

MISSISSIPPI DEPARTMENT of EMPLOYMENT SECURITY



Annual Report

FY2024

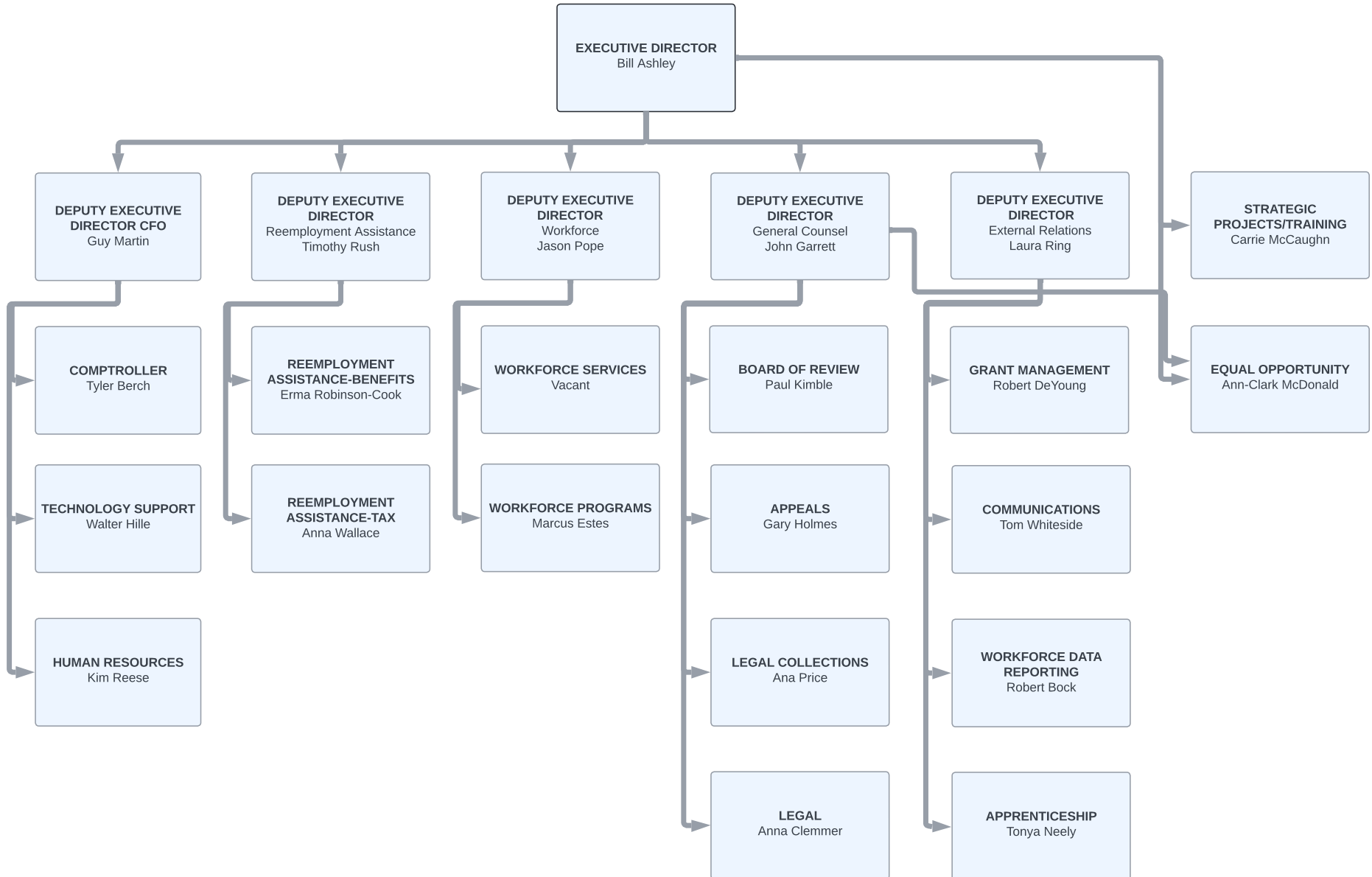
STATE FISCAL YEAR 2024

JULY 1, 2023 THROUGH JUNE 30, 2024



MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

EXECUTIVE AND SENIOR LEADERSHIP





MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

OFFICE OF THE GOVERNOR

As we close the chapter on another remarkable year, I am proud to reflect on the accomplishments of the Mississippi Department of Employment Security in Fiscal Year 2024. This year has been one of innovation, collaboration, and steadfast commitment to our mission of Helping Mississippians Get Jobs.

By fostering partnerships with businesses, enhancing workforce development programs, and providing resources to job seekers, we have strengthened the economic fabric of our communities. The programs and services delivered within our WIN Job Centers, our workforce contact center, and our technology systems are designed to provide Mississippi employers with the tools they need to find and hire skilled workers or to prepare individuals to enter the workforce.

To have a lifelong impact on a family's future generations is truly a blessing. A job with a career pathway is more than just a paycheck, it is the "first step" on the economic ladder and financial prosperity. The "how" to do a job is important for personal financial reasons; however, as the state workforce agency of Mississippi we must also impress upon our customers the "why" it's important to do a job. Our purpose is to welcome all who desire to improve themselves, regardless of income, skills, previous experience, or other barriers and connect them to jobs.

Our dedication to innovation remains at the heart of what we do. Mississippi is and has been at the forefront of unemployment insurance innovation since the ReEmploy Consortium was established. An "Always Modern ReEmployment Assistance System" provides timely benefits, aids in detecting and preventing fraudulent payments, promotes equitable access, ensures that individuals maintain a strong workforce connection by requiring eligible recipients to search for full-time employment, and provides reasonable assurance to employers throughout the state that workers are available for immediate reemployment.

The state's unemployment achieved record lows in FY 2024. The agency's Reemployment Service and Eligibility Assessment (RESEA) Grant is a re-entry point for Unemployment Insurance claimants into the workforce system. The program reduces the duration of unemployment benefits, provides an available pool of skilled job seekers to local employers, and reduces improper payments through early detection of eligibility issues.

As we embark on this next chapter, I am optimistic and enthusiastic about what we can achieve. Here's to a future of continued success and shared accomplishments. This report highlights our commitment to employers and job seekers, which remains at the heart of everything we do. As you delve into the details of this report, I encourage you to reflect on the broader vision and purpose driving our efforts—to create value not just for today, but for generations to come.

Looking ahead, we remain steadfast in our pursuit of excellence and innovation. It is my plan that many years from now people will talk of how MDES changed the lives of our fellow Mississippians, executed successful processes and programs, and built our communities. On behalf of the leadership team, I extend my heartfelt thanks to our employees, partners, and shareholders for your unwavering support and trust. Together, we will continue to build a brighter, more sustainable future.

Sincerely,

A handwritten signature in black ink that reads "William J. Ashley". The signature is written in a cursive, flowing style.

William J. Ashley, Ph.D.
Executive Director

MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

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EXECUTIVE SUMMARY

This fiscal year (FY) 2024 annual report highlights the Mississippi Department of Employment Security's strategies to help Mississippians find work and advance their careers, and to help employers fill open positions with qualified candidates.

Bill Ashley, Ph.D., MDES Executive Director



Our Office of Workforce Programs and Services worked with our partners and staff through our local **WIN Job Centers** to serve Mississippians with employment assistance. MDES provided 16,827 E-Verify services from July 1, 2023, through June 30, 2024. We received 170,693 job orders and 250,078 job openings as part of the **Wagner-Peyser** Employment Service Program.

The **Governor's Job Fair Network, operated by MDES**, supported 27 Governor's Job Fair events during the fiscal year, and 833 employers and organizations were served. In addition to the Governor's Job Fair Network events, 554 job fairs were held at WIN Job Centers across the state.

The **Fidelity Bonding Program** and the **Workforce Opportunity Tax Credit** are incentives for employers to hire individuals with barriers to employment. MDES issued 35 bonds totaling \$155,000 to 2 employers that hired 7 people in the state through the Fidelity Bonding Program. The agency certified 27,013 WOTC applications providing \$67,684,600 in tax credits to employers.

The **Jobs for Veterans State Grant (JVSG)** staff served 574 veterans. The JVSG staff serve veterans who face significant employment barriers such as homelessness, low-income, disability, and justice-involvement, providing individualized career services to veterans so they can secure high-quality employment.

The **Workforce Innovation and Opportunity Act (WIOA)** core partners continued its use of the "WIOA Hub." The Hub ensures that Mississippians are connected to all services that they need to connect to a job. For fiscal year 2024, 192,867 individuals were served by WIOA partners through the Hub. The most common service provided by MDES was reaching out to participants by email, phone, or a mailed letter about a good job opportunity. MDES did this 365,575 times.

