



IMPLEMENTING A JOB-DRIVEN WORKFORCE SYSTEM



2013 Annual Report

Workforce Investment Network in Mississippi

CONTENTS:

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY EXECUTIVE DIRECTOR'S MESSAGEPAGE **1**



INNOVATIVE SERVICE DELIVERY	2
MISSISSIPPIWORKS.ORG	2
GAP ANALYSIS	3
SECTOR STRATEGY	5
NATIONAL EMERGENCY GRANT	7
SERVICES TO VETERANS	8

FOCUS ON

7 ELEMENTS OF A JOB-DRIVEN WORKFORCE SYSTEM



1. RESPONSIVE TRAINING PROGRAMS	PAGE 10
2. WORK-BASED LEARNING	PAGE 14
3. DATA & ACCOUNTABILITY	PAGE 19
4. MEASUREMENT AND EVALUATION	PAGE 20
5. SEAMLESS PROGRESSIONS	PAGE 21
6. BREAKING DOWN BARRIERS	PAGE 25
7. REGIONAL COLLABORATIONS	PAGE 29

PERFORMANCE MEASURES AND WAIVERS.....PAGE **33**



LOCAL WORKFORCE INVESTMENT AREAS
AND WIN JOB CENTER LOCATIONS
PAGE **41**



WIN JOB CENTER SERVICES
FOR JOB CANDIDATES AND BUSINESSES
PAGE **46**



...MORE THAN
10,000
UNEMPLOYED
WORKERS RECEIVED
SERVICES IN ONE OF
OUR 41 JOB CENTERS.

Helping Mississippians Get Jobs in Program Year 2013

Dear Friends:

The 2013 Annual Report for the Workforce Investment Act reflects the mission of the Mississippi Department of Employment Security (MDES) and the dedication of its staff. Our mission everyday is to Help Mississippians Find Jobs.

To that end, MDES has greatly expanded its capacity to deliver services with cutting edge technology. In this report you will read about innovative tools from real time gap analysis to a mobile application that provides anytime, anywhere access to jobs. You will learn about successful programs and partnerships that help our existing businesses thrive and our workers become highly skilled and competitive. You will also read success stories as told by a few of the more than 10,000 unemployed workers who received services in one of our 41 job centers.

I hope you enjoy reading about the work and accomplishments of Mississippi's Workforce Investment Network system. We recognize that the strength of the workforce and the skills and education of workers are critical to the continued success of the Mississippi economy.

Sincerely,

Mark Henry
Executive Director



mississippiworks.org

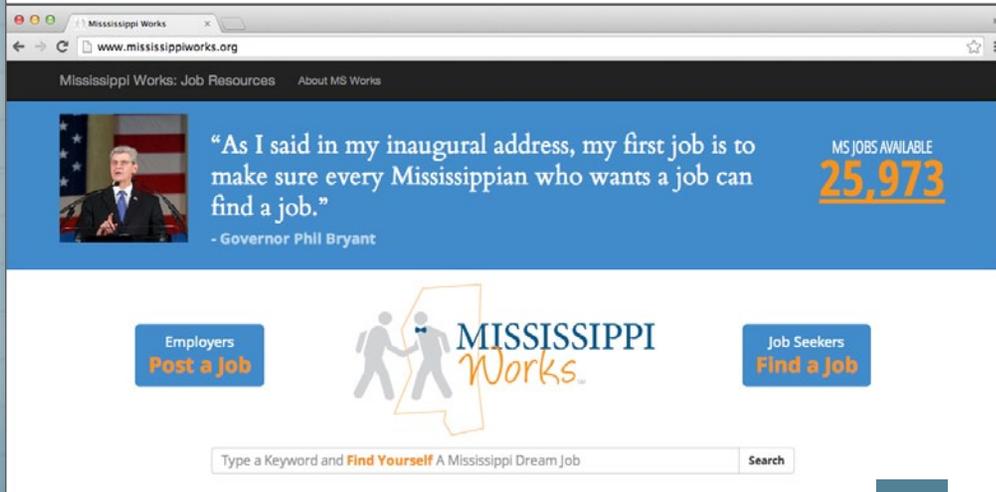
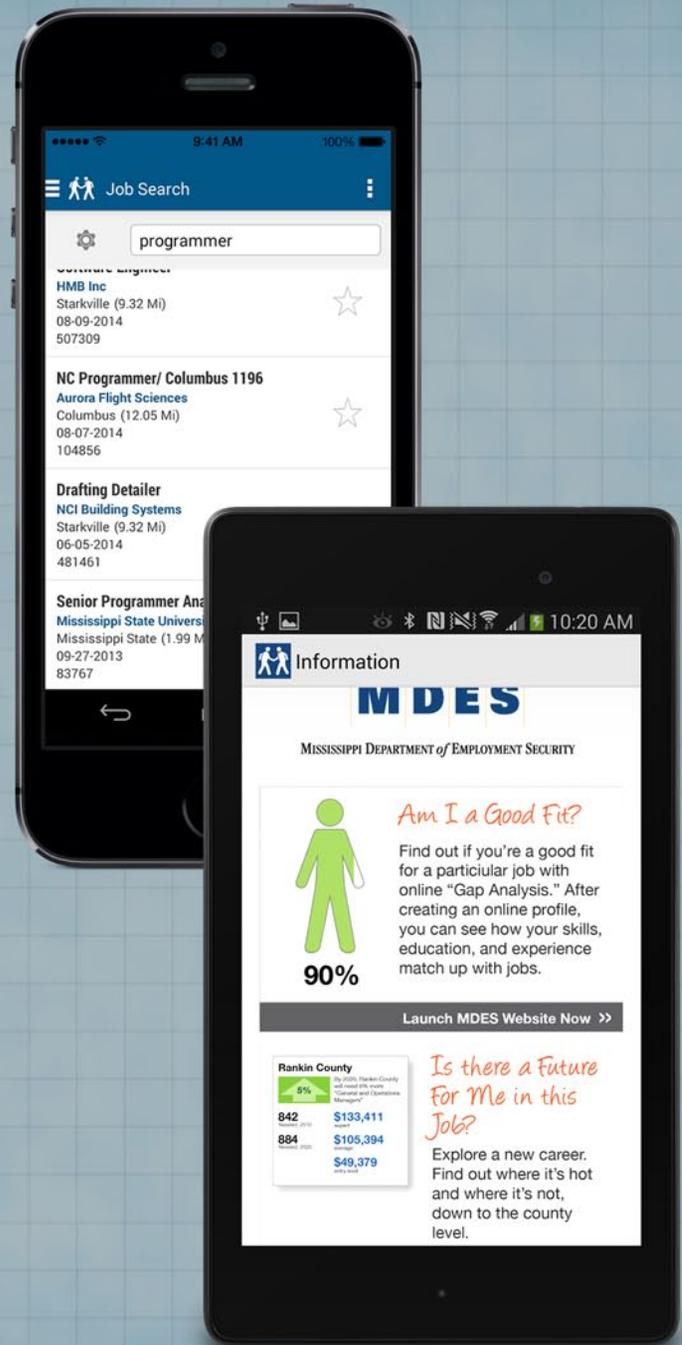
Gov. Phil Bryant unveiled a first-of-its-kind interactive resource that pairs employers and job seekers through both a website and a mobile application.

Gov. Bryant first announced the new effort in his 2014 State of the State Address.



The website, www.mississippiworks.org, along with integrated iPhone and Android mobile applications, is a real-time, web-based system that puts cutting edge technology at the fingertips of Mississippi's job seekers and employers.

“Now with this online system and app, we have another tool to connect employers with Mississippians who want to work, putting companies and job seekers a click away from success,” Gov. Bryant said.





INNOVATIVE SERVICE DELIVERY AND SECTOR STRATEGIES

Gap Analysis in Online Employment Services

Expanding resources to Mississippi's job seeker is an integral part of the MDES strategy for a trained workforce. The On-line Employment Service System (OESS) is a web-based job resource where employers and job seekers connect. The connection is driven by the ability of job seekers to match experience and qualifications to employer needs.

Labor market studies show that the largest share of future employment opportunities will be middle skill jobs. Middle skill jobs account for 59 percent of Mississippi's labor market but only 50 percent of the state's workers are trained to a middle skill level, thus creating a gap. In program year 2013, OESS added a gap analysis tool to help workers make informed decisions on career choices and training needs. The OESS is easy to use. The user simply creates a profile and begins the job search. This launches the gap analysis tool.

After clicking on a recommended job, a question arises for the job seeker: "How do I measure up?" The user needs some means of figuring out how his or her credentials measure up to the job's requirements. Here is where real-time gap analysis comes into play. If the job originated in OESS, the system can ask employers explicitly what skills, what level of education, and what kind of experience are required for the candidate to have the best chance to be hired. The system then compares the job seeker's credentials against the credentials required by the employer. In the case of jobs that might be taken from labor exchanges or other sources, OESS has a statistical library of career requirements enabling it to give best estimates to the job seeker based on a survey of job seekers in the particular career area.



Warehouse Supervisor

(#1238723)



Interested?

You are only a 33% match for this job - see below to find out why.

Apply Now

33%

COMPARISON DETAILS



Education

This job requires an Associate's Degree and you indicated Associate's Degree

100%

Update Education Profile



Experience

This job requires a minimum of 6 years of experience in First-Line Supervisors of Helpers, Laborers, and Material Movers, Hand positions. You have 0 years of experience.

0%

Update Work History



Skills

You have 0 of the 3 skills preferred by the employer for this job.

0%

Update Skills in Work History



Warehouse Supervisor

(#1238723)



Go For It!

You are a **good match** for this job and it would be worth your while to apply.

Apply Now

86%

COMPARISON DETAILS



Education

This job requires an Associate's Degree and you indicated Associate's Degree

100%

Update Education Profile



Experience

This job requires a minimum of 6 years of experience in First-Line Supervisors of Helpers, Laborers, and Material Movers, Hand positions. You have 5.48 years of experience.

