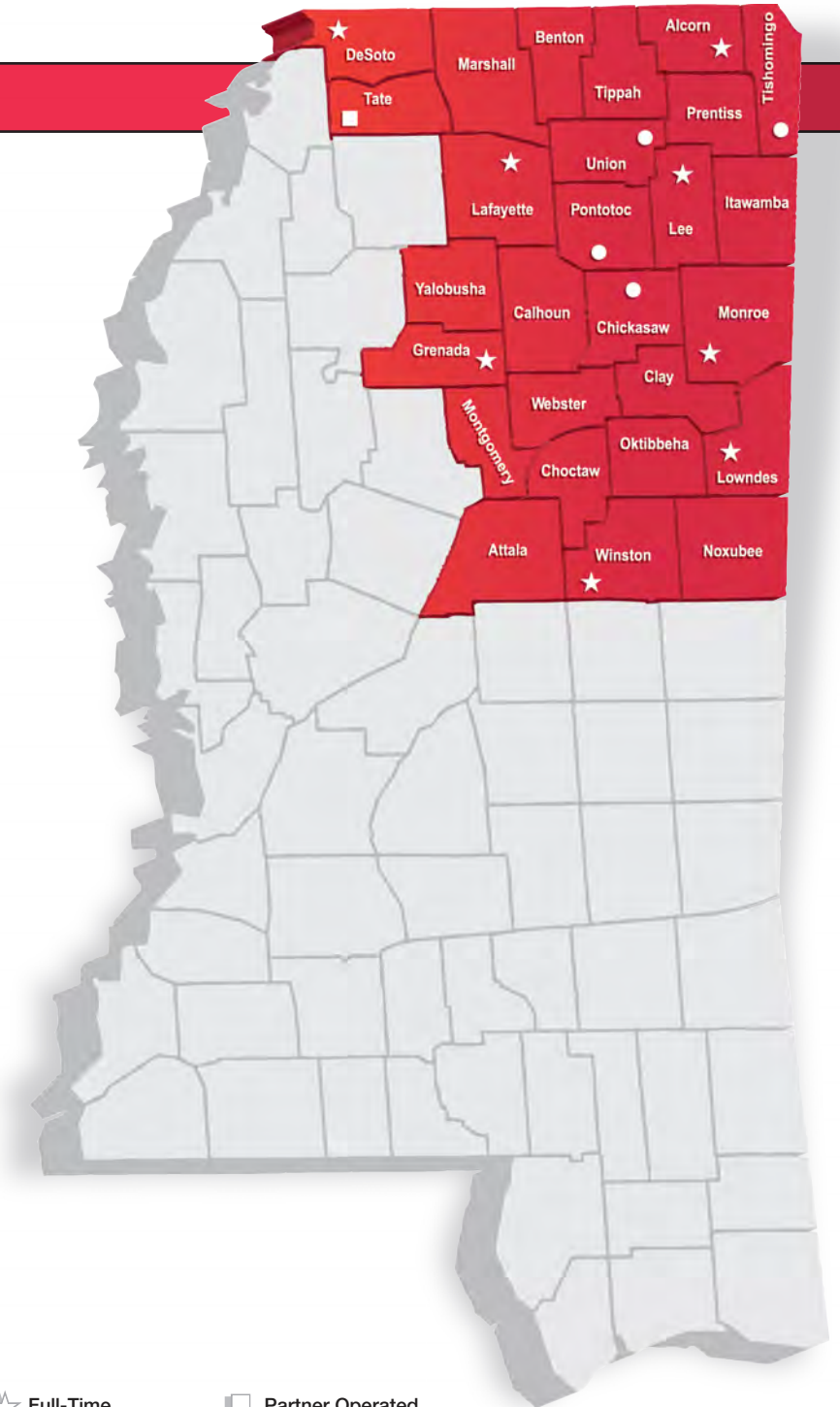
662-489-3956  
182 Highway 15 N  
Pontotoc, MS 38863-2923

#### 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



★ Full-Time WIN Job Centers  
□ Partner Operated WIN Job Centers  
○ Part-Time WIN Job Centers

