



Workforce Investment
Network in Mississippi
2015 ANNUAL REPORT



Going from Good to Great

Launching the WIOA
in Mississippi

The RS-25 engine fires up for a 500-second test Jan. 9 at NASA's Stennis Space Center near Bay St. Louis, Mississippi. This is the first of eight tests for the development engine, which will provide NASA engineers with critical data on the engine controller unit and inlet pressure conditions.

IMAGE CREDITS Above: NASA, and at left: NASA/MSFC

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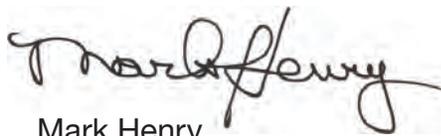
Dear Friends:

The 2015 Annual Report for the Workforce Innovation and Opportunity Act (WIOA) showcases the collaboration among the Mississippi Department of Employment Security (MDES) and its core and strategic partners as we implement the Mississippi Combined State Plan.

The Workforce Innovation and Opportunity Act (WIOA) presents an extraordinary opportunity for Mississippi to create and maintain a customized workforce system designed to maximize job and career options for workers while providing business and industry a skilled talent pool from which to select job candidates that meet their needs. This system will provide the framework needed to develop strong, vibrant regional economies where businesses thrive and people want to live and work. Governor Bryant challenged State and local workforce system leaders to take immediate collective action to achieve the vision of a modernized workforce system in Mississippi. The combined knowledge and input from these leaders ensures the new workforce system operates as a comprehensive, integrated workforce ecosystem that provides education, training and services to job seekers and highly educated, trained, and skilled workers to employers. In a state known for getting things done, Governor Bryant's leadership implementing our State Plan represents another milestone in revitalizing Mississippi, its workforce, and its appeal to industries and business leaders.

I am proud to say that Mississippi was the first state in the country to submit a state plan, the first to have its plan approved, and the first to begin implementing WIOA.

Sincerely,



Mark Henry
EXECUTIVE DIRECTOR

Implementing
our State Plan
represents
another
milestone in
revitalizing
Mississippi...



Executive Summary

State Planning Process

Workforce leaders were tasked with developing a combined plan to revamp Mississippi's existing workforce

There was a Plan for the Plan to engage stakeholders

A timeline was established

Workgroups were formed and focused on strategic planning and operational implementation

Subject Matter Experts were identified

PROGRAM YEAR 2015 OUTCOMES

2015	
DATE	ACTIVITY
June 11	Planning and Communication Workgroup initial meeting
June 16	Aligned and Integrated Technology Workgroup initial meeting
June 18	One-Stop Operations Workgroup initial meeting
June 23	Employer Engagement Workgroup initial meeting
June 25	Career Pathways and Assessment Workgroup initial meeting
June 26	SWIB Task Force/Public Forum
June 30	Performance and Accountability Workgroup initial meeting
June 30	Sector strategies Workgroup initial meeting
July 8	Focus Group with Area Businesses
July 15	Initial Draft of State Plan Published for Review and Comments
July 22	Second SWIB Task Force/Public Forum
August 5	Second Draft of state Plan Published for Review
August 14	State Workforce Investment Board Meeting
September 1	Final Draft of the WIOA Plan Due
October 30	Mississippi Combined State Plan Submitted
November 2	Plan accepted and beginning of Federal review period
December 10	Local Plan Development kickoff meeting
2016	
DATE	ACTIVITY
January 15	Guidance Document provided for Local Plans
December -May	Local Area Planning
March - April	Receive response to state's WIOA submission
May 31	Local Plans due to Governor
July 1	Performance Accountability provisions take effect

MISSISSIPPI'S PLAN: Strategic Vision

Provide every Mississippian the opportunity to be work- or career-ready and to secure his or her dream job right here at home.

Create a workforce ecosystem where all parts are connected and line up to achieve common goals.

Develop a career pathway model that integrates programs and improves efficiency in service delivery across partners, with particular focus on individuals with barriers to employment.

Strategically align programs with current and emerging high-demand sectors.



OUR INITIAL ANALYSIS OF ECONOMIC CONDITIONS found that there were three areas to guide the strategy and goal development for the plan:

- Increase the overall labor force participation rate;
- Increase the number of middle skilled workers to meet the demand of middle skill jobs; and
- Create a workforce ecosystem that provides education, training, and services to job seekers to provide highly educated, trained and skilled workers to employers.