93%

Update Work History



Skills

You have 2 of the 3 skills preferred by the employer for this job.

67%

Update Skills in Work History



Gap Analysis when viewing a job for which one is not qualified. The aggregate percentage (33%) is calculated by the average of education, experience, and skills. Notice, the employer would like someone with 6 years of experience in this occupation and has specific skills he or she is targeting.

Perhaps the job seeker simply **neglected to list a job** on his or her resume and specify skills. After clicking "Update Work History" and adding relevant positions and skills, the picture improves immensely, and the over 50% comparison turns to green and the job seeker is told "Go For It!" This not only gives the job seeker relevant information, it serves as a stimulus to keep one's profile updated.

INNOVATIVE SERVICE DELIVERY

The skills required by employers are described in terms of a list of tools and technologies required to do the job. These are listed below the job description and look like this:

Required Tool or Technology Skills

- ⚙️ eLading Bill of Lading Software ⚙️ SAP software
- ⚙️ Shipping and freight management software

Notice the “67% match participant” in the previous example has two of the three skills identified in his or her work history. In this example, the job seeker has used “eLading Bill of Lading Software” and “Shipping and freight management software” but has not used “SAP Software.”



The screenshot shows the MyMDES job page for a Warehouse Supervisor position (#1238723) at Quality Manufacturing Inc. The page includes a comparison of the user's skills to the job requirements:

- Interested?** 33% match (Apply Now button)
- Education:** 100% match (Associate's Degree)
- Experience:** 0% match (Requires 6 years experience)
- Skills:** 0% match (Requires 3 skills)

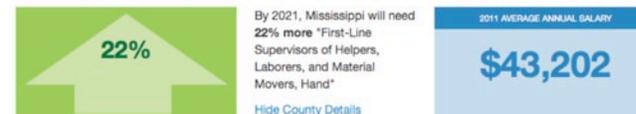
Required Tool or Technology Skills listed at the bottom:

- ⚙️ eLading Bill of Lading Software
- ⚙️ SAP software

The job page contains all information about the job and shows gap analysis, in real time, wherever the logged-in participant views a job.

By scrolling a little further down the job page, the job seeker in OESS has access to context-sensitive labor market information related only to the job that is currently being viewed. This ensures no confusion as the participant drills down to the county level to see salary and demand outlook for a particular occupation in a particular county.

First-Line Supervisors of Helpers, Laborers, and Material Movers, Hand in Mississippi



1,149 People currently have this job in MS.

1,401 People are expected to have this job in 2021.



Sector Strategy: Shipbuilding

The shipbuilding industry along the Mississippi Gulf Coast is facing a widespread shortage of skilled labor.

In response to this challenge MDES has partnered with Mississippi Gulf Coast Community College and local Maritime industries to encourage coast residents to seek career pathways within the sector. Perceptions of Maritime jobs are slowly changing and are seen as a more viable and rewarding career pathway. Dislocated Worker Training National Emergency Grant funds were used to offer a 10 week Shipfitter Boot Camp to long term unemployed and dislocated workers. Participants receive classroom training blended with hands on experience. Industry representatives monitor the class to check student progress and offer encouragement. This hybrid solution leads to industry recognized credentials and has resulted in jobs for more than 100 dislocated workers. Several participants shared their stories.

My name is Vincent Leleux and I am a resident of Biloxi, MS.

After obtaining an associate degree I went on to attend the University of Southern Mississippi only to realize I did not know what I wanted to do. I had been unemployed for a long time and was looking for a change in my life when I heard about the shipfitter boot camp program. After learning what a shipfitter does, I was immediately interested and applied for the class.

During the camp, I learned all types of new skills. They taught me how to tack and I received my certification as a tack welder. I learned the basics of blueprint reading and ship fitting and worked on small scale projects that are built in shipyards. After 10 weeks, I graduated and was offered a job at VT Halter Marine.

Once I got the job at VT Halter Marine I attended more training and became certified in two additional processes in tack welding. Once I got on the job, I hit the ground running. I now work on supply boats and tugboats.

— *Vincent Leleux*

[more stories on next page>](#)



The ocean-going 112 foot Articulated Tug Barge (ATB) Tug, *Denise A. Bouchard* produced by VT Halter Marine, Inc.

SECTOR STRATEGIES

I have been looking for steady employment since 2011. My name is James Haynes, and I am a native of Gulfport, MS. My last job was in January 2011 working with the Gulf Coast oil spill. Most of my jobs were dead end or with temporary agencies. I found out about the shipfitter boot camp program through my local WIN Job Center.

I realized I needed some type of trade skill to better my chances of getting good, stable employment. College was not for me. I had applied at several ship yards in the area. I never got a call or interviews which led me to temporary agencies. The orientation was the eye-opener for me. I realized within that hour of orientation that I wanted more than a job. I wanted a career. After completing the program, I realized how the program has impacted me greatly.

I learned a lot from the shipfitter training. This training provided me with the experience I needed. When I began the ship fitting training, I didn't think I would make it. I pushed myself to the end with help from the teachers and others in the class. I learned how to be a ship fitter! But most of all, I learned how to be a dependable person. I have had the opportunity to put my skills to work. I had several job offers. However, I decided to take the shipfitter job with Huntington Ingalls in Pascagoula. That was the best decision I could have made. I have been employed with Huntington Ingalls for four months now. The training I received in the class and the experience I am gaining on the job have been a great help to me. I now feel excited about my future, the career I have, and the skills I am gaining that will make me successful. Thanks to everyone who helped me along the way.

— James Haynes



After exhausting my unemployment benefits, I was still searching for a job when I noticed a shipfitter flyer in the local WIN Job Center's resource room. This training was being offered by MS Gulf Coast Community College. I contacted the Pascagoula WIN Job Center for more information.

My name is Roosevelt Norwood and I was accepted in the program. I was unsure if I could learn the skills needed to complete the course. My instructor ensured me that if I did what I was asked to do that I would learn everything I needed to know to become proficient in this career. When I started the class, I had so many barriers to overcome because of my fear of failure. I spoke with my instructor about those barriers and he encouraged me to stay the course and never give up.

The shipfitter helper program was the best thing that ever happened to me. It taught me life skills and gave me an opportunity to become a shipfitter helper. I am currently working at Gulf Ships in Gulfport with a starting pay of \$14 per hour as a shipfitter helper. Thanks to the staff at MGCCC and the WIN Job Center for believing in me and encouraging me to believe in myself. I am financially able to support my family because of the encouragement and training that I received through this program.

— Roosevelt Norwood



My name is Darren Clark and I had been unemployed for the past two years. In December 2013, I visited the Biloxi WIN Job Center and spoke with an employment interviewer. I was desperate for some type of work or training.

Today, I am writing to convey my gratitude for accepting me in the shipfitter boot camp program. The program changed my life. Every aspect of the program was beneficial. The instructor explained the program and the different industries associated with the program. Based on the instructor's

presentation, I believed that this training would be a great opportunity for me to enter the workforce. I am very happy that I made the right choice to attend the ten week boot camp program. Upon completion, I had several job offers. I am now employed with Huntington Ingalls in Pascagoula, MS.

This training changed my life and lifestyle. I am a proud parent of one son. I can now provide for my son while prospering spiritually, mentally, physically, and financially as a shipfitter." Thank you!

— Darren Clark



National Emergency Grant

On April 28, 2014, North Mississippi was hit with a series of tornadoes whirling trees into houses and leveling businesses.

The Federal Emergency Management Administration (FEMA) issued a disaster declaration identifying four counties in the Mississippi Partnership region as eligible for federal disaster assistance. The Mississippi Partnership used Tornado NEG funds to create temporary jobs to assist with recovery efforts in the four counties that were affected by the storm. The Mississippi Partnership has served 182 participants in the temporary employment program funded by NEG.

“Let me first begin by saying thank you for your assistance in the NEG program for our community in the aftermath of the devastating tornado of April 28th. The program itself has been such an incredible help to our city and has given hope to many who lost their job because of the unfortunate event. This program has meant so much and we have benefited greatly from it. As a result, I now humbly write to you in a request to further extend or secure funding to continue with the program for individuals who are filling vital roles for our community as we strive to recover. These individuals have either lost their businesses or have been displaced due to the storm.”

— Mayor Will Hill of Louisville



Services to Veterans

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

Disabled Veterans Outreach Program Specialists (DVOP) and Local Veterans Employment Representatives (LVER) are included among the WIN Job Center partner staff. These staff members operate the programs or activities of the job center partners. They provide job-driven online or in-person workforce development or related support services as part of the workforce development system. Other WIN Job Center partners include staff of WIA, Wagner Peyser, and other network partner programs.

LVER staff is a viable and effective partner in the WIN Job Center delivery system, participating in marketing services, job fairs, and more. LVERs are key players on the MDES Business Services Team participating in business development activities and marketing efforts, developing jobs for veterans with barriers and marketing veteran services

to businesses. Veterans with significant barriers to employment are referred to or assigned to the DVOP after initial core services. These activities help fully integrate veterans' services in the WIN Job Center and result in seamless employment opportunities for veterans.

To better meet the needs of businesses wishing to hire veterans, a coordinated approach to marketing and service delivery includes the LVER and other WIN Job Center staff. Also, Chambers of Commerce, economic development units, veterans' organizations, and colleges market job-driven campaigns to help veterans make decisions based on their individual employment needs coupled with the projected labor market.

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

WIN Job Center staff identifies covered persons at the point of entry to the center. They make each individual aware of entitlement to priority of service, available programs and services, and eligibility requirements for those programs or services. To ensure veterans receive consideration for all opportunities for which they qualify, MDES ensures covered persons are aware of:

1. their entitlement to priority of service;
2. the full array of employment, training, and placement services available through the WIN Job Centers and all service points; and
3. that all applicable eligibility requirements for these programs are understood and applied.