## Central Mississippi Planning and Development District

P. O. Box 4935, Jackson, MS 39296 Phone: 601-981-1511

### Southcentral Mississippi Works WIN Job Centers

#### 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

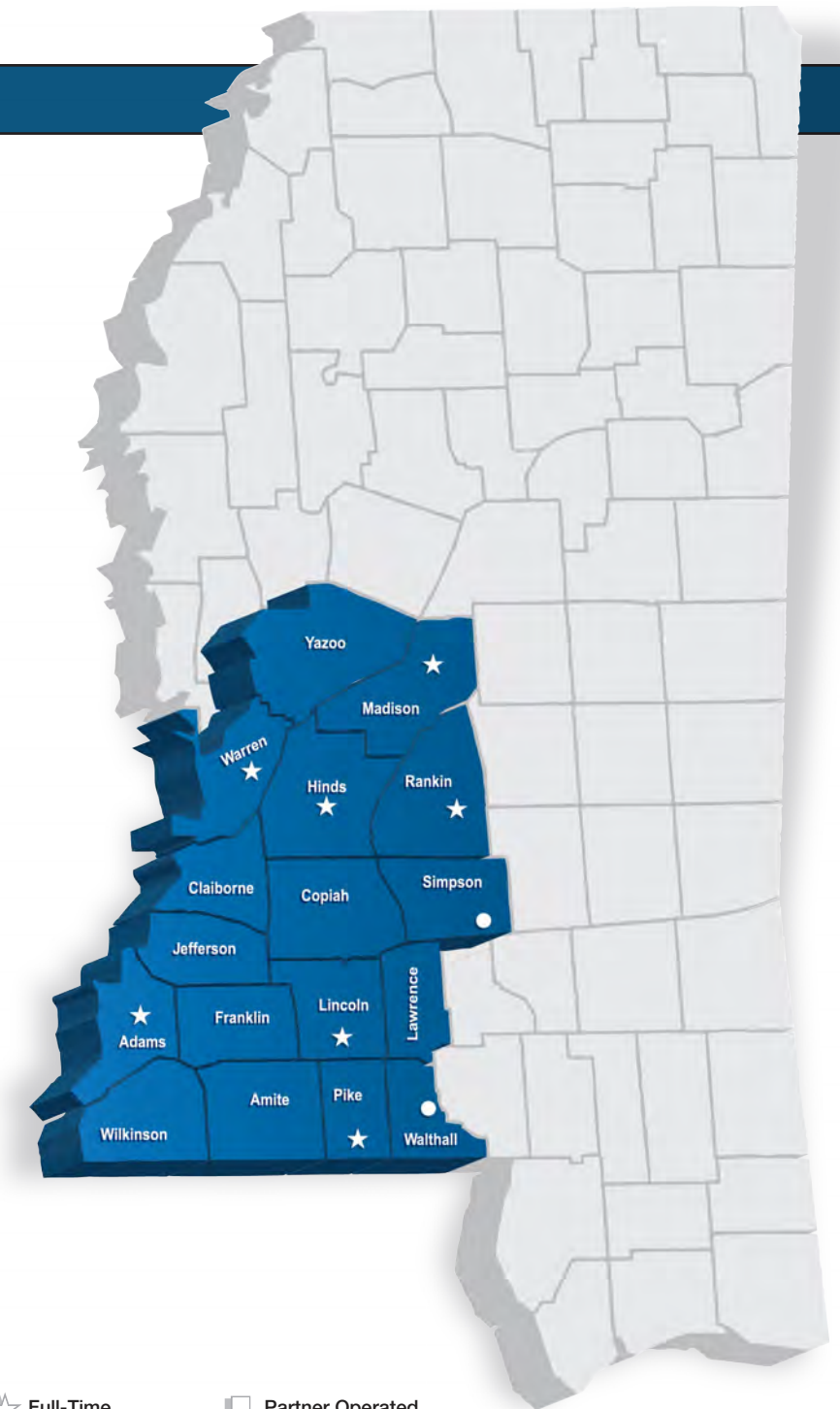
601-321-5441  
212 Saint Paul St.  
Pearl, MS 39208-5134

#### Tylertown

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

#### Vicksburg

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



★ Full-Time WIN Job Centers  
□ Partner Operated WIN Job Centers  
○ Part-Time WIN Job Centers