GOALS

WIOA Combined Plan Partners will realize the strategic vision by achieving seven goals:

- 1 Work Together To Develop Policies That Will Coordinate Service Delivery with All WIOA Combined Plan Partners
- 2 Strengthen Interagency Partnerships
- 3 Develop Defined, Articulated Pathways across Educational Sectors (K-16+) to Create a Pipeline for the Workforce
- 4 Develop Cross-Program Performance Metrics
- 5 Continue To Invest In Integrated Technology to Meet the Unified Technology Requirements of the Workforce Investment and Opportunity Act (WIOA) and Other Federal Initiatives
- 6 Engage Partners to Identify Changing Industry Needs and Create the Metrics to Measure the Outcomes of the State's Workforce Programs and Delivery Systems
- 7 Draft and Communicate a Unified Vision/Message

GOAL 1

Work Together To Develop Policies That Will Coordinate Service Delivery with All WIOA Combined Plan Partners

Planning Process

A robust planning process was developed to engage stakeholders in the creation of the WIOA Combined Plan. The plan components included: a State strategic plan; a State operational plan; the process of implementation; and assurances that document transparency, fiscal controls, and stakeholder input were incorporated throughout. Planning was organized through workgroups focused on strategic planning and operational implementation. Identified focus areas were assigned specific workgroups tailored with members currently responsible for relevant programs and activities affecting these areas. These workgroups were tasked with attending meetings to promote and expedite discussion, developing strategies, and reviewing draft documents. A group of subject matter experts were identified. Along with their working knowledge of program operations, they provided copies of policies, existing plans and other documentation needed for thorough analysis of each area of focus.

Planning and Communication

One such group was the Planning and Communications workgroup whose primary responsibilities were to define the roles of workforce partners, raise awareness of the WIOA with stakeholder groups and ensure that the staff resources were available throughout the planning process. The Group met periodically to provide feedback on the process.

One-Stop Operations

The goal of the One-Stop Operations Group was to design a comprehensive workforce development system that encourages cross program alignment of all services in a seamless, coordinated, service-delivery model that accommodates all jobseeker and employer customers. The Group was tasked with the development a One-Stop System that provides access to all program services through a virtual environment and a network of physical locations. This system should allow individuals to have access to all programs at any point of entry into the system. In order to ensure the efficiency of the One-Stop System, the One-Stop Operations Group will implement a clearinghouse where all programs communicate and are fully integrated.

GROUP MEMBERS

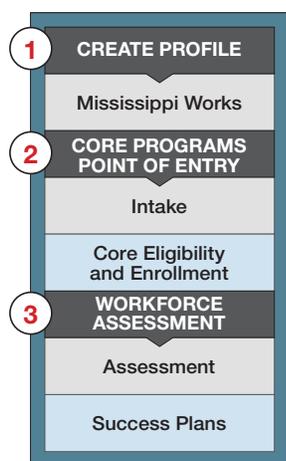
- Local Workforce Development Board
- MS Department of Employment Security
- MS Department of Human Services
- Adult Basic Education/Mississippi Community College Board
- Moving MS Forward
- MS Department of Transportation
- Job Corp
- Local Community College
- MS Department of Rehabilitation Services

GOAL 2

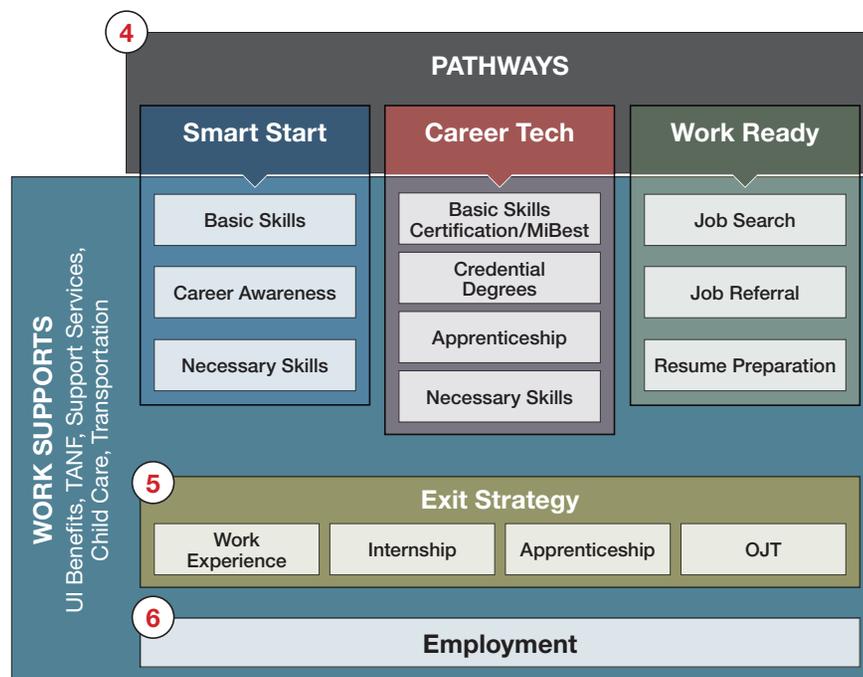
Strengthen Interagency Partnerships

There are two main strategies to address this goal. The first strategy is to create career pathways that provide different on- and off-ramps for job seekers with different needs. The second is to reimagine the state's One-Stop Center delivery system.

STRATEGY 1



The Mississippi Model: Mississippi Works Smart Start Career Pathway, MDES Example



- 1. Point of Entry**
NO WRONG DOOR – Combined Plan Partner intake and enrollment.
- 2. Workforce Assessment**
Intake Partner or Local Provider coordinates pathway determination.
- 3. Pathway Activities**
Either Smart Class, Career Tech, or Work-Ready Pathway activities.
- 4. Workforce Reassessment**
One-Stop Operator or Youth Provider assesses and sends participant to additional pathways or determines exit strategy.
- 5. Exit Strategy**
Either postsecondary degree program or transitional employment (OJT, Internship, Apprenticeship, or Work Experience).
- 6. Unsubsidized Employment**
The end goal of the model, gainful employment.