WIN Job Center services are made available and provided to eligible veterans, transitioning service members, VA VR & E Chapter 31 veterans, Native American Veterans and other groups targeted for special consideration, veterans with significant barriers to employment through outreach activities performed by DVOP Specialists.



The performance targets for Mississippi Department of Employment Security services to veterans are reflected in the following chart:

Under the Gold Card Initiative, Post-9/11 Era veterans with gold cards or who indicate knowledge of the program receive intensive services. All staff at WIN Job Centers, including receptionists or greeters, must ensure that all veterans receive priority of service for all Department of Labor funded programs.

MDES staff will provide follow-up services (intensive) at least once every thirty days until the veteran is employed or for up to six months.

PY 2013 PERFORMANCE TARGETS FOR SERVICES TO VETERANS			
Job Centers For Veterans (SOURCE: ETA-9002D)			
	NEGOTIATED PY 2013	ACTUAL RATE	% OF GOALS
Veterans' Entered Employment Rate (VEER)	51%	57%	112%
Veterans' Employment Retention Rate (VERR)	75%	84%	112%
Veterans' Average Earnings (VAE) (Six-Months)	\$12,504	\$12,655	101%
Disabled Veterans' EER (DVEER)	44%	48%	109%
Disabled Veterans' ERR (DVERR)	71%	84%	118%
Disabled Veterans' AE (DVAE) (Six Months)	\$13,915	\$12,343	88.70%

VETERANS INTERNSHIP PROGRAM (VIP) Transitioning Veterans to the Civilian Workplace

The Veterans Internship Program (VIP), covering Clarke, Kemper, Lauderdale, and Neshoba counties, launched in May 2014. VIP is designed to connect businesses seeking qualified job candidates with military veterans seeking to transition to the civilian workplace. The Twin Districts Workforce Area designed the pilot program with funding from the US Department of Labor. Through the program, eligible veterans receive resume preparation assistance, soft skills training

and paid work experience in high demand occupations. Worksites are chosen based on current hiring opportunities, appropriate compensation rates, and available occupations. Employers' willingness to train and mentor veterans through planned, structured, and meaningful learning experiences was critical to their participation.

The pilot VIP program began at the Columbia WIN Job Center, providing ten

veterans with enhanced job skills and new skills to help them compete in the current job market. Businesses were given an opportunity to learn how valuable military skills translate to civilian jobs. The 12 week internship includes between 20 and 40 hours per week of paid experience.

Of the eight veterans hired permanently, two are disabled veterans. TDWA is currently recruiting for the next VIP training session.

ELEMENT ONE

RESPONSIVE TRAINING PROGRAMS

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



Team member welding
at Hol-Mac Corporation
Bay Springs, MS

Mississippi Partnership Local Workforce Investment Area (LWIA) -

The Mississippi Partnership targets its training funds on sectors projected to have significant employment opportunity over the next ten years. Its primary training emphasis is in the fields of healthcare, advanced manufacturing, construction, transportation, and administrative support including technology services. The area includes four community colleges that provide short and long term vocational training opportunities in these high-demand occupations.

The Mississippi Partnership area is home to a large percentage of manufacturing jobs. A combination of On-the-Job Training (OJT) and Customized Training (CT) has proven to be a powerful tool for skill training and retention of existing businesses as well as recruitment of new businesses. Mississippi Partnership and Itawamba Community College implemented the Job Physical Assessment and Skills Simulation (PASS) program to help manufacturing businesses select, hire, train, and retain a skilled workforce. To date, this program has trained more than 5000 individuals to respond to the needs of local industry.



Electrical Lineman Training Program Class 8

Delta LWIA - The Delta implemented several programs as a direct result of working with businesses to address their hiring needs and designed programs around those needs. Businesses are involved in the development of the curriculum for these programs and the Delta LWIA works with community colleges on implementation. In addition, the Delta LWIA partners with the Delta Council - a regional economic development agency, local economic development groups, and the Mississippi Development Authority to learn what businesses need and respond to these needs.

The Electrical Lineman Training Program,

which was developed and funded in August, 2010, in response to energy company needs, has continued with two more classes this year. This program is a collaborative effort with South Delta Planning and Development District, Mississippi Delta Community College, the Mississippi Community College Board, MDES, Delta Electric Power Association, Coahoma EPA, Twin County EPA, Tallahatchie Valley EPA, Entergy and many other partners. The 16-week program prepares trainees to become apprentice linemen with local energy companies and energy construction contractors. Since its inception, a total of 78 participants have completed the program, with a 95 percent entered employment rate.

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



THE TWIN DISTRICTS WORKFORCE AREA YOUTH COUNCIL

The **Twin Districts Workforce Area** Youth Council approves funding for youth programs that deliver services to equip our youth with the education and skills they will need for job opportunities in high-growth labor markets. Youth providers work with the most prominent local industries to customize learning opportunities as part of a **market driven approach**. The area provides **targeted training** in the high-growth fields of Healthcare and Metal and Steel Fabrication. Local businesses offer job shadowing programs, host educational field trips, volunteer as mentors, and agree to host work experience participants.

Many of the youth that enter Twin Districts' youth programs have already been lost in traditional educational programs and are in danger of becoming part of America's growing population of idle youth. With a poverty rate of 19.4 percent in the Twin Districts Workforce Investment Area, nearly one in five residents live at or below the poverty level, yet there is only a 58.93 percent rate of participation in the workforce (U.S. Census Bureau American Community Survey). WIA youth funds allow us to reach out with meaningful and evidence-driven interventions to students and youth who face the steepest barriers to educational and career success.

In partnership with Mississippi Delta Community College, local businesses, and economic development agencies in Washington and Leflore Counties, the Delta LWIA provided funding for three **Manufacturing Technology Skills Training Programs**. Partners in this project include MDA and the Foundation for the Mid-South who provide supportive services to those who completed the training. Fifty-five participants have completed the training and 71 percent are currently employed. Business partners in this project include Delta Ag, USG, Loveland Products, Mars, Milwaukee Tool, GE Capital, and 4-Way Electric. The project continues to evolve and expand based on input and needs of area manufacturers.

Southcentral Mississippi Works LWIA (SMW) works closely with the Mississippi Development Authority, the Greater Jackson Partnership, and Southwest Mississippi Partnership to identify both existing employment opportunities and growing sectors that will offer future jobs. This information is used to inform participants about training programs that are most likely to result in employment and future advancement.

The **MS Careers of Tomorrow** (MCOT) project addresses current workforce skill gaps to add H-1B level jobs to the regional economy. The project provides training in response to business needs for engineering, programming, information technology, and other technical occupations. SMW staff works with employers and economic development representatives, including staff of the Mississippi Development Authority to identify specific business needs. Businesses access SMW's network of WIN Job Centers to fill their training and hiring needs.

In PY13, the **Twin Districts LWIB** recognized the need for accurate, candid, and up-to-date feedback from employers that could guide the design of training programs that target industry needs. **The Industry Advisory Council (IAC)** was formed in 2014 and consists of industry and workforce leaders in both large and small businesses throughout the 24-county workforce area. The IAC operates independently of the LWIB with the mission of researching, assessing, and reporting the skills and training needs of businesses. The council's task is to move quickly to forecast hiring and training needs, find possible system opportunities, and communicate those to the TDWA staff and board.



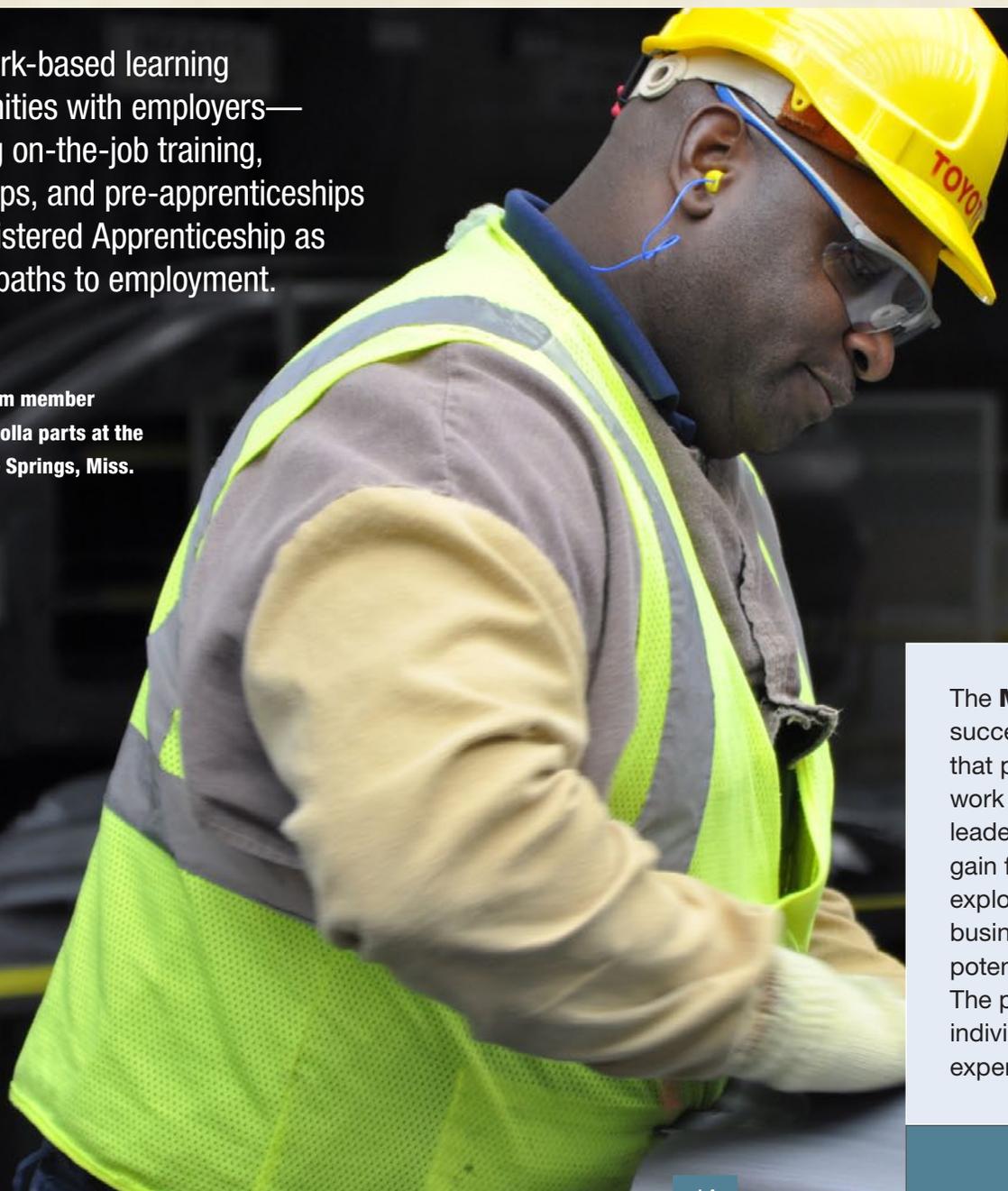
Greenwood Manufacturing Technology Class