The **Mississippi Apprenticeship Program (MAP)** works with community college and industry partners across the state to strengthen the workforce and provide opportunities for Mississippians to participate in Apprenticeships. As of June 30, 2024, MAP impacted 18,948 total apprentices - 987 veterans, 12,630 people of color, and 6,279 females are included in this number.

Rapid Response (RR) exists to help laid-off workers quickly transition to new employment. During FY 2024, the Rapid Response team provided services to 2,823 employees and 43 businesses that were affected by layoffs or closures.

The **Office of Reemployment Assistance (ORA)** processed 58,782 claims for unemployment insurance during FY 2024. The agency recovered a total of \$4,884,091 from

regular unemployment insurance fraud and recovered \$207,619 in pandemic emergency unemployment compensation fraud.

MDES was one of 18 states to receive the **Information Technology (IT) Modernization** grant from the U.S. Department of Labor to support the strengthening and ongoing modernization of Mississippi's Unemployment System. This grant will allow Mississippi to measurably improve the user experience.

The **Training and Strategic Projects** department worked closely with ORA to document process and procedures and continued training staff in Mental Health First Aid. The Lunch and Learn series continues to great participation.

We provided **Labor Market Information (LMI)** to job seekers and employers to help them understand the current employment situation in the state. MDES received and addressed 21,411 requests for information.

MDES is proud of our FY 2024 year of services and looks forward to serving the state of Mississippi in the future.

RESPONSIBILITIES OF OFFICES AND DEPARTMENTS



MDES Executive Leadership

LEFT TO RIGHT, FRONT ROW: Bill Ashley, Ph.D., MDES Executive Director; Laura Ring, Deputy Executive Director, External Relations; Timothy Rush, Deputy Executive Director, Reemployment Assistance. **BACK ROW:** Jason Pope, Deputy Executive Director, Workforce Programs and Services; John Garrett, Deputy Executive Director, General Counsel; Guy Martin, Deputy Executive Director, Chief Financial Officer

FINANCIAL OPERATIONS

The financial operations of the Mississippi Department of Employment Security (MDES) play a crucial role in supporting Mississippians by ensuring efficient and effective delivery of services through robust accounting, human resources, and information technology functions.

Accurate **accounting** practices maintain the integrity and transparency of financial transactions, which is vital for sustaining trust and ensuring that resources are allocated where they are most needed. **Human resources** management ensures that the department has a skilled and motivated workforce, capable of delivering high-quality support and guidance to those seeking employment assistance. Meanwhile, advanced **information technology** systems streamline operations, enhance data management, and facilitate seamless interactions between the department and the public. Together, these financial operations ensure MDES's ability to provide timely and reliable services, ultimately contributing to the economic well-being and stability of Mississippians.

REEMPLOYMENT ASSISTANCE

The Office of Reemployment Assistance administers the Unemployment Insurance program, collects contributions and training taxes from employers, and provides temporary financial support to eligible individuals who have lost their jobs through no fault of their own.

Reemployment Assistance (RA) aims to stabilize the local economy during periods of economic downturn and connects unemployed individuals to job opportunities and training programs. This program operates as a joint state-federal initiative under the oversight of the U.S. Department of Labor. Specialized programs, like the **Self-Employment Assistance Program**, are designed to support entrepreneurship and small business development. RA contributes to workforce stability and economic expansion. The program prioritizes timely, accurate, and equitable service delivery, meeting performance standards established by federal regulations. By aligning with broader services, such as those funded by the **Workforce Innovation and Opportunity Act**, MDES provides seamless assistance to individuals affected by job loss.

EXTERNAL RELATIONS

The External Relations division at MDES is comprised of four key divisions: Communications, Grant Management, Registered Apprenticeship, and Workforce Data Reporting.

The **Communications** division handles public relations and ensures the effective dissemination of information. **Grant Management** is responsible for overseeing programs under the U.S. Department of Labor's Employment and Training Administration (ETA), including the Workforce Innovation and Opportunity Act (WIOA), the Senior Community Service Employment Program (SCSEP), and other discretionary grants. The **Registered Apprenticeship** division, through the Mississippi Apprenticeship Program (MAP), assists companies of all sizes in developing customized Registered Apprenticeship (RA) programs tailored to meet specific occupational and skillset needs, from concept to implementation. Lastly, the **Workforce Data Reporting** division, through partnerships with the Bureau of Labor Statistics and the ETA, operates statistical programs to capture and report vital economic and labor market information for the state. MDES External Relations divisions work to help **expand Mississippi's economy** and advance workforce development in the state.

WORKFORCE SERVICES

The Employment Services division at the Mississippi Department of Employment Security plays a crucial role in *Helping Mississippians Get Jobs*.

The Employment Services (ES) division is committed to the economic and employment needs to the people of the state of Mississippi by providing job placement and training to workers and personnel services to businesses. This is largely accomplished through the highly effective **WIN Job Center** network which provides **streamlined** access to employment programs and services across the state. These programs and services consist of Wagner-Peyser Employment Services, Reemployment Services and Eligibility Assessment (RESEA), Jobs for Veterans State Grant (JVSG), Governor's Job Fair Network, Fidelity Bonding Program, Work Opportunity Tax Credit (WOTC), and other **employment related programs and initiatives**. The majority of MDES Employment Services programs are federally funded under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act through the U.S. Department of Labor (USDOL). Together, these **highly successful** programs enhance workforce development and support economic growth in Mississippi.

GENERAL COUNSEL

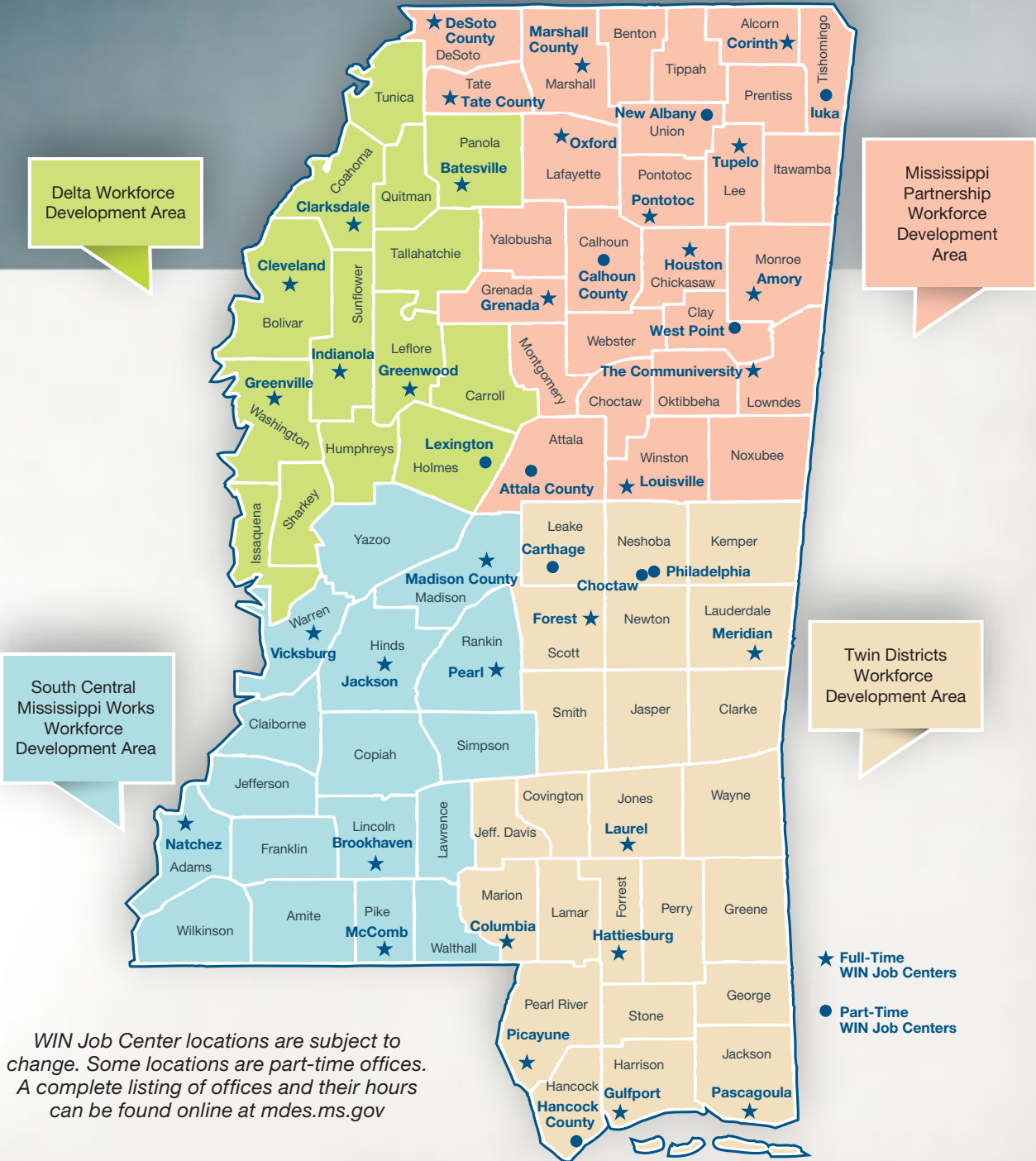
The Office of Legal Affairs is comprised of six key departments: Legal, Appeals, Board of Review, Legal Action, Legal Collections, and Equal Opportunity.