3 Career Pathways: Completion with a Purpose

“SMART CLASS” PATHWAY

Participants requiring the most intensive assistance to become job-ready will be referred to the Smart Class Pathway. The Smart Class Pathway is a course of study focusing on essential skills needed to become work- or career-ready in middle-skill.

CAREER/TECHNICAL PATHWAY

Designed to provide technical and career training and education in high-demand or specific job skills that fit the current or future needs of local labor markets.

WORK-READY PATHWAY

Designed for individuals who possess both basic skills and a level of academic and/or technical skill that place them in a position to enter directly into the workforce.

Earl Anderson, a forty-five year old Navy Veteran, walked into the WIN Job Center seeking employment assistance. He was a dislocated worker who had exhausted his unemployment benefits, his

nutritional needs were being met by SNAP, and he was dependent on family members to provide housing. Mr. Anderson had worked numerous low-wage jobs that did not provide for his needs. He needed to secure permanent, full-time employment, but wasn't sure how this could be accomplished. After an initial assessment, he was referred to the Disabled Veterans Outreach Program (DVOP) Specialist who identified several barriers to employment. Mr. Anderson needed help to develop his resume, improve job interviewing skills, and to learn new job search methods.

During a follow-up assessment, Mr. Anderson shared his interest in becoming an electrician. The DVOP worked with Mr. Anderson to review his career goals and develop an individualized plan to help reach this employment goal. The DVOP assisted Mr. Anderson with creating a flexible resume that could be revised based on target job openings. The DVOP also worked with Mr. Anderson to improve his interviewing skills by reviewing the behavioral interview process and practicing how to answer sample questions. Coaching sessions also covered organizational skills, problem solving, and negotiating with potential employers. Different job search methodologies were discussed and guidance was given in effective procedures: journaling, follow-up calls and letters, and developing an effective job specific objective on each resume.

The DVOP contacted Mike Catchings, the Diversity-Veteran Recruiter at Huntington Ingalls Shipyard, who accepted Mr. Anderson's resume and distributed it to several department managers for review. This eventually led to an interview and a job offer from Huntington Ingalls Shipyard for an electrical apprentice position. Mr. Anderson's starting wage was \$18.85 per hour and after a 90-day probationary period, he would be eligible for full benefits. He is now receiving training offered by the shipyard on marine electrical procedures knowledge. He found a career with the potential of becoming a journeyman electrician in the next couple of years and met his goal of securing full-time employment and providing for his family.

A Career and Not Just a Job Partner Programs: Wagner Peyser, JVSG, SNAP, UI, Apprenticeship

GOAL 2 Strengthen Interagency Partnerships

STRATEGY 2

Physical Infrastructure

SECTOR TRAINING PLUS COMPREHENSIVE CENTER

Provide access to all of the services represented in the comprehensive centers as well as sector-focused workforce training.

COMPREHENSIVE ONE-STOP CENTERS

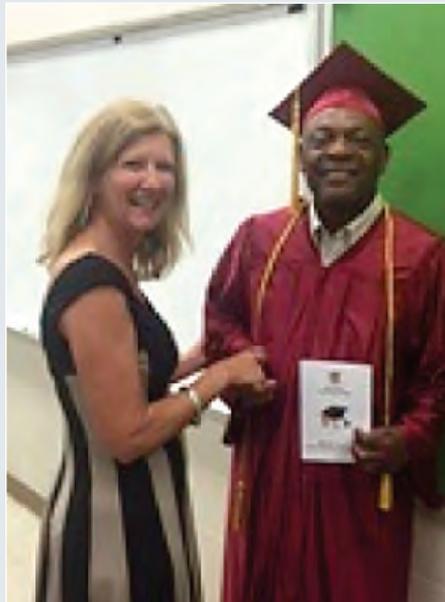
Physically house the consortium of Combined Plan Partners and provide access to core programs and other services.

AFFILIATE ONE-STOP CENTERS

Provide the core services that will meet the needs of local areas while maintaining a direct lifeline to the larger comprehensive centers.

Mr. Curtis Young Jr., then a 61-year-old disabled Veteran, had been desperately looking for employment for nearly two years. Even though he was able to attend a few job interviews during this time, he felt that he lost each opportunity because he did not have a high school diploma or a GED. Curtis also was fighting serious health issues.

In April of 2013, Mr. Young verified his eligibility to join the Senior Community Service Employment Program. This Title V program helps seniors who are most in need update job skills and requires them to attend GED classes. Curtis was assigned to work as a Stocking Assistant at the Forrest County WIC Food Distribution Center in Hattiesburg. He was soon admired by both employees and patrons for his hard work and never-failing kindness.