ELEMENT TWO

WORK-BASED LEARNING

Offer work-based learning opportunities with employers—including on-the-job training, internships, and pre-apprenticeships and Registered Apprenticeship as training paths to employment.

A Toyota team member inspects Corolla parts at the plant in Blue Springs, Miss.



The **MS Partnership** operates a successful Adult Internship program that provides interns with practical work experience and sharpens their leadership skills while they work to gain full-time employment or career exploration. The program provides businesses an opportunity to try out potential applicants in real work settings. The program responds to the need of individuals to acquire relevant work experience and soft skills.

CONTINUED >



Advancement Manufacturing Technical Program: Instructor Brad Bross shows Jeannette Horton simulated processes.

The **Advancement Manufacturing Technical program** (AMT) leads to a two-year associate degree and combines cutting-edge curriculum and paid work experience with training in the business principles and best practices of a world-class manufacturer. The AMT program blends classroom instruction with on-site experience at the Toyota manufacturing facility in Blue Springs, allowing participants to enter the job market with less education debt and more real-world work experience. Classes are offered at Itawamba Community College's Belden

Center in subjects including electricity, fluid power, mechanics, fabrication and robotics. Upon completion of the program, graduates will earn an associate degree. Participants in the AMT program attend two full days of classroom instruction per week, maintain a "C" or higher in all classes, work three days a week earning a wage starting at \$16.50 per hour, potentially increasing up to \$19.56, and are able to compete for available positions at Toyota, Toyota suppliers, and other locally-based manufacturing companies.

Many companies are partnering with Northwest Mississippi Community College through the Advanced Manufacturing Partnership (AMP) program to help meet the incredible demand for highly-skilled advanced manufacturing maintenance technicians. These industries employ NMCC students enrolled in the Industrial Electronics Engineering Technology Program, paying a minimum of \$14 an hour, while the students seek their Associate of Applied Science. The industries provide a minimum of 16 hours of work per week, including summers, throughout the program. When possible, interns are allowed to complete a full eight-hour shift for the purpose of experiencing a full day's work. Students apply classroom instruction within an industry setting with the assistance of an industry mentor or trainer. At the end of the fall and spring semesters, participating industries are reimbursed \$2,500.00 per intern to help offset their wages. Reimbursement to companies is administered through Northwest's Workforce Investment Act (WIA) division and funded through the Mississippi Partnership LWIA and Delta LWIA.

WIN JOB CENTER STAFF CONTINUE TO PROVIDE INTENSIVE SERVICES

Clarksdale WIN Job Center — Joseph Campbell was laid off two years ago from his security job he had held for more than three years and had since been looking for work while his wife supported the family. Due to his prior criminal record, Joseph could not find another job in the security field. Realizing that he needed to make a vocational change to re-enter the workforce, Joseph visited the Clarksdale WIN Job Center.

After the initial assessment and the CRC test, Joseph was referred to Metso as an assembler but was not hired for that position. WIN Job Center Staff continued to provide intensive services and suggested that he attend a pre-employment training class. Joseph completed the pre-employment training and was referred to Metso again. This time, Metso hired Joseph through the OJT program in February, 2014 as an inspector trainee. After two months on the OJT program, his supervisors gave him an excellent rating on his evaluation. He continued to learn and completed his training on June 26, 2014. Joseph is very thankful to the WIN Center Staff for the career guidance and assisting him in finding a job.



Artina Butler
removing burrs at
work at Metso



Metso team member
Joey Burton performs
a CNC Adjustment

The **Delta** offers training options that are responsive to both business and worker needs. On-the-Job Training (OJT) and internships provide work-based learning opportunities with companies. OJT is ongoing in the Delta and a new internship program with Northwest Mississippi Community College is in the works for the new program year. Internships will also be a component of the Harrah's Tunica NEG.

Southcentral Mississippi Works operates a program for Out-of-School Youth that offers a Work Experience component. The youth are provided meaningful employment. These opportunities introduce young people to the work environment and prepare them for long-term employment. At the conclusion of the program, some of the participants choose to further their education. In such cases, WIN Job Center staff works with them to find an appropriate career path and training curriculum. In many cases, the business has offered the participant permanent full-time employment. The program has produced exceptional results.

The **Twin Districts Local Workforce Investment Board** (LWIB) funds both work-based learning and educational training opportunities. From July 2013

through June 2014, WIN Job Centers worked with employers and workforce partners to provide training that led to successful career pathways in high demand occupations for Twin Districts' 24 counties.

On-the-Job Training (OJT) is a work-based learning approach customized by employers. The Twin Districts area offset \$321,162 of the training costs of 179 individuals who were enrolled in OJT during PY13.



Gregory Keith is a WIA participant who was placed in National Emergency Grant On-the-Job Training at Hunter Engineering as a welder on October 21, 2013. He completed OJT on April 14, 2014, was certified as a welder by the company, and received a raise for his performance.

Mr. Keith said that he was inspired by his trainer, who instilled this nugget in his head: “Weld these parts as if you are selling them for yourself.” He added, “Those words stuck with me. I know I want my parts to sell; therefore, I perform like the business is my own. I plan to be here a long time.”

Hunter Engineering’s Human Resource Assistant Manager, Rebecca Mikell stated, “The company is benefiting from having such an outstanding worker as Mr. Keith.” — **Greenwood WIN Job Center**

MERIDIAN PUBLIC SCHOOL DISTRICT'S SKILLS FOR TOMORROW'S WORKFORCE

Meridian Public School District's Skills for Tomorrow's Workforce provides an in-school academy program with targeted 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 participant has the opportunity to take the certified nursing assistant exam.

The academies have proven to be successful in ensuring our youth have the skills they need to become self-sufficient citizens. Over 85 percent of the youth participants go on to related employment, apprenticeships, or further education in the field of training. Promoting self-sufficiency through earned wages from high-skill jobs is a Twin Districts WIA board-identified strategy of focus for the next five years.

LaPorscha Pratt was enrolled in the Nursing Academy program through Meridian Public Schools. She was a two year Allied Health Nursing Student at Ross Collins Vocational Center on the Meridian High School campus. Her Allied Health instructor felt that the nursing academy would be great for LaPorsha.

In order to qualify to take the Certified Nursing Assistant (CNA) Exam, participants have to pass the health care assistant class with at least a 70 average. At Meridian Community College (MCC), the class is taught in a complete semester; however, WIA students are allowed to take the class in a three-week time frame. LaPorsha completed the 16-week nursing academy program successfully and passed the class with a 91 average. She took the CNA exam in August and passed the test. Currently, she is scheduled to attend orientation at East Mississippi State Hospital where she will be employed as a CNA in her first step toward self-sufficiency.



ELEMENT THREE

DATA & ACCOUNTABILITY

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

The **State Workforce Investment Board** has created a centralized location for workforce and economic information of the state. The SWIB Data Center brings together expertise and disparate datasets to provide access to high-quality, timely, and relevant information that supports

everyday decision making and strategic planning in Mississippi.

The data center is a management tool for developing, managing, and evaluating workforce and economic development initiatives throughout the state. The center provides research and evaluation capabilities to promote and expand the coordinated delivery of workforce, economic, and education services across the state with the goal of improving career-readiness and economic competitiveness.

The Mississippi Department of Employment Security also collects **Labor Market Information** that is coupled with information from the SWIB Data

Center to drive decisions on training programs. Mississippi's Labor Market Information can be found at <http://mdes.ms.gov/information-center/labor-market-information>. In addition, MDES collects data to evaluate training providers and ensure that WIA training leads to employment in high demand occupations.

TDWA provided \$823,025 in funding for 303 ITAs — giving participants the opportunity to complete degree and certificate programs specifically geared toward preparing them for demand occupations in the area. Choosing training that meets their own professional goals and leads to lucrative and sustainable employment can be difficult for jobseekers. All training programs that are approved by the TDWA Board include statistics regarding program outcomes. Data-driven decision making is critical for jobseekers as they search for employment opportunities. Anyone considering applying for an ITA in Mississippi has access to the completion rate for program enrollees, the percentage of those completing the program that find employment in that field, and what the average wages are for those completers.