The **Legal** Department is responsible for handling legal matters on behalf of the Agency. Our team of attorneys interprets state/federal laws and regulations, prepares documents for administrative and executive actions, and represents the agency in court and other administrative proceedings. The **Appeals** Department schedules and holds telephonic hearings with Administrative Law Judges regarding issues such as claimant benefit eligibility and chargeability for employers. If appealed, these cases then go before the **Board of Review**. The **Legal Action** Department is charged with the collection of overpayments and past-due contributions via garnishments. The **Legal Collections** Department collects past-due taxes and fees from employers through the filing of injunctions. The **Equal Opportunity** Department is responsible for serving as MDES's liaison with the Civil Rights Center; making sure that MDES and its subrecipients are not violating their nondiscrimination and equal opportunity obligations under WIOA Title I; and overseeing the development and implementation of MDES's Nondiscrimination Plan.

LOCAL WORKFORCE DEVELOPMENT AREAS AND WIN JOB CENTERS

Combining federal, state, and community workforce programs and services, the Workforce Investment Network (WIN) in Mississippi creates a system that is both convenient and user-friendly. A comprehensive network of **WIN Job Centers** is located throughout the state.

The centers offer a variety of employment services to ensure all job seekers have the resources and tools needed to secure gainful employment. The services include job placement assistance, referral to training, priority of service for veterans, career counseling, and referrals to many other workforce partner programs. WIN Job Centers reach out to the business community to match employers with the skilled workers they need to compete in the global economy.



Amory
662-407-1235
Highland Drive
P.O. Box 415
Amory, MS 38821-0415

Attala County
662-289-2535
254 Hwy. 12 West
Kosciusko, MS 39090

Batesville
662-360-1236
325 Lakewood Drive
P.O. Box 1511
Batesville, MS 38606

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

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

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

Choctaw, MS
601-663-7722
266 Industrial Rd.
Choctaw, MS 39350

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

Columbia
601-736-2628
1111 US Hwy. 98, Suite A
Columbia, MS 39429-3701

The Communiversity
662-243-1751
7003 South Frontage Road
Columbus MS 39701

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

DeSoto County
662-280-6218
NWCC Desoto Campus
WIN Job Center Room # 300-L
5197 W. E. Ross Parkway
Southaven, MS 38671

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

Greenville
662-332-8101
1746 Highway 1, Suite C
P.O. Box 5279
Greenville, MS 38701

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

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

Gulfport
228-897-6900
10162 Southpark Dr.
Gulfport, MS 39503-6254

Hancock County
228-466-5425
856 Hwy. 90 Suite D
Bay St. Louis, MS 39520-2737

Hattiesburg
601-584-1202
1911 Arcadia St.
Hattiesburg, MS 39401-6311

Houston
662-407-1219
210 S. Monroe St.
Houston, MS 38851

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

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

Jackson
601-414-7796
Hinds Community College
Academic and Technical Center
3925 Sunset Drive
Jackson, MS 39213

Laurel
601-399-4000
2139 Hwy. 15 N, Suite D
Laurel, MS 39440-1830

Lexington
662-834-2426
By Appointment Only:
303 Yazoo Street
Lexington, MS 39095

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

Madison County
601-407-2457
167 North Orchard Lane
Madison, MS 39110

Marshall County Workforce Training Center
662-851-4190
4700 Cayce Road
Byhalia, MS 38611

McComb
601-684-4421
1400-A Harrison Ave.
P.O. Box 1306
McComb, MS 39648

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

Natchez
601-446-1130
Howell C. Garner
Instructional Center
33 Campus Drive
Natchez, MS 39120

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

Oxford
662-236-7201
1310 Belk Blvd.
Oxford, MS 38655

Pascagoula
228-762-4713
1604 Denny Ave.
Pascagoula, MS 39567-3301

Pearl
601-936-1903
3805 Highway 80 East
Pearl, MS 39208-4295

Philadelphia
601-656-1764
1016 Saxon Airport Rd.
Philadelphia, MS 39350

Picayune
601-798-3472
2005 Wildwood Rd.
Picayune, MS 39466

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

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

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

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

Vicksburg
601-619-2841
755 Hwy 27 S.
Vicksburg, MS 39180

FUNDING AND EXPENDITURES

FY 2024 Activities

The financial operations of MDES play a crucial role in supporting Mississippians by ensuring efficient and effective delivery of services through robust accounting, human resources, and information technology functions. Accurate accounting practices maintain the integrity and transparency of financial transactions, which is vital for sustaining trust and ensuring that resources are allocated where they are most needed. Human resources management ensures that the department has a skilled and motivated workforce, capable of delivering high-quality support and guidance to those seeking employment assistance. Meanwhile, advanced information technology systems streamline operations, enhance data management, and facilitate seamless interactions between the department and the public. Together, these financial operations ensure MDES's ability to provide timely and reliable services, ultimately contributing to the economic well-being and stability of Mississippians.

Source of Funding by Program for FY 2024

Program	Federal	State	Other	Total
Employment Service	\$58,553,276	\$1,800,000	\$0	\$60,353,276
Labor Market Information	\$1,033,506	\$0	\$0	\$1,033,506
Unemployment Insurance	\$27,068,854	\$0	\$5,745,779	\$32,814,633
Total	\$86,655,636	\$1,800,000	\$5,745,779	\$94,201,415

Total Expenditures by Program for FY 2024

Program	Personal Service	Travel	Contractual Service	Commodities	Capital Outlay other than equipment	Capital Outlay Equipment	Vehicles	Subsidies, Loans, and Grants	Total Expenditure
Employment Service	\$10,244,553	\$272,217	\$10,487,329	\$263,838	\$0	\$350,401	\$0	\$38,734,938	\$60,353,276
Labor Market Information	\$721,435	\$16,840	\$235,007	\$17,640	\$0	\$42,584	\$0	\$0	\$1,033,506
Unemployment Insurance	\$11,981,405	\$122,097	\$18,517,563	\$352,784	\$0	\$375,170	\$57,000	\$1,408,614	\$32,814,633
Total	\$22,947,393	\$411,154	\$29,239,899	\$634,262	\$0	\$768,155	\$57,000	\$40,143,552	\$94,201,415

EMPLOYMENT SERVICES

Performance Information

The following table shows attainment rates on each performance measure for the state as a whole for the Federal 2023 WIOA Program Year, July 1, 2023 to June 30, 2024. Each year, Mississippi negotiates attainment rates on each common performance measure with the U.S. Department of Labor. All of the data in Mississippi's WIOA performance reports is uniformly reported and validated in accordance with federal requirements.