SCSEP Training Program Helps Veteran Find Permanent Employment

Partner Programs: Wagner Peyser, JVSG, WIOA, ABE, SCSEP

Mr. Young is a gentleman who embodies the American spirit of strength and perseverance in the face of adversity. During the three years that Curtis was enrolled in this program, he suffered a heart attack and cancer. Those serious illnesses never stopped him from keeping his commitments to his training program or from attending GED classes. Just recently, at the age of 64, Curtis Young obtained his GED and was hired by his Host Agency. Curtis credits the training and support he received from the Senior Community Service Employment Program for making it possible for him to achieve his education and career goals.

GOAL 3

Develop Defined, Articulated Pathways across Educational Sectors (K-16+) to Create a Pipeline for the Workforce



Tristian Crimm

The Career Pathways and Assessment Group, comprised of representatives from the core and strategic partners, developed a plan that will allow Mississippians to gain the necessary training or education to move directly into careers that are in demand in their region. The group developed a strategy that includes cross-program, non-duplicative assessments of education, skills, and assets as well as individualized education and training plans with multiple entry points and multiple exit points.

GROUP MEMBERS

- State Workforce Investment Board (Chairman)
- MS Department of Employment Security
- MS Department of Human Services
- MS Department of Rehabilitation Services
- Jobs for MS Graduates
- MS Department of Education
- MS Community College Board
- Community College
- Job Corps
- Moore Community House
- MS Economic Council

Pathway Across Educational Sectors Success Story

Pathway: High School, ABE, CNA (paid through GED workforce scholarship), Paid Internship, LPN Training, Employment

Cedar Bluff native Tristian Crimm was impatient and bored with high school and eager to begin her career as a nurse. She left high school in 2013 and entered the Adult Basic Education program at East Mississippi Community College (EMCC). Her goal was to complete her high school equivalency and then pursue a career in nursing.

Tristian completed her high school equivalency and earned a Silver level on the Career

Readiness Certificate. Anxious to get an inside look into the field of nursing, Tristian decided to enroll in EMCC's Certified Nursing Assistant (CNA) Program using her \$1,000 GED Workforce Scholarship. She passed the state board exam after completing the CNA Program. She also completed 270 hours of paid internship at a local nursing home as part of her participation in the Counseling to Careers (C2C) program at EMCC. Next, Tristian enrolled

in academic classes at EMCC in the fall of 2014 to complete the prerequisite courses for the Practical Nursing Program. She was accepted into the 2015 program.

Graduating with honors from the EMCC Practical Nursing Program in July of 2016, Tristian fulfilled her dream of becoming a nurse. She passed the NCLEX exam on the first try, and secured employment at a medical clinic in Starkville, MS. From impatient 17 year-old to honors graduate, Tristian has shown tremendous maturity and determination. Her success reinforces the value of the career pathway approach toward education.

PATHWAY STRATEGIES

To effectively define career pathways, Mississippi will pursue sector strategies.

Employers in the regions will be enrolled in Mississippi Works so that job postings will be made available in real time to education and training providers. The state economic development agency—the Mississippi Development Authority—and the Mississippi Economic Development Council (MEDC) have existing partnerships that bridge employers and education and training providers across the state. Community colleges will function as intermediaries to coordinate the alignment of K-16 with employer needs in the region, state, and beyond.

Another strategy is to align sector strategies with secondary career technical education initiatives to advance career pathways for high school graduates.

As a result, a seamless system of career education and labor market opportunities for high school students can be developed in line with sector strategy goals of the state.

An additional strategy is to identify internship opportunities with employers across the state.

The Institutions of Higher Learning board has already developed a central office to coordinate these efforts and has contacted several businesses to identify critical areas for which employers would like to have interns. The state has also modified its technology to allow employers to post internships on the Mississippi Works Labor Exchange System. Currently, the typical areas in the high-growth, high-demand sectors that employers identify as critical for internships include engineering and management.

When Tiara enrolled in the Counseling to Career (C2C) Program at the Golden Triangle Planning and Development District in February 2015, she was 20 years old, unemployed, and the mother of a four-month-old daughter. Tiara graduated from Choctaw County High School May 2014, and had not found employment that would provide for her family since graduation.

She went to the WIN Job Center hoping to find help. During the initial interview, Tiara shared that she desired to continue her education, but that she needed to work to provide for her family at this time. Tiara was enrolled in the C2C program and began the three-hour work ethics training sessions that were held twice a week for 3 ½ weeks. During the training, she learned the skills needed to successfully attain and maintain a job. Child care and transportation were an issue, but Tiara never missed a training session, proving that she had the desire and self-motivation to do whatever it took to secure employment.

Tiara completed the work ethics training in February and immediately began the paid work experience component of the C2C program. She worked as an assistant to the Mayor's secretary at Starkville City Hall with her salary and workers' comp insurance being paid through WIOA funds. The worksite supervisor taught Tiara many aspects of the job and was very complimentary of her work as evidenced by an excellent score (29 out of 30 points) on the final evaluation.

Tiara was hired to work part-time at the site when she completed the work experience hours of the program. Her supervisor shared how much she appreciated the training and support the WIOA staff had given Tiara, because she had proven to be an excellent employee. According to the supervisor, Tiara was very dependable. She always worked her scheduled time, was always on time, had proven to be a team player, possessed great people skills, and had a positive attitude.