## Southern Mississippi Planning and Development District

700 Hardy Street, Hattiesburg, MS 39401 Phone: 601-545-2137

### Twin Districts WIN Job Centers

#### 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

#### DeKalb (Mississippi Power Kemper County Plant Job Application Center)

601-743-2384  
14817 Highway 16 W  
DeKalb, MS 39328

#### Forest

601-469-2851  
536 Deerfield Drive  
Forest, MS 39074-6005

#### 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

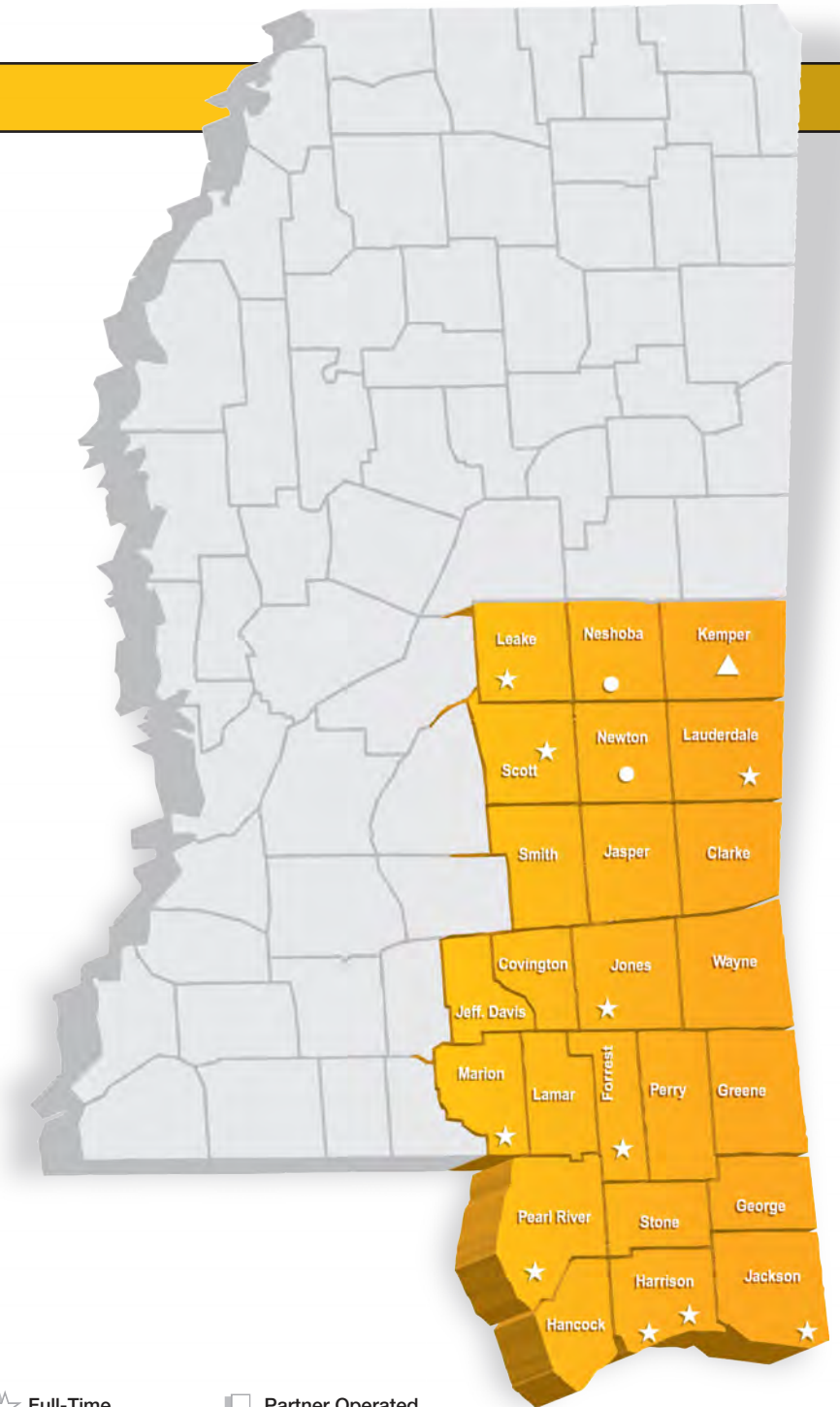
228-762-4713  
1604 Denny Ave.  
P.O. Box 1058  
Pascagoula, MS 39568-1058

#### Philadelphia

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

#### Picayune

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



- ★ Full-Time WIN Job Centers
- Part-Time WIN Job Centers
- Partner Operated WIN Job Centers
- △ Mississippi Power Kemper County Plant Job Application Center



MISSISSIPPI DEPARTMENT of EMPLOYMENT SECURITY

**2012 Workforce Investment Network Annual Report** presented by State Administrative Entity for WIN in Mississippi

Submitted November 15, 2013

Mark Henry, Executive Director, Mississippi Department of Employment Security  
Yolonda Boone, Director, Office of Grant Management  
Address: 1235 Echelon Parkway, Jackson, MS 39213 Phone: 601-321-6050 Fax: 601-321-6598

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.  
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