General economic analyses and information available through the SWIB data center

- Sector-Based Analysis
- Skill Gap Analysis
- Labor Market Analysis
- Population Demographic Characteristics
- Occupation and Wage Analysis
- Workforce and Economic Projections and Forecasts
- Program Performance Evaluation
- Career and Education Pathway Analysis

ELEMENT FOUR MEASUREMENT AND EVALUATION

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

PERFORMANCE SUMMARY 4th Quarter Cumulative PY-13 WIASRD By Workforce Area Center: [480] Jackson

ADULT PARTICIPANTS

Total Enrolled	141
Exiters	31

Emp. at Participation	47
Veteran	7
Offender	7

Core Services Only	3
Core and Intensive	0
Training Services	138
On the Job Training	57
Skill Upgrading	1
Entrepreneurial Training	0
ABE/ESL Training	0
Customized Training	0
Occ. Skills CRT- No ITA	0
ITA	80

Entered Employment Rate	93.0%	40	43
Emp. Retention Rate	96.7%	58	60
Avg. 6-Month Earnings	\$14,866.76	\$802805	54
Replacement Rate		197.9%	
Certificate Rate	27.5%	19	69

DISLOCATED WORKER PARTICIPANTS

Total Enrolled	38
Exiters	18

Emp. at Participation	6
Veteran	2
Offender	0

Core Services Only	4
Core and Intensive	1
Training Services	33
On the Job Training	8
Skill Upgrading	0
Entrepreneurial Training	0
ABE/ESL Training	0
Customized Training	0
Occ. Skills CRT- No ITA	0
ITA	25

Entered Employment Rate	83.3%	20	24
Emp. Retention Rate	81.8%	18	22
Avg. 6-Month Earnings	\$12,119.00	\$218142	18
Replacement Rate		74.0%	
Certificate Rate	28.0%	7	25

YOUTH PARTICIPANTS

Total Enrolled	48
Exiters	17

Out of School Youth	42
High School Dropout	7
Offender	0
Basic Skills Deficient	0
Foster Care	0

Enrolled in Pd Work Exp	45
Enrolled in Educ. Svcs.	0
Rec. Follow-up Svcs.	13

Placement in Emp. or Educ. Rate	56.5%	13	23
Attainment of Cert. Rate	100.0%	1	1

DATES USED FOR THIS REPORT

EER, Youth Placement & Youth Certificate Period	10/01/12 - 09/30/13
ERR Period	4/01/12 - 03/31/13
Avg. Wage ERR	4/01/12 - 03/31/13
Rolling 4Qtr Period	07/01/13 - 6/30/14

ELEMENT FIVE SEAMLESS PROGRESSIONS

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

The **Mississippi Partnership** has designated four one-stop operators in the area, three of which are community colleges, providing businesses and job seekers with easier access to work-based training and educational programs. The fourth community college partner has an education coordinator who helps individual job seekers transition to training programs offered at the community college.

Delta LWIA has identified Healthcare as a high-growth sector and has used ITA funding to promote a career pathway in the nursing profession. After completing the Licensed Practical Nurse program, participants are eligible for a second ITA to enroll in the Associate Degree Nursing (RN) program. The

Delta has used Fast Track LPN to RN to enable 112 participants to move up the career ladder. Delta's ITA investment of \$160,187 in these participants has resulted in annual earnings of \$326,592.



The **Delta National Forest – Youth Conservation Corp**

gives youth an opportunity to work in the summer in a national forest and learn about careers in federal land management.

TEGL 24-10, issued by DOL in February, 2011, encouraged local workforce areas to partner with public land management



Sunflower-Humphreys Counties Progress, Inc.

Aljerria Townsend, age 19, dropped out of John Adams High School in 2012 and had to move back to Mississippi. When she went back to Gentry High School to enroll, she was told she would have to repeat her senior year. Instead, Aljerria enrolled in the WIA SELECT GRADS program at Sunflower Humphreys.

After completing her work-readiness training and attending GED classes, she completed her work experience at Sunflower Food Store as a stock clerk. She also received training as a cashier and was permanently hired at Sunflower Food Store. Aljerria received her GED in December, 2013, and plans to enroll at MS Delta Community College in the fall in a healthcare program.

agencies within the US Department of Interior and Agriculture to increase work experience opportunities for youth. The Delta LWIA partnered with the Delta National Forest to provide funding for a Youth Conservation Corp program in Sharkey and Issaquena Counties for the second year in May, 2014. The program, funded through Delta's youth provider, WWISCAA, allowed four participants to work in the Delta National Forest in the areas of timber, recreation, and wildlife, and learn about the federal land management workforce Pathway program.

WIN Job Center staff members in **Southcentral** work closely with program participants to counsel and guide them in choosing a career path. Individuals who apply for and are awarded an Individual Training Account award go through an application and preparation process to enhance their chance of success in the chosen training program. Those who cannot complete all parts of the application process are given remedial work and the opportunity to complete the process again. No training is approved in a field for which there is no employment demand in the area. This process serves



Counseling Opportunity Readiness Empowerment Program

CARES of Mississippi's CORE (Counseling Opportunity Readiness Empowerment) program focuses on connecting individuals in the Twin Districts with the educational credentials that they need to pursue the next step in life—employment or continuing education.

Nineteen year old **Michael McCarty** was determined to chase his dream of attending college on a baseball scholarship. He played for Pascagoula High School as a pitcher and was offered several scholarships. The biggest obstacle was passing his state SATP Biology test. Without this test he would not be able to graduate high school. He joined the CARES of Mississippi CORE program and attended classes all summer, studying Biology for the SATP retest and for his GED test simultaneously. In addition to attending GED classes, Michael worked part time at Wal-Mart in the automotive department. Michael pushed himself, taking the GED test, retesting on the SATP, and receiving a Bronze level on the Career Readiness Certificate (CRC). He was able to earn his high school diploma and is now attending East Central Community College in Decatur, MS.

to promote the individual's chances of successfully completing training and leads to successful employment in a high demand occupation.

Twin Districts Workforce Area

recognizes the importance of helping students transition seamlessly through the steps of developing a career pathway. They partnered with Gulf Coast Community Action Agency to implement the *Working on Winning Program (WOW)*. WOW is a Job Shadowing program, providing 20 hours of work experience in each youth participant's field of interest.

As a result, these participants have received job opportunities, long-term mentors, and career training. GCAAA works with local partners to develop their youth participants' employability. The program emphasizes the required program elements of work experience, adult mentoring, occupational skills training, and leadership development opportunities.

SPOTLIGHT ON BEST PRACTICES:

Job Shadowing Connecting Educational Stepping Stones

Joby Hall, a 2014 graduate of Gulf Coast Community Action Agency's Working on Winning Program, completed her Job Shadowing at Certified Medical Testing. She has also completed the Phlebotomy Certification classes and is awaiting her test results to become a certified Phlebotomist. Her hard work and effort have given her the opportunity to continue working at CMT and acquire additional experience with venipuncture for DNA and Drug Testing. The owner has stressed how impressed he was with her attitude and enthusiasm to learn, and has offered her the opportunity to continue working at his site until she starts nursing school at the University of Southern Mississippi Gulf Coast Campus in the fall of 2014. GCCAA paid Joby's educational fees for the Phlebotomy classes. As a result of Joby's hard work and determination to change her life, she was awarded the 2014 Boot Strap Award.



As a result of Joby's hard work and determination to change her life, she was awarded the 2014 Boot Strap Award. Joby is pictured (center) with staff of Certified Medical Testing.



Senior Transition Program

POSITIVE AND LIFE-CHANGING

Jasmine Minor is a quiet and soft-spoken young lady who recently graduated from Wilkinson County High School where she was a participant in the 2013-2014 Senior Transition Program.

As Valedictorian, Jasmine had the honor of presenting a graduation speech to her classmates, faculty and attendees. For Jasmine, this wasn't something new. She had dreamed of this day as she watched her two older sisters graduate at the top of their classes and deliver the Valedictorian Address. Her two siblings were also participants in the Senior Transition Program.

Jasmine received a full scholarship to attend Alcorn State University and moved into the Honors Dorm this August. Her plans are to complete the Bachelor of Nursing program before pursuing her dream of becoming a Nurse Anesthetist.

When asked what she enjoyed most about the Senior Transition Program, Jasmine said being enrolled was "positive and life-changing." Further, she said, "I enjoyed the love that I felt and how everyone (workshop presenters) really cared and had everyone's (enrolled participants) best interest." She says the most significant workshop for her gave instructions on "how one should clearly think over important decisions without making a spontaneous decision." Jasmine says she would definitely recommend the Senior Transition Program to other high school seniors from the WCHS District. No doubt her youngest sibling, who recently graduated at the head of her 8th grade class, will be applying for the Senior Transition Program in years to come.



ELEMENT SIX

BREAKING DOWN BARRIERS

Break down barriers to accessing job-driven training and hiring for any American who is willing to work, including access to supportive services and relevant guidance.

The Mississippi Partnership offers supportive services through the Counseling to Career (C2C) Youth Program. Youth providers assess each student to determine the area of need and consider all other linkages and resources with community programs to ensure non-duplication of services. Supportive services are offered in three ways: as hardship related payments, for work related items, and for educational related expenses. Supportive services are used infrequently since there are other resources available, but they can be very helpful in breaking down barriers for youth in the working world. The Mississippi Partnership assesses and approves each request for supportive services on an individual basis. Supportive services are also available to adult and dislocated workers on a case-by-case basis.

Supporting Entrepreneurial and Self-Employment Training through the Workforce Investment System.

The Delta WIA provides Small Business Development and Entrepreneurial Training to area residents and WIA customers in accordance with DOL's TEGL 12-10 "Supporting Entrepreneurial and Self-Employment Training through the Workforce Investment System." This program addresses the role the workforce investment system plays in support of entrepreneurial activities. Some 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 One-Stop customers about opportunities for self-employment and entrepreneurship and working with customers to assess whether self-employment is a good fit;
- Helping One-Stop customers understand the range of entrepreneurship resources available and referring them to counseling and training that best meet their needs;
- Partnering with organizations that support entrepreneurship and co-locating small business development resources within One-Stop Career Centers as partners;
- Developing strategies to help small business owners grow their businesses, such as developing training programs that help small business owners develop growth strategies to enable new job creation.