Pathway Across Educational Sectors Success Story

Pathway: High School, Counseling to Career (C2C) Youth Program, Paid Internship, Employment



On July 28th Tiara was promoted to a full-time temporary secretarial position to the Mayor until the vacant position could be filled by someone with the required degree. Tiara was very excited for this opportunity but continued to look toward the future by applying for other full-time positions. On September 9th, Tiara became the full-time secretary for the Street Department in Starkville where she continues to work today.

Tiara has not met her dream of continuing her education, but she has secured employment that is helping provide a secure financial life for her family.

Develop Cross-Program Performance Metrics

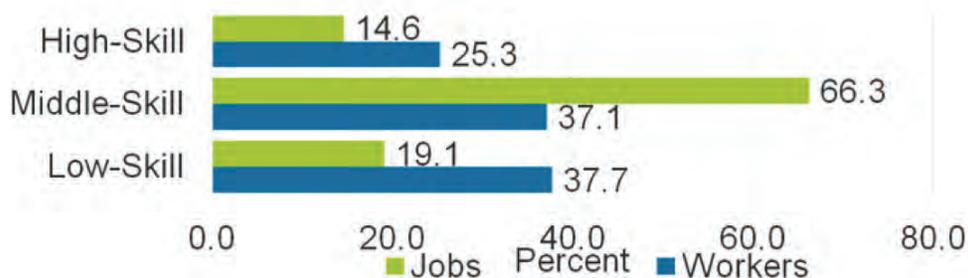
As part of the Strategic Planning element, the WIOA mandates that analyses be conducted on the economic and workforce conditions of each state and the findings from these analyses be utilized to create the strategies and goals for each state’s workforce development plan. In February 2015, the State Workforce Investment Board (SWIB) submitted a comprehensive report to the Mississippi legislature outlining the workforce development needs of the State. The findings of SWIB Task Force highlighted three main areas that were used to help guide the strategy and goal development and implementation process:

- Increase the overall Labor Force Participation Rate
- Increase the number of middle-skilled workers to meet the demand of middle-skill jobs
- Create a workforce ecosystem that provides education, training, and services to job seekers and highly educated, trained, and skilled workers to employers.

A research university was engaged to conduct all subsequent analysis necessary to comply with the WIOA regulations. Their findings will be combined with the findings from the SWIB report and data collected from the Lifetracks system to meet the data reporting requirements of the WIOA.

Establishing the Baseline: Middle-Skills Gap

Middle Skill jobs require more than a high school diploma but less than a four year degree and often require specialized technical skills.



Source: American Community Survey, 2015; Bureau of Labor Statistics, 2015.

Measuring Success: Assessment and Performance Metrics

WIOA COMMON PERFORMANCE MEASURES

Employment, Job Retention, Credential Attainment, Skill Gains, and Income.

SYSTEM DASHBOARDS

Provide information on participant progress and education, training, and employment outcomes across all programs.

PATHWAY EVALUATION

Determine the best pathways to success to inform policies and practices.

SUPPLY AND DEMAND ANALYSIS

Conduct data analysis to gauge the skill gap.

GOAL 5

Continue To Invest In Integrated Technology to Meet the Unified Technology Requirements of the Workforce Investment and Opportunity Act (WIOA) and Other Federal Initiatives

Aligned and Integrated Technology

The task of the Aligned and Integrated Technology Group was to understand the WIOA requirements, leverage resources, and integrate Mississippi Works (www.mississippiworks.org) as the foundation of the WIOA technology requirements to achieve system efficiencies. The state is required to incorporate technology into workforce development plans. To meet the demands of today and the goals of tomorrow, technology must be used to bring Mississippians together to create a renewed and stronger workforce.

GROUP MEMBERS

- nSPARC (The National Strategic Planning & Analysis Research Center)
- MS Department of Employment Security
- MS Department of Human Services
- MS Community College Board
- CC Chairman of Technology
- MS Department of Rehabilitation Services

Implementing the Plan: Technological Infrastructure

MISSISSIPPI WORKS

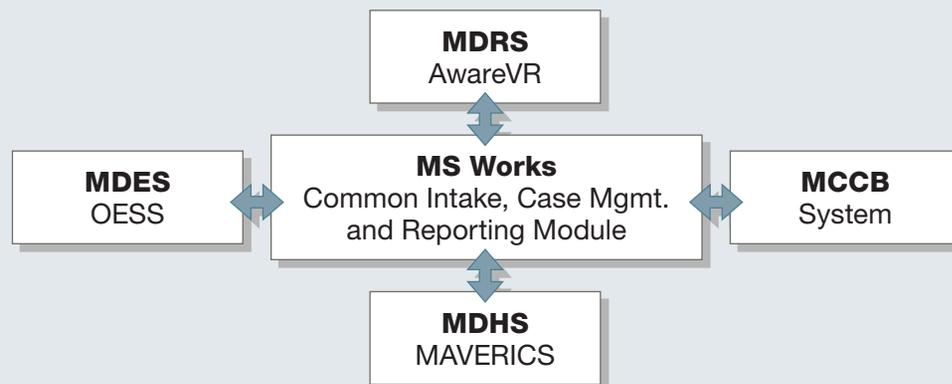
The MDES web and mobile system will serve as the interface for the Mississippi Works Smart Start Career Pathway.