MISSISSIPPI STATEWIDE PERFORMANCE

Statewide Reported Information	Negotiated Level	Actual Level
Adult Employment Rate 2nd Quarter After Exit	84.4%	88.7%
Adult Employment Rate 4th Quarter After Exit	82.3%	88.5%
Adult Median Earnings 2nd Quarter After Exit	\$6,475	\$7,863
Adult Credential Attainment Rate 4th Quarter After Exit	71.0%	80.3%
Adult Measurable Skill Gain	58.3%	72.2%
Dislocated Worker Employment Rate 2nd Quarter After Exit	74.8%	82.8%
Dislocated Worker Employment Rate 4th Quarter After Exit	73.7%	81.3%
Dislocated Median Earnings 2nd Quarter After Exit	\$5,763	\$7,547
Dislocated Worker Credential Attainment Rate 4th Quarter After Exit	70.0%	78.1%
Dislocated Worker Measurable Skill Gain	60.4%	71.1%
Youth Employment Rate 2nd Quarter After Exit	80.2%	86.7%
Youth Employment Rate 4th Quarter After Exit	80.1%	86.4%
Youth Credential Attainment Rate 4th Quarter After Exit	71.2%	79.3%
Youth Measurable Skill Gain	59.9%	74.4%
Youth Median Earnings 2nd Quarter After Exit	\$3,112	\$3,398
Wagner Peyser Employment Rate 2nd Quarter After Exit	71.1%	78.6%
Wagner Peyser Employment Rate 4th Quarter After Exit	71.3%	78.1%
Wagner Peyser Median Earnings 2nd Quarter After Exit	\$4,386	\$5,973

Workforce Programs and Services

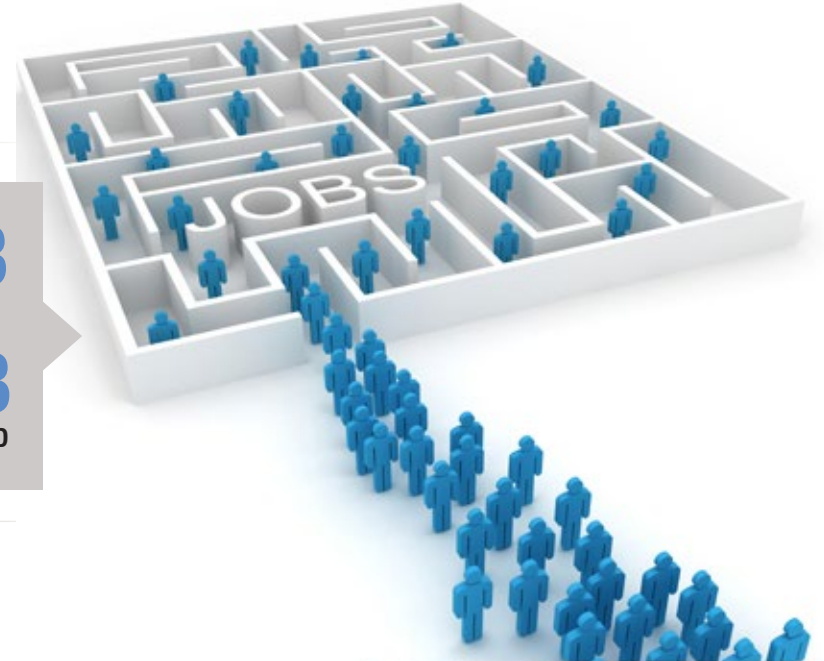
Wagner Peyser

The Wagner-Peyser Employment Service program focuses on providing a variety of services, including job search assistance, help getting a job referral and placement assistance for job seekers.

For the period of July 1, 2023, through June 30, 2024, MDES received **170,693** job orders with a total of **250,078** openings.

170,693
JOB ORDERS RECEIVED

250,078
JOB OPENINGS RECEIVED



Reemployment Services and Eligibility Assessment

The Reemployment Services and Eligibility Assessment (RESEA) initiative in Mississippi is to provide intensive career services to reconnect Unemployment Insurance beneficiaries with work as quickly as possible. RESEA participants receive a minimum of three one-on-one assessments and career counseling sessions.

Each session assists the participant by providing labor market information, job match and skills gap analysis, and soft skills training. RESEA participants are also contacted by staff and encouraged, practical job search tips, targeted work search assistance, and job referrals.

MDES completed **11,486** counseling sessions from July 1, 2023, to June 30, 2024.

11,486
RESEA COUNSELING
SESSIONS COMPLETED



E-Verify

In the 2008 Legislative session, the Mississippi Legislature passed the Mississippi Employment Protection Act. This act requires employers to participate in the Department of Homeland Security E-Verify program. Part of the legislation provides a mechanism to make the verification process easier for employers by using the services offered by MDES. A total of **16,827** E-Verify services were provided to employers from July 1, 2023, through June 30, 2024.

16,827
E-VERIFY SERVICES
TO EMPLOYERS

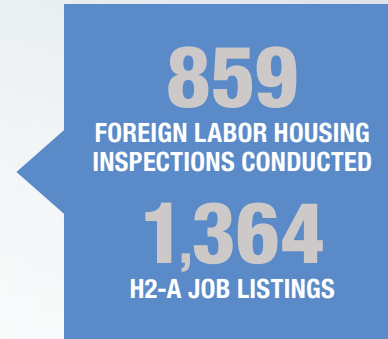


Temporary Agricultural Worker Programs

Mississippi Department of Employment Security manages the Migrant Seasonal Farmworker (MSFW) and H-2A Temporary Agricultural Labor Certification Program. The MSFW program provides outreach and basic labor exchange services to those who are identified as migrant or seasonal farmworkers. The H-2A program helps employers recruit temporary visa workers when qualified U.S. workers are unavailable.

MDES supports the H-2A program by referring U.S. farmworkers to farmers when they advertise farmworker jobs in the state. MDES sent **1,955** referrals from July 1, 2023, to June 30, 2024.

The H-2A continues to see exponential growth. **Fifty-eight** new employers were registered from July 2023 through June of 2024.



Job Fair Events

MDES operates the Governor’s Job Fair Network. The Governor’s Job Fair Network is a series of community sponsored, one-day events that bring together a diverse group of employers actively looking for employees. MDES works in partnership with other agencies and organizations to host each event. There were **27** Governor’s Job Fair events from July 1, 2023, until June 30, 2024, and 833 employers/organizations were served.

In addition to the Governor’s Job Fair Network events, **554** job fairs were held statewide at the WIN Job Centers for individual employers during the same time frame.

The Mississippi Department of Employment Security continues requiring claimants currently receiving Reemployment Assistance benefits, who reside within a commutable distance of a Governor’s Job Fair Network event, attend as part of their work search requirement. This initiative has successfully ensured claimants are utilizing every resource to return to the workforce.



On March 28, 2024, the Mississippi Department of Employment Security, through the Governor’s Job Fair Network, partnered with the Mississippi State Personnel Board and other state agencies to hold the inaugural Mississippi State Agency Job Fair. More than 700 job seekers attended the event. Agencies held 179 on-site interviews and 99 job offers were made.

AT LEFT, MDES STAFF STANDS READY TO ASSIST AT THE STATE AGENCY JOB FAIR.



MISSISSIPPI DEPARTMENT of EMPLOYMENT SECURITY

GOVERNOR’S JOB FAIR NETWORK OF MISSISSIPPI



Fidelity Bonding Program

The Fidelity Bonding Program serves as an incentive for employers to hire applicants involved in the criminal justice system, including ex-offenders recovering from opioid and other drug addictions, obtain employment in family-sustaining jobs; better informing employers about the knowledge, skills, and abilities of this population; and advancing strategies to address the barriers to reemployment.

The Fidelity Bonding Program issued 35 bonds to 2 employers that hired 7 people in the state totaling **\$155,000** from July 1, 2023, through June 30, 2024.



\$155,000
FIDELITY BONDING PROGRAM
STATE TOTAL FOR FY 2024

Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) is a federal tax credit to employers for hiring individuals from certain targeted groups who have consistently faced significant barriers to employment.

27,013 WOTC Applications were certified from July 1, 2023, through June 30, 2024



27,013
WOTC APPLICATIONS CERTIFIED
\$67,684,600
TAX CREDITS TO EMPLOYERS

Services to Veterans

The Jobs for Veterans State Grant (JVSG) Program is a vital component of the WIN Job Center network, providing individualized career services to **309** of the **337*** veterans served between July 1, 2023, and June 30, 2024. The program focuses on veterans facing significant barriers to employment, such as homelessness, low income, disabilities, and justice involvement. Many justice-involved veterans participate in Mississippi Veterans Treatment Courts, leveraging specialized support to achieve sustainable employment outcomes.

This service is delivered against the backdrop of record-low unemployment rates and consecutive quarters of strong economic performance in Mississippi. The state's thriving economy underscores the importance of programs like JVSG, which equip veterans with the tools to contribute meaningfully to the workforce while overcoming challenges to employment.

**4-quarter moving average as of June 30, 2024*



337*
VETERANS SERVED
UNDER THE JVSG
91.6%
GIVEN INDIVIDUALIZED
CAREER SERVICES

Corinth WIN Job Center
commemorative display
honoring Veterans.

Workforce Programs and Services Success Story

Disabled Veterans Outreach Program provides veterans with the resources and guidance necessary to build successful and sustainable careers.

AT THE MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY (MDES), WE ARE DEDICATED TO SUPPORTING VETERANS LIKE PRIVATE ZANE COLLINS AS THEY TRANSITION INTO THE CIVILIAN WORKFORCE.