The **Small Business Developer** is housed in the Cleveland, Batesville and Indianola WIN Job Centers three days a week, the Greenville WIA Office one day a week and the Greenwood/Leflore Economic Development Office one day a week. During PY13, the SBD provided counseling to 85 new clients and 17 on-going clients. Seventeen clients submitted applications for the SBA's Community Express loan program and five were approved for \$390,000. Working with South Delta Planning and Development District's other loan programs the SBD approved 11 loans totaling approximately \$1.765 million. Five clients were approved for the matching grant program from the Federal Home Loan Bank Board for \$120,250.

The Delta's **Lineman Training** Program, discussed in Element 1, is the only adult/dislocated worker program in the Delta that offers WIA-funded supportive services, other than the Harrah's Tunica NEG program. The Delta LWIA offers supportive services in this intensive 16-week program to help ensure participant success. Funding availability limits opportunities for more supportive services.

Individual Training Account: Truck Driver Training

Ashley Johnson had been unemployed for an extended period of time. Before getting into the trucking industry, he had been unable to secure long term employment and was desperately looking for work. He did not have sufficient money coming into his household and knew it was time for a change.

Ashley often spoke of his dreams of a becoming truck driver and earning enough income to support his growing family. After researching trucking companies, Ashley realized that he needed to obtain a commercial driver's license to get started on a new career as a truck driver. Ashley visited the Cleveland WIN Job Center and was granted an ITA to attend ACE Training Center in Bryam, Mississippi, on February 20, 2014.

Once he completed the truck driver training course and obtained his CDL on March 14 2014, Ashley was hired by Pepsi-Cola in Greenville, Mississippi, as a delivery driver, at a training salary of \$400.00 a week. He has since received a raise and has been assigned his own delivery truck.

Today, Ashley is very happy to be gainfully employed and is looking forward to someday owning a trucking company.



Delta WIA partners with the Foundation for the Mid-South which offers supportive services to participants in the manufacturing basic skills classes throughout the Delta.

Youth program participants receive WIA supportive services to allow them to participate in classroom training and work experience activities.

WIN Job Center staff in the **Southcentral Mississippi Works LWIA** provides guidance and support to participants to ensure that any approved training leads to a job. Training applicants are required to research employment opportunities and labor market demand information in their chosen field of training during the application process. SMW policy instructs that no training shall be approved in a field that is not in-demand in the workforce area. They also utilize NextJob, Key Train, and WorkKeys as tools to help prepare participants with the life skills needed to ensure that they are prepared to move through the process of getting, keeping, and advancing in jobs.

SMW provides Youth Out-of-School program participants with supportive services in the form of a stipend payment at the conclusion of the program. The



Individual Training Account: Nursing School

“My name is **Megan Green** and the WIA ITA made it possible for me to go to nursing school at NWCC (Northwest MS Community College) without having to worry about how I was going to pay for my education. They made it so much easier on me so that I could focus on my studies without having to worry about trying to work on top of nursing school. Nursing school is already like a full time job with all of the traveling to clinical, projects, papers, and tests. Trying to work on top of that would have made it almost impossible for me to pass.

Along with paying for my tuition and books, the WIA ITA also helped me pay for my uniforms and equipment I needed for clinicals. I honestly know I would have struggled throughout nursing school if this option was not available for me. Yet, since it was, I have done extremely well in nursing school, maintaining a B average throughout the program. I am truly thankful that I had the help I did from the WIA ITA.”

– **Megan Green**

Megan graduated from Northwest CC in December, 2013 and is now working at Northwest MS Regional Medical Center in Clarksdale, MS.

participant may only use the stipend to purchase items needed to further his education or for items needed for continued employment.

Twin Districts Workforce Area

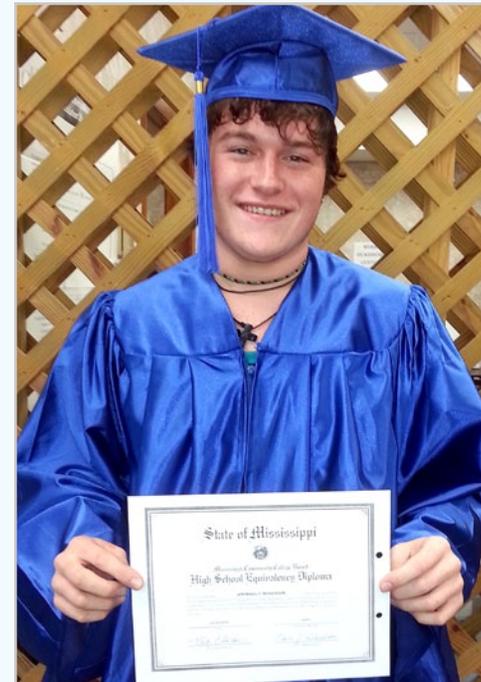
identified the need for basic computer training for job-seekers as all types of employment increasingly rely on the ability to use a computer for word processing, internet research, job applications, and basic to advanced office software operations. What began as a pilot program has expanded to a longstanding partnership with Jones Junior College, Meridian Community College, Mississippi Gulf Coast Community College and Pearl River Community College to bring technology training where it is most critical by locating it in local WIN Job Centers.

Individuals seeking employment and training opportunities at WIN Centers in Gulfport, Hattiesburg, Laurel, Meridian, and Pascagoula can sign up for free workshops in *Basic Computing, Internet Navigation, Microsoft Office (Word, Excel, and PowerPoint) and Résumé Development*. More than 450 individuals took advantage of free computing workshops to aid in their job development during PY13.

Education and Training Institute, Inc.

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

Jon-Mikel Wilkerson came to ETI's Forest location with a positive attitude and a goal to reach. Coming from a broken family and left homeless, Jon-Mikel realized he must react to his situation with a humble heart, leaving pessimistic thinking behind. He never missed a day of class and was always on time and prepared to give 100 percent of his time, attention, and participation in class. His determination to achieve his goal paid off when he successfully attained his GED. When asked about his achievement, he replied, "The secret of success is learning how to use your pain and pleasure instead of having pain and pleasure use you. If you do that, you're in control of your life. If you don't, life controls you."



ELEMENT SEVEN

REGIONAL COLLABORATIONS

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

The **Mississippi Partnership Workforce Investment Area** partners with four community colleges (East Mississippi, Itawamba, Northeast, and Northwest Community Colleges) who serve 21 counties in the area. Community college workforce development professionals lead both their workforce council meetings and WIA workforce efforts. WIA and community college staff coordinate with economic developers to host meetings with businesses interested in locating in 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 may pool resources to provide the training.

Southern Mississippi Planning and Development District honored with NADO Award

The Twin Districts LWIA earned an award for a program that demonstrates collaboration among the LWIA, a community-based organization, a state university and local business leaders. Twin Districts partnered with non-profit Gaston Point Community Development Corporation to develop the Dislocated Worker Entrepreneurship Program, an initiative designed to assist dislocated workers with entrepreneurial skills. Twenty dislocated workers attended 12 weeks of classroom instruction led by a USM entrepreneurship faculty member at the University of Southern Mississippi Gulf Coast Campus. Business owners and college professors served as judges for a “Shark Tank” style competition among the participants, who competed for awards donated by individuals from the local community.

The National Association of Development Organizations honored Southern Mississippi Planning and Development District with a 2014 Innovation Award for its Gaston Point Dislocated Worker Entrepreneurship Program (DWEP). The National Association of Development Organizations (NADO) annual Innovation Awards program has been acknowledging creative approaches to collaborative regional community and economic development since 1986.



The award was presented at the NADO Annual Training Conference in Denver, Colorado. Pictured is Calvin Newsom, Local Elected Officials Chairman of the Twin District Workforce Area, Peter Gregory, NADO President and Tee McCovey, Division Director, Workforce Development.

Regional collaborations with other workforce areas such as the Delta Workforce Investment Area streamline services offered to businesses that hire job seekers from both areas. The Advanced Manufacturing Partnership (AMP) program is an example of these collaborations.

Delta WIA creates regional collaboration by working with a variety of partners including the WIN Job Centers, MDES, MDA, the Delta Council, local economic development agencies, local businesses, Mississippi Department of Human Services, Vocational Rehabilitation Services, and the area's four community colleges.

The DWIA Board remains committed to providing services that support local and state strategies for workforce development in the area. The local board is responsible for the overall policy making and resource allocation for the Delta WIA. Following the federal guidelines, they implement workforce policies based on the needs of the local area. This ensures that the Delta LWIA is responding to what companies need for job creation and expansion and to what employees need for training and jobs.

Based on local needs and economic development data, the board allocates funds to meet the training needs of existing business and industry and to be able to recruit new businesses. Training efforts are coordinated with businesses, the four community colleges, the Mississippi Community College Board, the MDA, MDES, and other state and local entities to ensure the best use of the funds. This coordination of funds helps to reduce duplication and leverage existing resources for similar training needs.

The LWIA board is business driven and is therefore able to respond quickly and efficiently as changes occur. The board

meets quarterly to review policies, reports and activities of the local area, and to make changes as needed.

Southcentral Mississippi Works

LWIA staff and the staff of the local WIN Job Centers work closely with the community colleges located within the workforce area to provide services to customers. This environment ensures that the educational opportunities offered to customers are those that are in demand by businesses. Representatives of labor and non-profits are members of the local workforce board and committees and are encouraged to offer input into program planning and execution.