- Shared data
- Real time

VIRTUAL ACCESS

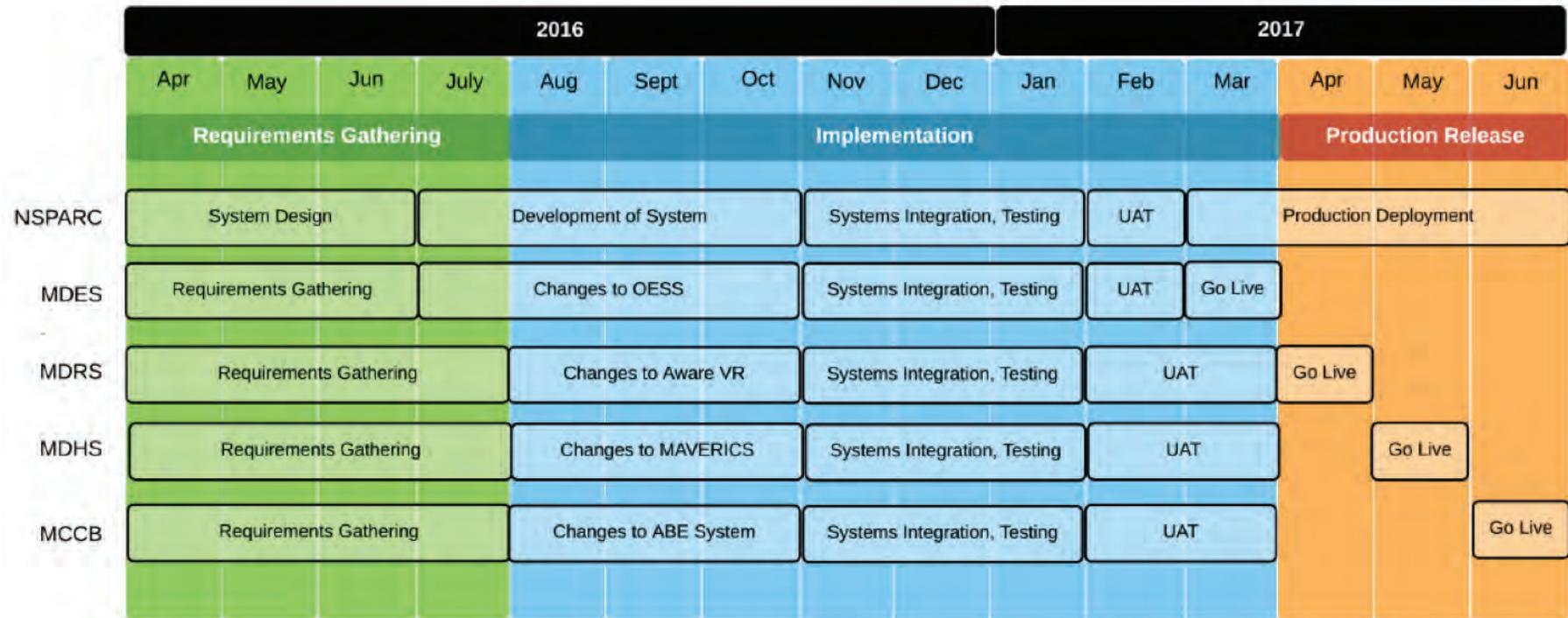
Virtual access provides participants with self-service access to services of the core programs and partners via the Internet.

MISSISSIPPI'S "NO WRONG DOOR" POLICY



GOAL 5 Continue To Invest In Integrated Technology to Meet Unified Technology Requirements

System Integration Timeline



Technology Use Success Story

In October 2015, I went to the Golden Triangle WIN Job Center to apply for a job that was posted on the Mississippi Department of Employment Security (MDES) website. The center's many services were thoroughly explained to me. After creating a profile for myself in the Online Employment Service System, I discovered that I did not qualify for the job I had hoped to interview for. I began to conduct weekly online job searches on the Mississippi Works site and eventually found a job in my hometown that interested me. I received a referral from WIN Job Center staff and a call a few days later from the employer. I was interviewed and offered a job as an Administrative Assistant at Watkins, Ward and Stafford on December 18, 2015. I eagerly accepted the offer and I really enjoy the work.

I am very appreciative of the availability of the services offered through the WIN Job Center and staff efforts in helping me find this wonderful job.

*Sincerely,
Rita Jennings*

GOAL 6

Engage Partners to Identify Changing Industry Needs and Create the Metrics to Measure the Outcomes of the State's Workforce Programs and Delivery Systems

Sector Strategies

The Sector Strategies Group was tasked with the development of resources and tools to ensure the appropriate economic data and analyses are easily accessible for informed decision-making pertaining to WIOA. The Group developed sector-based workforce strategies based on an analysis of workforce, employment and unemployment data, labor market trends, and the educational and skills level of the State's workforce.