Through specialized programs such as the Jobs for Veterans State Grant, the Disabled Veterans Outreach Program (DVOP) specialist provides veterans with the resources and guidance necessary to build successful and sustainable careers. Collins' journey is a powerful example of how perseverance, support, and opportunity can transform lives, helping individuals not only secure employment but also achieve lasting professional growth.

Collins, recently discharged from military service, first visited the Pascagoula WIN Job Center on August 21, 2023, determined to find work and open to any opportunity that would provide stability. After completing the Military Attestation form, he was referred to DVOP Specialist Christopher Kaster, who immediately recognized Zane's potential and began working closely with him to develop a comprehensive employment strategy.

During their initial consultation, Specialist Kaster and Zane conducted a thorough assessment of his transferable skills from both his military service and prior work experience. Together, they crafted an ambitious Individual

Employment Plan (IEP) focused on securing employment as quickly as possible. Although Zane expressed a willingness to take on any role, Specialist Kaster emphasized the importance of setting clear career objectives and maintaining a targeted, motivated approach to the job search process.

The Pascagoula WIN Job Center provided Zane with a range of resources, including expert resume development, tailored insights into the local job market, and hands-on assistance with job applications. Armed with these tools and newfound confidence, Zane conducted an intensive job search, applying to multiple positions and remaining steadfast in his commitment to achieving his goals. His diligence and determination soon bore fruit.

While exploring potential opportunities at the WIN Job Center, Zane secured a Manager Trainee position with a financial services company, starting at a salary of \$38,000 per year. Elated with this success, Zane returned to the WIN Job Center to express his gratitude for the services and support he received. Recognizing that this was only the beginning of

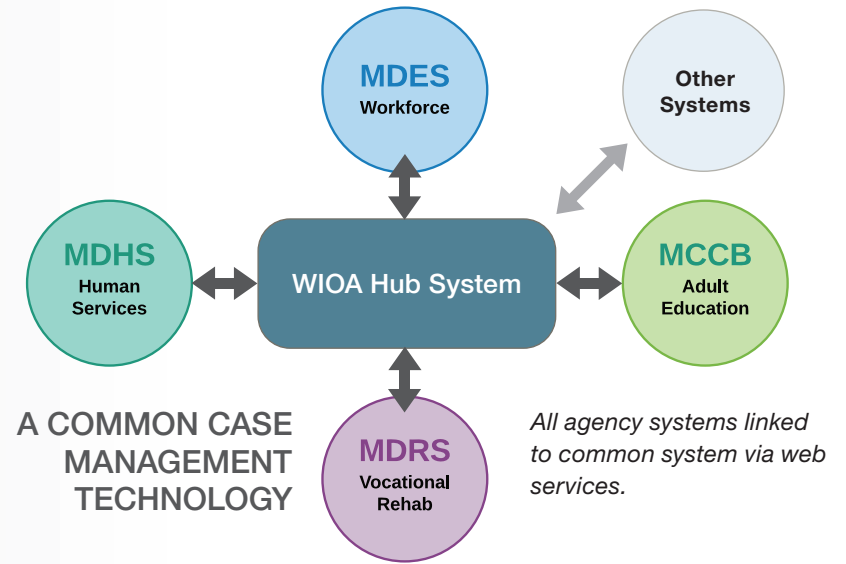
his professional journey, he remained focused on his IEP, determined to continue advancing his career.

In May 2024, after successfully completing the Manager Trainee program, Zane was promoted to manage a branch of the financial services company in Jasper, Alabama. This new role came with increased responsibilities, a salary raise to \$45,000, and the potential to earn up to \$56,000 through performance incentives. Although Zane faced personnel management challenges in his new position, his resilience, enthusiasm, and work ethic remained unwavering.

PFC Zane Collins' story exemplifies the impact of MDES's Workforce Services and Programs. His success demonstrates how, with the right support and resources, veterans can not only find immediate employment but also build long-term careers and achieve their full potential. His journey stands as an inspiring example of dedication, professional growth, and the enduring value of MDES's commitment to our veterans.

WIOA Hub

Mississippi designed and developed a data system called the WIOA Hub to assist individuals across the WIOA partner agencies. A key goal of the Hub is to ensure that a Mississippian is connected to all services they need to connect to a job. Services from Mississippi’s WIOA partners help remove barriers to work such as childcare needs, lack of transportation, lack of a high-school diploma, help searching for a job, or help to overcome a disability. The Hub allows agencies to work together to ensure that customers get connected to the variety of services they need to succeed. A key activity of WIOA implementation in Mississippi was creating a comprehensive dictionary of all the services provided by WIOA partners.



Services Provided

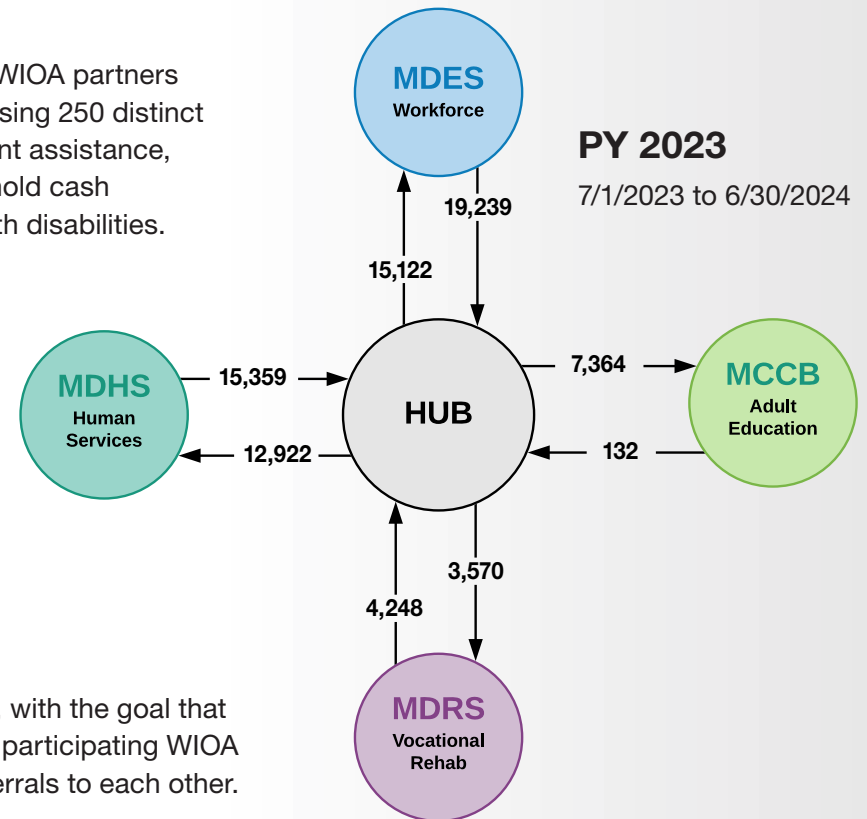
For Program Year 2023 (7/1/2023 to 6/30/2024), 192,867 individuals served by WIOA partners through the interagency WIOA Hub received over 695,352 services, encompassing 250 distinct kinds of services. These services include transportation services, job placement assistance, career planning and counseling, on-the-job training, work experiences, household cash assistance, and the purchase of assistive technologies for those individuals with disabilities.

The most common service provided by MDES was reaching out to WIOA participants by email, phone, or a mailed letter with information about a good job opportunity— in fact,

MDES did this **365,575** TIMES!

Referrals

The Hub plays a key role in allowing agencies to electronically refer customers, with the goal that no one falls through procedural cracks. The Hub is like a post office and every participating WIOA partner agency can use their own systems (mailboxes) to send and receive referrals to each other.



MISSISSIPPI APPRENTICESHIP PROGRAM

The Mississippi Apprenticeship Program (MAP) works with community college, local workforce development area, and industry partners across the state to strengthen the workforce and provide more opportunities for Mississippians to participate in apprenticeship programs. These programs represent a variety of fields, such as manufacturing, transportation and logistics, energy and utilities, banking and finance, and more, that enable the state's residents to earn a living wage while learning a new skill that could lead to a meaningful career.

As a part of these efforts, MAP ensures people of diverse backgrounds learn about and take advantage of these programs across the state. MAP wants to attract more businesses, industry, and community college partners to apprenticeship so that, regardless of their backgrounds, Mississippians have a chance to earn a family-sustaining wage as they learn a new trade or profession.



Visit our website
[MSAPPRENTICESHIP.WORKS](https://msapprenticeship.works)

OUR IMPACT

Supported by MAP since 2016

18,948

TOTAL APPRENTICES
AS OF JUNE 30, 2024



6,279

FEMALE APPRENTICES
AS OF JUNE 30, 2024



12,630

PEOPLE OF COLOR
AS OF JUNE 30, 2024



987

VETERAN APPRENTICES
AS OF JUNE 30, 2024



Rapid Response

A state or local workforce development area offers many resources that can assist a company, regardless of where it is in this business cycle of growing, hiring, or shrinking through layoffs, attrition, or closure.