Entrepreneurship Training – Dislocated Workers Finding New Pathways

The **Twin Districts Workforce Area** provides strategic workforce training and services that connect businesses and jobseekers and nurture a highly skilled and adaptive workforce. Collaborative partnerships are central to the market-driven approach that is at the core of TDWA’s five year strategic plan. This partnership includes the following members: the Local Workforce Investment Board, the newly formed Industry Advisory Council, the Youth Council, the Local Elected Officials Board, TDWA staff and workforce partners including East Central Planning and Development District, MDES, five area community colleges, the MDRS, and five youth program providers. Together they collaborate to increase job-driven training opportunities that meet the demands of employers within the region, both now and in the future.

Twin Districts Workforce Area partnered with Gaston Point Community Development Corporation (GPCDC), a non-profit organization, to stimulate economic development and job creation along the Mississippi Gulf Coast through an initiative designed to assist dislocated workers with entrepreneurial skills. The Dislocated Worker Entrepreneurship Program (DWEP) is based on Thomas

Friedman’s famous statement, “If you can’t find a job, try to invent one.”

In partnership with Twin Districts Workforce Area WIN Job Centers, GPCDC recruited and certified 20 dislocated workers, including displaced homemakers to laid-off individuals. The participants were provided 12 weeks of classroom instruction at the University of Southern Mississippi Gulf Coast Campus. The classes, led by a USM entrepreneurship faculty member, were held in a modern, comfortable, well-equipped classroom that was provided at no cost by USM.

The curriculum included *Introduction to Entrepreneurship, Communicating Effectively & Responsibly, Marketing & Selling, Building the Business, Managing for Success, Ethics & Social Responsibility, Negotiating, Self-Awareness, Teamwork, Networking, and Entrepreneurs & Technology*. All participants were required to write a business plan after being coached on “What is a Business Plan.” Finally, the curriculum included A “Shark Tank” competition, patterned after the ABC TV Show of the same name, which gave participants the opportunity and experience to pitch their products.



JOB FAIRS

Community Partnerships in Action

Governor’s Job Fairs, held in Biloxi, Hattiesburg, and Philadelphia, served over 2,700 applicants and more than 150 businesses. Governor’s Job Fairs are held with the support of and in partnership with local employers, training providers, WIN Job Centers, and community leaders. Businesses were able to make 467 same-day job offers at the job fairs and, when surveyed, reported that they expected to hire 1,461 employees within the year as a direct result of connections made through the events.



Business owners and college professors served as judges for the competition. Individuals from the local community donated funds for monetary awards in the competition.

Entrepreneurship is a viable alternative to traditional employment and is a cost-effective investment in the economic prosperity of the local area. Entrepreneurship programs equip participants with the skills and tools they need to develop successful businesses and bright professional futures.

Thank You for Investing in Entrepreneurship:

Dear GPCDC and TDWA:

I am deeply grateful for the opportunity to have successfully completed the 2014 Entrepreneurship Program at The University of Southern Mississippi Gulf Coast Campus. I'm thankful to the Harrison County WIN Job Center and the Twin Districts Workforce Area for their efforts.

I had the honor of sharing this class with many motivated future business owners, a great instructor in Mrs. Michelle Fleming and informative guest speakers. I would like to thank Mr. Sidney Rushing, President of the Gaston Point Community Development Corporation, Mrs. Brilla Hudson, Program Coordinator and Gwendolyn Semour, Administrative Assistant for the opportunity to be a part of such a great program.

This program offered many lifelong learning skills that will be useful in my businesses. The program prompted me to continue my education toward my goal in life. I am proud to say that I am three credit hours away from completion of my degree. I feel this is truly a program that should be considered for college credits.

It was very informative, educational and motivating. Some of the educational activities and support that was offered were Networking Skills, Creating Websites, Creating Patents, Business Loans & Grants, Resources and Requirements to Run a Business, Creating a Business Plan, and a ton of information to give you a better insight on what is required to run a successful business.

I had the honor of placing 1st in the Shark Tank Competition along with my fellow entrepreneur Michael Martin. All of the information and assessments I learned in this program, I'm implementing these skills in my two businesses; Made From Scratch Catering and Mobile Phone Provider Service. This was an awesome program and I look forward to working with the Gaston Point Community Development Corporation in the near future in their upcoming community programs and services.

Iris Jackson, Entrepreneur

Performance Information

PROGRAM YEAR 2013

During the 2013 program year — July 1, 2013 to June 30, 2014— 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 met or exceeded all nine of the common measures for the 2013 program year.

All four local workforce investment areas exceeded the entered employment rate for adults. All four local areas also exceeded the dislocated worker entered employment rate. 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.



MISSISSIPPI STATEWIDE

STATEWIDE REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Adult Entered Employment Rate	60.20%	74.19%
Adult Retention Rate	82.30%	87.11%
Adult Average Earnings	\$12,097	\$11,690.11
Dislocated Entered Employment Rate	60.30%	67.49%
Dislocated Retention Rate	82.20%	84.89%
Dislocated Average Earnings	\$13,348	\$11,839.71
Youth Placement in Employment or Education	71.50%	76.69%
Youth Attainment of Degree or Certification	78.70%	96.06%
Youth Literacy or Numeracy Gains	71.00%	84.48%

MISSISSIPPI PARTNERSHIP WORKFORCE INVESTMENT AREA

MISSISSIPPI PARTNERSHIP REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Adult Entered Employment Rate	60.20%	76.93%
Adult Retention Rate	82.30%	92.40%
Adult Average Earnings	\$12,097	\$13,115.65
Dislocated Entered Employment Rate	60.30%	70.57%
Dislocated Retention Rate	82.20%	91.68%
Dislocated Average Earnings	\$13,348	\$13,396.85
Youth Placement in Employment or Education	71.50%	80.84%
Youth Attainment of Degree or Certification	78.70%	96.99%
Youth Literacy or Numeracy Gains	71.00%	87.71%



DELTA WORKFORCE INVESTMENT AREA

DELTA REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Adult Entered Employment Rate	60.20%	82.99%
Adult Retention Rate	82.30%	91.92%
Adult Average Earnings	\$12,097	\$14,015.40
Dislocated Entered Employment Rate	60.30%	93.13%
Dislocated Retention Rate	82.20%	86.02%
Dislocated Average Earnings	\$13,348	\$13,278.00
Youth Placement in Employment or Education	71.50%	83.40%
Youth Attainment of Degree or Certification	78.70%	97.72%
Youth Literacy or Numeracy Gains	71.00%	73.08%



SOUTHCENTRAL MISSISSIPPI WORKS WORKFORCE INVESTMENT AREA

SOUTHCENTRAL LWIA REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Adult Entered Employment Rate	60.20%	89.09%
Adult Retention Rate	82.30%	93.25%
Adult Average Earnings	\$12,097	\$14,225.37
Dislocated Entered Employment Rate	60.30%	69.77%
Dislocated Retention Rate	82.20%	87.44%
Dislocated Average Earnings	\$13,348	\$13,499.72
Youth Placement in Employment or Education	71.50%	71.13%
Youth Attainment of Degree or Certification	78.70%	91.99%
Youth Literacy or Numeracy Gains	71.00%	0.00%



TWIN DISTRICTS WORKFORCE INVESTMENT AREA

TWIN DISTRICTS LWIA REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Adult Entered Employment Rate	60.20%	68.70%
Adult Retention Rate	82.30%	83.76%
Adult Average Earnings	\$12,097	\$10,393.66
Dislocated Entered Employment Rate	60.30%	61.89%
Dislocated Retention Rate	82.20%	83.21%
Dislocated Average Earnings	\$13,348	\$11,326.08
Youth Placement in Employment or Education	71.50%	67.32%
Youth Attainment of Degree or Certification	78.70%	96.79%
Youth Literacy or Numeracy Gains	71.00%	86.05%



Measuring Service Quality

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

Results indicate that both businesses and job seekers are satisfied with the services they received. Most notably, the results reveal slightly higher levels of satisfaction when compared to previous customer satisfaction surveys. This suggests that local WIN Job Centers are consistently meeting the needs of their customers while continuing to improve service.

CUSTOMER SATISFACTION RATINGS FOR JOB SEEKERS

WIA AREA	OVERALL SATISFACTION	MET EXPECTATIONS	COMPARED WITH IDEAL	WEIGHTED INDEX
Delta	8.04	7.17	6.91	71.59
MS Partnership	8.11	7.22	7.58	74.11
Southcentral	9.00	7.61	7.39	78.89
Twin Districts	7.76	6.69	7.16	69.36
State Average	7.91	6.89	7.27	71.08

CUSTOMER SATISFACTION RATINGS FOR BUSINESSES

WIA AREA	OVERALL SATISFACTION	MET EXPECTATIONS	COMPARED WITH IDEAL	WEIGHTED INDEX
Delta	8.11	7.92	7.29	75.81
MS Partnership	8.29	7.49	7.77	76.48
Southcentral	8.12	7.63	7.43	75.21
Twin Districts	8.11	7.73	7.52	75.81
State Average	8.16	7.74	7.55	76.16

The state was successful in providing services that assisted 3,041 adult participants and 2,435 dislocated worker participants in gaining 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 2013 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	\$2,792.91 (\$8,493,262/3,041)
Dislocated Worker program	\$2,314.47 (\$5,635,751/2,435)



The success of Adults and Dislocated Workers who receive WIA Training services is greatly increased over those who only receive core or intensive services.

This investment in training pays dividends in all performance measures, as indicated in the chart below.

REPORTED INFORMATION	INDIVIDUALS WHO RECEIVED TRAINING SERVICES	INDIVIDUALS WHO RECEIVED CORE AND INTENSIVE SERVICES
Adult Entered Employment Rate	84.01%	64.85%
Adult Retention Rate	93.61%	87.34%
Adult Average Earnings	\$15,176	\$9,374
Dislocated Worker Entered Employment Rate	80.84%	59.30%
Dislocated Worker Retention Rate	91.81%	82.87%
Dislocated Worker Average Earnings	\$14,521	\$11,891



Youth performance for the state as a whole remained outstanding in spite of the recession's lingering effects and 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. 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 2013 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	\$6281.46 (\$9,214,905/1,467)

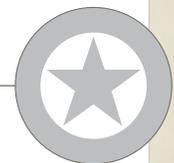


The Mississippi Department of Employment Security performance targets for services to veterans are reflected in the following chart.