GROUP MEMBERS

- MS Development Authority
- Community College
- Local Workforce Development Board
- MS Department of Employment Security
- MS Department of Human Services
- MS Department of Education
- MS Community College Board
- MS Institutions of Higher Learning
- Energy Institute
- MS Department of Rehabilitation Services

Performance and Accountability

The goal of the Performance and Accountability Group was to create a reporting system with common measurements to streamline the performance evaluation process. WIOA increases accountability and places stronger emphasis on results through the establishment of common employment outcome measures across all programs included in the State WIOA Combined Plan.

GROUP MEMBERS

- nSPARC
- State Workforce Investment Board
- MS Department of Employment Security
- MS Department of Rehabilitation Services
- Jobs for MS Graduates
- MS Department of Education
- MS Community College Board
- Community College
- Community College Data Group
- Local Workforce Development Board

Employer Engagement

The Employer Engagement Group was tasked with designing a system that allows for maximum input from employers. WIOA emphasizes engaging employers across the workforce system to align training with needed skills and match employers with qualified workers. The Group developed performance metrics to determine the effectiveness of the workforce system in meeting the needs of business and industry.

GROUP MEMBERS

- MS Department of Employment Security
- Local Workforce Development Board
- MS Department of Human Services
- MS Department of Rehabilitation Services
- MS Development Authority
- MS Community College
- MS Community College Board
- State Workforce Development Board

Business Perspective

Businesses are critically important customers of the workforce development system. To be effective, the system must develop positive working relationships and partnerships with the business community, understand its workforce needs, and provide services that meet those needs. The Business Perspective Group provided input to ensure business and industry needs are addressed in the plan.

GROUP MEMBERS

- Private Industry/Small Employers
- Industry Associations
- Labor Representatives
- Chambers of Commerce

Draft and Communicate a Unified Vision/Message

Communication is critical to successfully fulfilling the requirements of the WIOA mandate.

Communicating a unified vision and message in Mississippi's workforce system began with a coordinated planning effort to create a state operational plan.

Operational Planning Elements

This plan makes clear how specific workforce programs will institutionalize, administer, and implement systems and structures to achieve the vision, strategies, and goals identified in the Strategic Plan.

The Combined State Plan describes how each state agency and partner program with responsibility for the administration of a core program identified in the Combined Plan will implement the strategies in the Strategic Planning section.

Alignment Across Programs

- Co-enrollment and other integrated strategies
- Coordination and non-duplication among programs and activities
- Alignment with programs and activities not covered by the Combined Plan
- Staff development and training across programs

Leveraged Resources

- Identify barriers and means for removing barriers to share resources
- Engage community colleges, career and technical programs, and education partners
- Identify infrastructure-funding mechanism to facilitate equitable and efficient cost allocation

Economic Development

- Coordinate workforce strategies with economic development strategies
- Identify regions that consist of labor market areas or economic development regions
- Implement sector initiatives

Technological Advancement

- Identify strategies for aligning technology and data systems
- Increase access using technology to enhance service delivery
- Identify common intake, data collection, and reporting processes across programs

Training and Credentials

- Identify strategies to improve access to recognized post-secondary credentials
- Make training programs responsive to real-time labor market needs
- Assessment of skills, prior knowledge, and competencies

The hard work of creating a state plan was immediately followed by the effort to create local area workforce plans that mirror the state plan while enhancing and making the state plan locally relevant and operational.

GOAL 7 Draft and Communicate a Unified Vision/Message



Long-Term Strategy

Once the state and local plans are implemented, there is a long-term strategy to continue the unified message. This strategy includes three components:

- Further develop the “Mississippi Works” branding of the state workforce system as a marketing tool for economic development.
- Improve awareness of the opportunities and resources the system provides to job seekers and employers to increase confidence in the value proposition of the system.
- Create awareness of career opportunities early in the K-16 pipeline. Combined, these components create a holistic image of the system through a unified message.

Guidance

Local Planning Guidance was provided to the local areas on January 15, 2016, and the local areas began meetings with local and regional partners to develop their plans.

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Local Area Plan Attachment Checklist

GOAL 7 Draft and Communicate a Unified Vision/Message

Awareness of Education and Career Opportunities

Creates Multi-Generational Successes

Audreia Jones and her daughter, Ajuandrea Nelson, are working to break the cycle of poverty and low wage employment in the family by enrolling in the MI-BEST program at the Jackson Academic Technical Center.

Ms. Jones dropped out of high school when she became a single parent and needed to work in order to provide for her child. She joined legions of single mothers who flocked to entry-level employment in the food and retail sectors. After working for 20 years in low-income positions to provide for her family of five, she was ready for a change. It was time to pursue her dream of working in the medical field and earning enough to make ends meet.

Ms. Jones learned that the MI-Best program would provide the basic skills training she needed to get her high school equivalency and would also prepare her to attend college. As she saw the potential for getting her life back on track, she wanted the same advantage for your youngest daughter who had failed to earn her high school diploma.

“I didn’t think my daughter would want to go to school with her mom,” Jones said. “At first, she didn’t. But, then she saw that it was a great opportunity.”