One valuable resource is the **Rapid Response** Program. Rapid Response (RR) is a pro-active, business-focused, and flexible strategy designed for two major purposes. First, to help growing companies access the resources they need to continue to be successful, including helping meet existing and future talent needs. Second, to respond to announcements of layoffs and plant closings by quickly coordinating the Rapid Response team and providing immediate services to companies and their affected workers to ensure rapid reemployment and to minimize the negative impacts of the layoff.



MDES Rapid Response provides customized services on-site and will accommodate any work schedule to assist company leadership and affected workers through the transitions associated with job loss.

Inviting the Rapid Response team to meet with affected workers before the layoff will allow employees to access services and programs that will help them through this difficult time.

Rapid Response on-site meetings will introduce workers to representatives from many other programs that can help with this transition and is designed to bring together many separate partners to seamlessly provide an array of services. The partners consist of representatives from the WIN Job Center, Community College, MDES, Unemployment Insurance, and the Local Workforce Development Area.

During PY 2023, the RR team provided services to

2,823 AND **43**
EMPLOYEES BUSINESSSES

that were affected by layoffs or closures.

RAPID RESOURCE EVENT

At a Rapid Resource event, displaced workers will learn about services and benefits designed to help get them back on their feet, including:

- Receiving a *Surviving a Layoff* book: that will help in preparing for a job interview;
- Job search assistance;
- Resume preparation and interviewing skills workshops;
- Education and training opportunities; and
- Unemployment Insurance;
- Services that may be available include:
 - financial planning and stress management workshops;
 - financial support for training;
 - income support if job loss was due to foreign trade; and
 - special services for veterans and adults with disabilities.

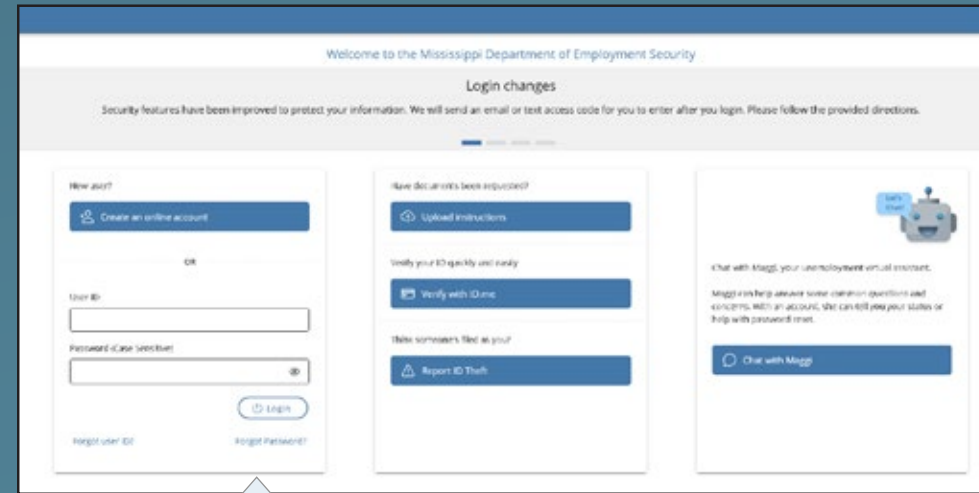
OFFICE OF REEMPLOYMENT ASSISTANCE

The Mississippi Department of Employment Security Office of ReEmployment Assistance is committed to enhancing the reemployment assistance program to provide an always modern customer service platform. Our commitment to national and state priorities, with an emphasis on prompt payment of benefits, efficient appeals timelines, prevention and detection of overpayments, and federal reporting enable us to effectively serve the citizens of Mississippi.



To achieve these objectives, Mississippi has developed a robust, modern Unemployment Insurance system known as ReEmployMS. This comprehensive platform integrates Benefits, Tax and Appeals and is recognized as one of the few successful reengineered systems nationwide. As the lead state in the ReEmployUSA consortium, Mississippi has collaborated with Maine and Connecticut, bringing the UI system fully online in the cloud. This system is designed to scale, offering enhanced features such as a redesigned claimant portal and intake module, which are integrated for disaster related claims.

With a focus on user-friendly technology, the system can handle most claims via self-service, minimizing the need for staff intervention. MDES is also looking ahead, exploring the expanded use of BOTS and other advanced technologies to further streamline processes, ensuring Mississippi remains at the forefront of innovation in unemployment services. MDES will continue to use human resources, technology, and innovation to provide accurate, efficient, and timely customer service as we operate within the regulations set forth by the United States Department of Labor.



SECURITY FEATURES HAVE BEEN IMPROVED TO PROTECT SENSITIVE INFORMATION



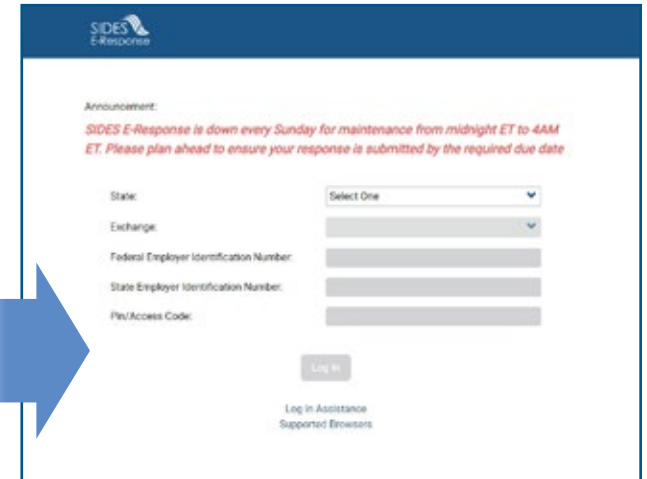
Reemployment Assistance

Diamond Award at the State Information Data Exchange System Seminar

The MDES Office of Reemployment Assistance received the 2023 Diamond Award at the State Information Data Exchange System (SIDES) Seminar which was held in Pittsburg, Pennsylvania from March 12-14 2024.

In order to meet the criteria for a Diamond Award, at least 35% of the state’s UI claims came through SIDES E-Response and at least 50% of the state’s UI claims came through SIDES (either through E-Response or System Integration) and the state is connected with 100% of the integrated partners that have been live on SIDES System Integration for a year or more.

SIDES is a software tool that empowers states, employers, Third Party Administrators and Professional Employer Organizations to quickly, accurately, and securely respond to unemployment insurance requests. SIDES has six components, called exchanges, that makeup the full SIDES solution. Each exchange supports a specific step in the life cycle of an unemployment insurance claim.



<https://www.naswa.org/uicides>



UI - IT Modernization

MDES was one of 18 states to receive the IT Modernization grant from the U.S. Department of Labor to support the strengthening and ongoing modernization of Mississippi’s Unemployment System. This grant will allow Mississippi to utilize plain language in all employer communications and translate all employer documents into Spanish as well as to utilize automation, BOTS, and other AI to measurably improve the employer experience. Other improvements include the modernization and streamlining of all Unemployment Insurance reporting and the modernization and Microservicing of the ReEmployMS platform. Some of these modernizations include a redesign of Third-Party Administrator functionality and access, improvements to the processes that allow employers to register and close their accounts, enhancements to the employer tax audit functionality and both claimant and employer collections processes.

MDES has secured **\$11,250,000** in federal funding for these efforts.

UNEMPLOYMENT INSURANCE

Performance Information

Unemployment Insurance (UI) Core Measures

UI Core Measures	DOL Acceptable Level of Performance	MDES Performance Qtr. Ending 9/30/2023	MDES Performance Qtr. Ending 12/31/2023	MDES Performance Qtr. Ending 3/31/2024	MDES Performance Qtr. Ending 6/30/2024
First Payment Promptness	≥87%	73.3%	69.5%	83.1%	84.8%
Nonmonetary Determinations Timeliness	≥80%	69.5%	66.6%	93.2%	83.0%
Nonmonetary Separation Quality	≥75%	93.1%	90.0%	66.7%	89.7%
Nonmonetary Nonseparation Quality	≥75%	93.1%	96.4%	96.4%	92.9%
New Employer Status Determination Timeliness	≥70%	78.5%	80.9%	78.8%	81.5%
Lower Authority Appeals Quality	≥80%	95.0%	95.0%	94.7%	100.0%
Average Age of Pending Lower Authority Appeals	≤30 days	9.0	16.0	17.0	12.0
Average Age of Pending Higher Authority Appeals	≤40 days	4.0	8.0	6.0	5.0

MDES ranked **10th** in the nation in Nonseparation Determination Quality in FY 2024.