PY 2013 PERFORMANCE TARGETS FOR SERVICES TO VETERANS

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

	NEGOTIATED PY 2013	ACTUAL RATE	% OF GOALS
Veterans' Entered Employment Rate (VEER)	51%	57%	112%
Veterans' Employment Retention Rate (VERR)	75%	84%	112%
Veterans' Average Earnings (VAE) (Six-Months)	\$12,504	\$12,655	101%
Disabled Veterans' EER (DVEER)	44%	48%	109%
Disabled Veterans' ERR (DVERR)	71%	84%	118%
Disabled Veterans' AE (DVAE) (Six Months)	\$13,915	\$12,343	88.70%



WAIVERS

Authority to Transfer up to 50 percent of Funds Between the Adult and Dislocated Worker Programs

Only one of the four LWIAs used this waiver in Program Year 2013. Southcentral Mississippi Works LWIA had only 20 Rapid Response sessions in PY13 for a total of 1095 workers, lessening the need for Dislocated Worker funding compared to Adult funding. They also provided On-the-Job Training to 194 Adults and only 62 Dislocated Workers. Due to this greater need for Adult funds than Dislocated Worker, Southcentral used the waiver to transfer the full 50 percent of funds from Dislocated Worker to Adult.

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

Waiver to permit the State to replace the performance measures at WIA Section 136(b) with the common measures.

This waiver allows Mississippi to continue operating the state's workforce system guided by the Common Measures and to provide increased accountability and transparency by aligning outcome measures across programs. Making better use of data to drive accountability is one of the Elements of the President's Job-Driven Workforce System.

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

This waiver was not used in Program Year 2013.

Waiver to increase the employer reimbursement for On-the-Job Training.

This waiver was not used in Program Year 2013.

Waiver to allow the use of WIA formula youth funds to provide training services to eligible WIA youth through the issuance of Individual Training Accounts (ITAs)

Southcentral Mississippi Works LWIA and Delta LWIA used this waiver in PY13 to provide 30 Youth participants with ITA training totaling \$61,303. The LWIAs were able to enroll these participants as Youth instead of Adult, so the training could be captured in the Youth performance measures.

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

LOCAL WORKFORCE INVESTMENT AREAS AND WIN JOB CENTER LOCATIONS

Local Workforce Investment Area Contacts

DELTA

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

SHOWN ON MAP IN GREEN

THE MISSISSIPPI PARTNERSHIP

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

SHOWN ON MAP IN RED

SOUTHCENTRAL MISSISSIPPI WORKS

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

SHOWN ON MAP IN BLUE

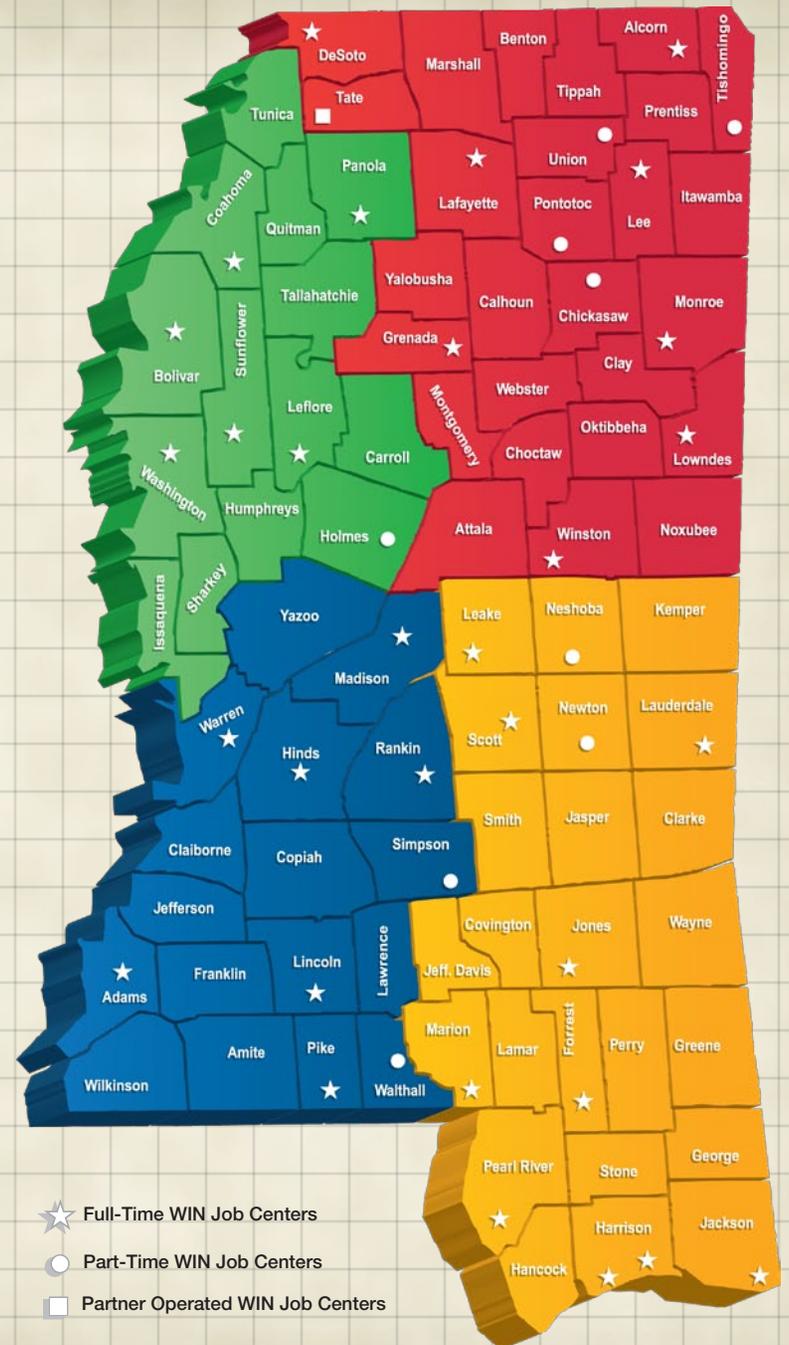
TWIN DISTRICTS

Tee McCovey, WIA Director
700 Hardy Street
Hattiesburg, MS 39401
Phone: 601-545-2137
Fax: 601-545-2164
E-mail: tee@smpdd.com

SHOWN ON MAP IN GOLD

LOCATIONS ON NEXT FOUR PAGES >

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



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

DELTA

SOUTH DELTA PLANNING AND DEVELOPMENT DISTRICT

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 and the Labor Market Information 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 what employees need for training and jobs.

WIN Job Center Locations

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

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

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

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

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

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

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



THE MISSISSIPPI PARTNERSHIP

THREE RIVERS PLANNING AND DEVELOPMENT DISTRICT

Overview

Three Rivers Planning & Development District, Inc., serves as the fiscal/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 geographic 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. Partnerships include local community colleges, the Mississippi Department of Employment Security, other planning and development districts, and eight WIA youth providers.

WIN Job Center Locations

Amory
662-256-2618
1619 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

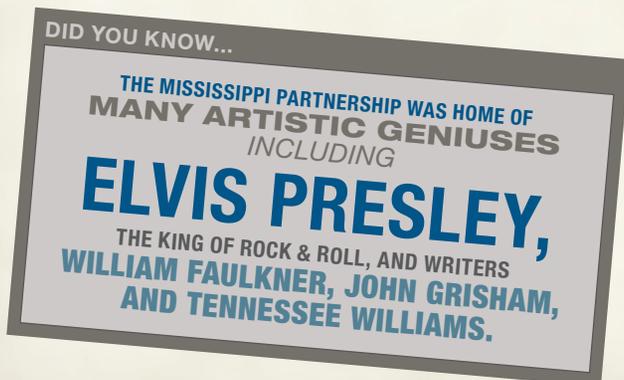
New Albany
662-692-1502
301 North St.
New Albany, MS 38652

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



SOUTHCENTRAL MISSISSIPPI WORKS

CENTRAL MISSISSIPPI PLANNING AND DEVELOPMENT DISTRICT

Overview

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

WIN Job Center Locations

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

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

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

McComb
601-684-4421
416 Marion Ave.
P.O. Box 1306
McComb, MS 39649-1306

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

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

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

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

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



TWIN DISTRICTS

SOUTHERN MISSISSIPPI PLANNING AND DEVELOPMENT DISTRICT

Overview

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 among 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 Locations

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

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

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

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

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



SERVICES

WIN JOB CENTERS

WIN JOB CENTERS WORK WITH JOB CANDIDATES AND LAID-OFF WORKERS

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



CONTINUED >



Job Search and Placement Assistance

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

Information on and Referral to Training

The WIN Job Center staff and on-line resources connect customers to employment services and training programs. 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.

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.





Jevetta Siggers on the job at Schulz Xtruded Products

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.

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.

PY13 WIA TRAINING

MDES NARRATIVE REPORT BY FUND SOURCE CATEGORY	GROUP	ITA	OJT	COMBINED
A	Adult	937	815	1752
D	Dislocated Worker	293	199	492
Y	Youth	30	0	30
N	NEG	51	96	147
TOTAL		1311	1110	2421



Design engineer at Hol-Mac Corporation
in Bay Springs, Mississippi



MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

2013 Workforce Investment Act Annual Report
presented by the State Administrative Entity for WIN in Mississippi

Submitted November 14, 2014

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

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

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

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