Source: <https://oui.doleta.gov/unemploy/ranking/rankingrpt.asp>

Unemployment Insurance Performs Core Measures Acceptable Performance Guidelines

BENEFITS MEASURES

Acceptable Levels of Performance

<p>First Payment Promptness: Percentage of all 1st payments made within 14/21 days after the week ending date of the first compensable week in the benefit year (excludes Workshare, episodic claims such as DUA, and retroactive payments for a compensable waiting period.)</p>	≥87%
<p>Nonmonetary Determination Time Lapse: Percentage of Nonmonetary Determinations (Separations and Nonseparations) made within 21 days of the date of detection of any nonmonetary issue that had the potential to affect the claimant's benefit rights.</p>	≥80%
<p>Nonmonetary Determination Quality - Nonseparations: Percentage of Nonseparation Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of nonseparation determinations.</p>	≥75%
<p>Nonmonetary Determination Quality - Separations: Percentage of Separation Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of separation determinations.</p>	≥75%

TAX MEASURES

Acceptable Levels of Performance

<p>New Employer Status Determinations Time Lapse: Percentage of New Employer Status Determinations made within 90 days of the last day in the quarter in which the business became liable.</p>	≥70%
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APPEALS MEASURES

Acceptable Levels of Performance

<p>Average Age of Pending Lower Authority Appeals: The sum of the ages, in days from filing, of all pending Lower Authority Appeals divided by the number of Lower Authority Appeals.</p>	≤30 Days
<p>Average Age of Pending Higher Authority Appeals: The sum of the ages, in days from filing, of all pending Higher Authority Appeals divided by the number of Higher Authority Appeals.</p>	≤40 Days
<p>Lower Authority Appeals Quality: Percentage of Lower Authority Appeals with Quality Scores equal to or greater than 85% of potential points, based on the evaluation results of quarterly samples selected from the universe of lower authority benefit appeal hearings.</p>	≥80%

Fraud Information

Fraud Recovery

UI Fraud Recovery — July 2023 through June 2024 per ETA 227s

Regular UI	9/30/2023	12/31/2023	3/31/2024	6/30/2024	Totals
Regular UI - Recovered	\$ 1,116,804	\$ 904,896	\$ 1,859,086	\$ 976,569	\$ 4,857,355
UXFE/UCX* - Recovered	\$ 2,174	\$ 3,379	\$ 10,805	\$ 5,172	\$ 21,530
EB** - Recovered	-	\$ 1,348	\$ 2,851	\$ 1,007	\$ 5,206
				Total	\$ 4,884,091

Pandemic Emergency Unemployment Compensation (PEUC) Fraud Recovery — July 2023 through June 2024 per ETA 227s

PEUC	9/30/2023	12/31/2023	3/31/2024	6/30/2024	Totals
Regular UI - Recovered	\$ 46,799	\$ 34,772	\$ 78,351	\$ 47,697	\$ 207,619
UXFE/UCX - Recovered	-	-	-	-	-
				Total	\$ 207,619

Regular ETA Report 227

*UI Claims Filed for Federal Employees (UCFE) and UI Claims Filed for Ex-Service Members (UCX)

** Extended Benefits

Fraud Prevention

UI Fraud Prevention — July 2023 through June 2024 per ETA 227s

REGULAR UI	9/30/2023		12/31/2023		3/31/2024		6/30/2024		Totals	
	# of Cases	Overpayment Detected	# of Cases	Overpayment Detected	# of Cases	Overpayment Detected	# of Cases	Overpayment Detected	# of Cases	Overpayment Detected
Wage Crossmatch	408	299,172	602	429,121	347	230,757	359	264,576	1,716	\$1,223,626
Interstate Benefits Crossmatch	13	11,680	5	4,663	7	2,286	28	24,458	53	\$43,087
National & State Directory of New Hire	379	1,474,274	430	167,977	229	94,729	385	153,240	1,423	\$1,890,220
Total									3,192	\$3,156,933

Pandemic Emergency Unemployment Compensation Fraud Prevention — July 2023 through June 2024 per

PEUC	9/30/2023		12/31/2023		3/31/2024		6/30/2024		Totals	
	# of Cases	Overpayment Detected	# of Cases	Overpayment Detected	# of Cases	Overpayment Detected	# of Cases	Overpayment Detected	# of Cases	Overpayment Detected
Wage Crossmatch	0	-	0	-	0	-	0	-	0	\$-
Interstate Benefits Crossmatch	0	-	0	-	0	-	0	-	0	\$-
National & State Directory of New Hire	2	934	1	208	0	-	0	-	3	\$1,142
Total									3	\$1,142

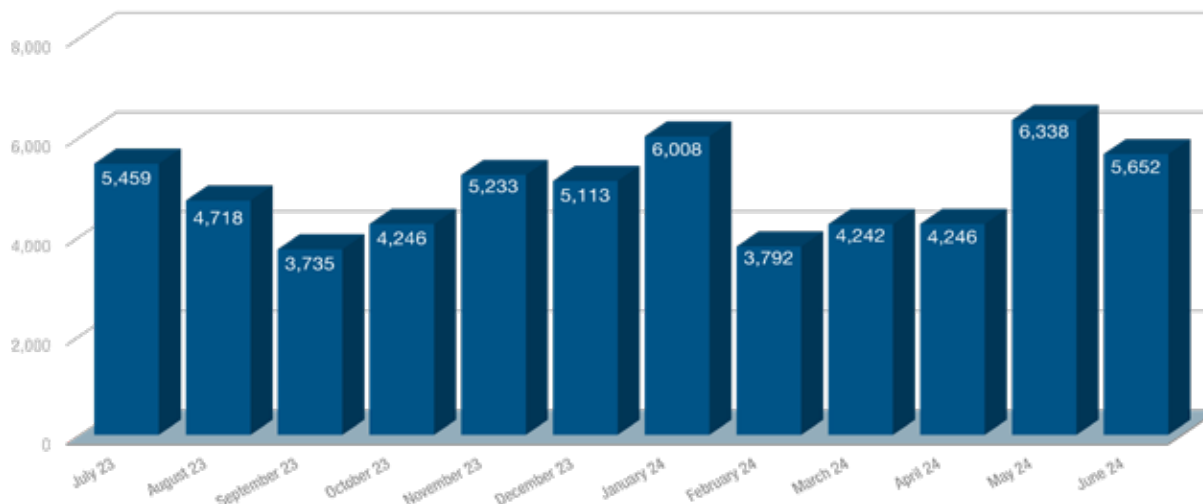
Regular ETA Report 227

Unemployment Claims

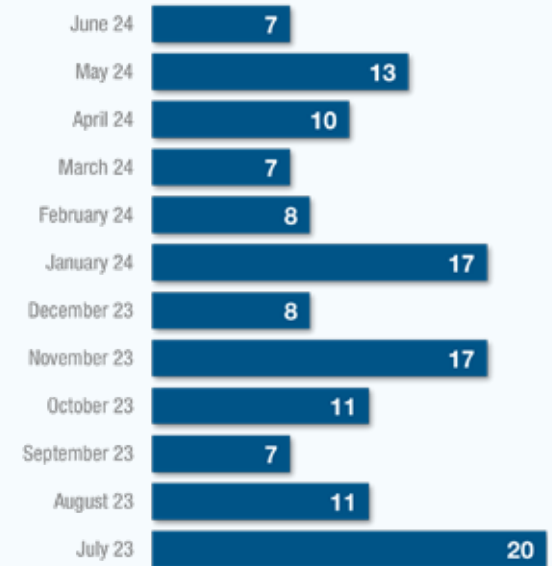
Month	UI Claims Filed for Federal Employees (UCFE)	UI Claims Filed for Ex-Service Members (UCX)	Regular UI Claims Filed
July 23	20	3	5,459
August 23	11	4	4,718
September 23	7	10	3,735
October 23	11	6	4,246
November 23	17	8	5,233
December 23	8	10	5,113
January 24	17	6	6,008
February 24	8	3	3,792
March 24	7	12	4,242
April 24	10	1	4,246
May 24	13	5	6,338
June 24	7	7	5,652
Total	136	75	58,782

Source ETA, 5159 - Claims and Payment Activities, Section A: Claims Activities

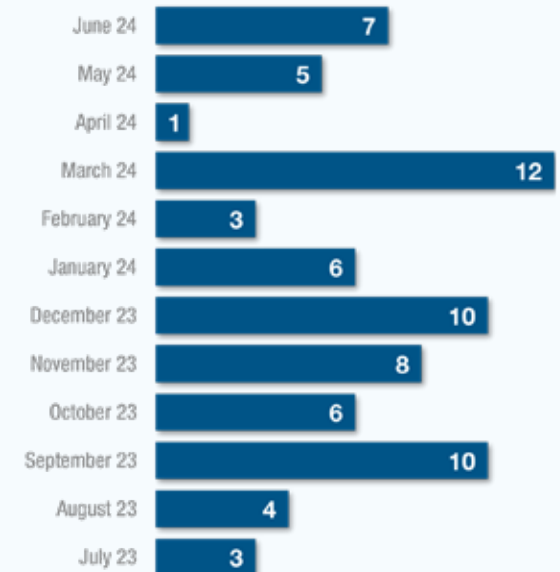
Regular UI Claims Filed



UCFE UI Claims Filed



UCX UI Claims Filed



OFFICE OF TRAINING AND STRATEGIC PROJECTS

FY 2024 Activities

The MDES training staff worked closely with subject matter experts from ORA to document processes and procedures within the following departments: the Contact Center, Benefits, and Benefit Payment Control/Integrity. These departments worked to document processes in the MDES Learning Management System (LMS). Training staff continues to create courses for ORA, including lessons and activities.

The training staff also works with the OTSI department to continue security awareness training for all staff who access our online systems. These lessons help MDES stay in compliance with the IRS and SSA regulations.



Mental Health FIRST AID®

from NATIONAL COUNCIL FOR MENTAL WELLBEING®

MDES completed the third year of partnership with the Mississippi Department of Mental Health to train MDES employees in Mental Health First Aid through the National Council for Mental Wellbeing. By the end of 2024, we will have trained and certified more than 180 supervisors, managers, directors, and front-line staff members as Mental Health First Aiders.

The monthly Lunch & Learn series continues to be one of our most popular offerings. Topics have included a Jeopardy-style Mississippi Government game, etiquette in various workplace areas, and a series on customer service. Other topics have included the deferred compensation plan available to state employees.

During the next year, we plan to continue our Lunch and Learn series, working with ORA to document their processes into our LMS, expand our ad hoc offerings, continue our MDMH training, and any other necessary training needs. The Training and Strategic Projects Department looks forward to continuing to exceed the learning needs of MDES.



LABOR MARKET INFORMATION

Performance Information

Labor Market Information (LMI) at Mississippi Department of Employment Security (MDES) is the department that reports information on the number of people employed or unemployed, unemployment rates, average wages, population, income, occupational projections, and other economic variables for Mississippi. The LMI Department, through federal grants from the Bureau of Labor Statistics and the Employment and Training Administration, operates statistical programs to capture and report economic information.

The purpose of LMI and its publications is to aid our customers in identifying the workforce information available and to direct them to the data source that most appropriately meets their needs. A brief description follows of LMI programs along with some of the publications produced.



21,411 LMI REQUESTS -
INCLUDING WEBSITE DOWNLOADS

48 CES ESTIMATES
DISSEMINATED EACH YEAR

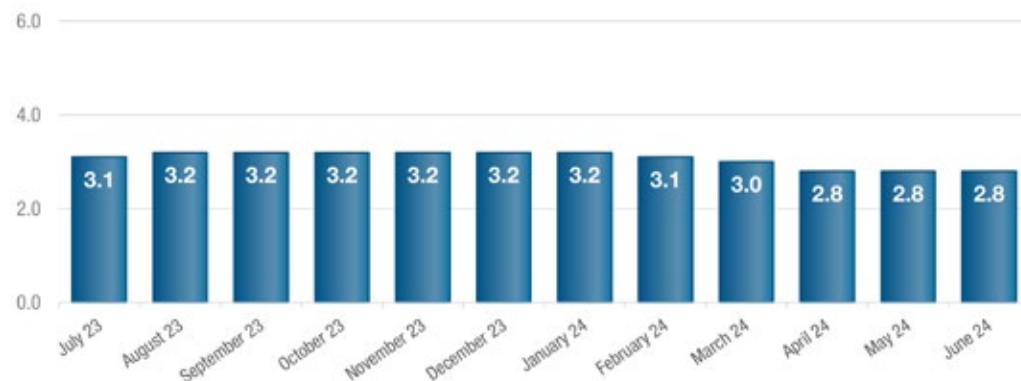
4,212 LAUS DOCUMENTS
GENERATED PER YEAR

4,086 OEWS EMPLOYERS
SURVEYED PER YEAR

86,560 QCEW AVERAGE UNITS
EDITED EACH QUARTER

Mississippi Unemployment Rate

July 2023 to June 2024 (Seasonally Adjusted)



For LMI program definitions, see the next page.



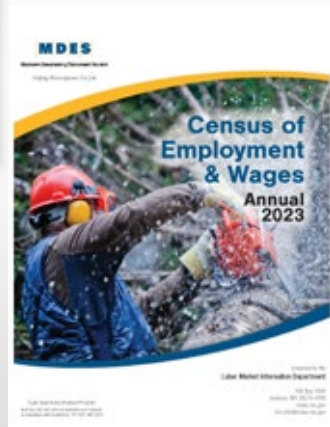
Current Employment Statistics (CES) provides monthly estimates of employment, hours, and earnings by industry for the state and metropolitan statistical areas. Estimates were published each month in *State & Metro Trends*.

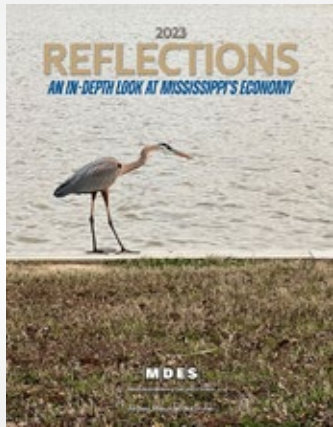
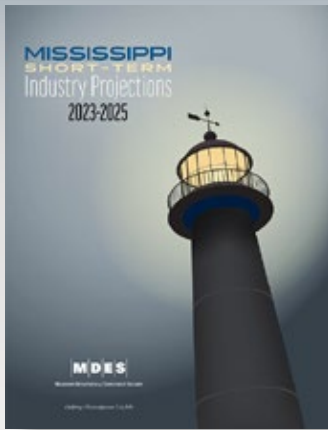
Local Area Unemployment Statistics (LAUS) provides monthly estimates of civilian labor force, employed people, unemployed people, and unemployment rates for the state, counties, metropolitan statistical areas, workforce development areas, planning and development districts, community college districts, and select cities. Estimates were published each month in *Labor Market Data*.

Occupational Employment and Wage Statistics (OEWS) provides occupational employment and wage estimates for wage and salary workers annually for the state, metropolitan statistical areas, and workforce development areas. The annual estimates were published in *Occupational Employment and Wage Estimates*.

Quarterly Census of Employment and Wages (QCEW) provides data of employment and wages by industry for the state and counties. The Enhanced Quarterly Unemployment Insurance file was submitted each quarter before the deadline. Estimates of annual average employment and annual average wages by industry for the state, counties, metropolitan statistical areas, and workforce development areas were published in *Census of Employment and Wages*.

Census of Fatal Occupational Injuries (CFOI) provides a count of all fatal work injuries for the state. Data was gathered to identify, verify and describe fatal work injuries in the state. Counts of fatal work injuries were produced by gender, age, race, occupation, and industry.





Industry and Occupational Projections forecast employment by industry or occupation. Short-term projections for the period 2023 to 2025 were produced for the state. Long-term industry and occupational projections for the period 2022 to 2032 were created for the state.

The **Annual Economic Analysis report** was published in *Reflections*. The report provided data for the state, counties, metropolitan statistical areas, and workforce development areas on population, labor force, employment by industry, per capita income, and sales tax revenues. An Index of Economic Stability was generated by area.

The **Workforce Information Database**, a searchable database, allows professionals to search for labor market data by statewide, county or other geographic areas. It allows users to create their own geographic areas. Data may be printed as a text document or saved as an Excel spreadsheet. The database is updated as new data becomes available. Visit the database online at mdes.virtuallmi.com.

DESCRIPTIONS OF STATISTICAL PROGRAMS OPERATED BY THE LMI DEPARTMENT WITH MONTHLY STATE AND LOCAL AREA EMPLOYMENT AND UNEMPLOYMENT DATA CAN BE FOUND ONLINE AT WWW.MDES.MS.GOV/LMI.



MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

Helping Mississippians Get Jobs

601-493-9427 | 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.