Together mother and daughter grabbed the opportunity to earn a high school equivalency



and both plan to attend the local community college to pursue a career in medical data technology.

“I saw an opportunity and grabbed it,” Jones said. “And I’m up for a good challenge.”

Awareness of Educational Resources Helps Jack-of-all-Trades

Imagine having the skills to install a roof, cook a meal, drill a well, make furniture and landscape a yard, but only earning peanuts. Allen Warner of Vicksburg was all too familiar with that lifestyle and the inability to provide for his family. He had raised two daughters working as a migrant laborer since dropping out of high school almost 20 years ago.

The 35 year-old Warner said, “I was a jack-of-all-trades but a master of none. I had no high school diploma, no special certifications, and no ticket out of poverty.”

Mr. Warner learned that the MI-BEST program was an accelerated approach where Adult Basic Education students could advance to

college-level occupational programs, complete credentials, and move into high-demand jobs. Mr. Warner became the first Hinds Community College (HCC) student in the MI-BEST program to receive his high school equivalency while earning credits toward a college career certificate.

Mr. Warner already has the work experience and will have the education and certifications needed to obtain employment that will provide well for his family when he completes the training at HCC.



Services to Veterans

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

Integration

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

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

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

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

Priority of Service

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

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

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

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

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

MDES management will monitor priority of service by reviewing quarterly performance reports, Managers' Reports, and Online Employment Service System (OESS) special reports.



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

PY 2015 PERFORMANCE TARGETS FOR SERVICES TO VETERANS

DVOP Specialists Only (Source: VETS-200A)

	NEGOTIATED PY 2015	ACTUAL RATE	% OF GOALS
Intensive Services Provided to Individuals by DVOP Specialists/Total Veterans and Eligible Persons Served by DVOP Specialists in the State (New)	90%	92%	102%
Veterans' Entered Employment Rate (VEER) Weighted	55%	78%	142%
Veterans' Employment Retention Rate (VERR)	80%	84%	105%
Veterans' Average Earnings (VAE) (Six-Months)	\$12,750	\$12,457	98%
Disabled Veterans' EER (DVEER)	48%	61%	127%
Disabled Veterans' ERR (DVERR)	78%	85%	109%
Disabled Veterans' AE (DVAE) (Six Months)	\$12,750	\$13,629	107%

Highlight: ITA/Vet

Mr. Pittman achieved his lifelong dream.

Alvin Pittman, US Army veteran, was a Correctional Officer for Marion/Walthall Correctional Facility in Columbia for more than four years and an active member of the Mississippi National Guard. His job ended in November 2015 and he became a dislocated worker.

Mr. Pittman hoped this layoff would allow him to pursue his childhood dream of becoming a police officer. However, his family required two incomes to make ends meet. There was no extra money to pay for training.

Mr. Pittman went to the WIN Job Center to get information on available funds or grants that might help pay for his training. He was enrolled in the WIOA program and awarded an Individual Training Account. He enrolled in an eleven-week, 480-hour course in

Basic Law Enforcement at the University of Southern Mississippi at Camp Shelby.

Before Mr. Pittman could graduate from the law enforcement program, he was offered a position at Pearl River Community College as a member of the Campus Police Department.

Mr. Pittman achieved his lifelong dream of becoming a police officer through the assistance of the WIOA program. He is now gainfully employed, has great benefits for his family, and has family-friendly work hours.

DISLOCATED WORKER TRAINING

National Dislocated Worker Grant

Based on prior experience providing workforce training to business and industry, Mississippi Gulf Coast Community College (MGCCC) proposed to address workforce shortages in ship-fitting, welding and truck driving positions in the college's four-county service district.

The project was targeted to meet the needs of dislocated workers and long-term unemployed. Individuals were required to be 18 years or older on the date of enrollment and meet the Dislocated Worker Training National Dislocated Worker Grant eligibility criteria.

PROGRAM YEAR 2015 OUTCOMES

ACTIVITY	INITIAL	COMPLETERS	CREDENTIALS
Ship-fitting 3/21/16 – 6/2/2016	10	10	20
CDL 4/24/2016 – 6/23/2016	7	7	5
Welding 5/10/2016 – 6/30/2016	4	1	4
CUMULATIVE TOTAL	21	18	29

Using DWT-NDWG funds, MGCCC trained individuals in the areas of ship-fitting, welding, and commercial truck driving. **Training included the following:**

SHIP-FITTING

Offered 320-hour ship-fitting classes that included an introduction to ship-fitting principles and safety with successful completers achieving NCCER (National Center for Construction Education and Research) credentials.

COMMERCIAL TRUCK DRIVER (CDL)

Offered 240-hour Commercial Truck Driving, which included an introduction to pre-tripping, logging principles, truck-trailer maneuvering, over the road maneuvering, and safety. Successful completers achieved a Commercial Truck Driving Class-A License.

WELDING

Offered 220-hour welding classes that provided participants with an introduction to welding, with successful completers receiving AWS (American Welding Society) equivalent certifications.

Harrah's National Dislocated Worker Grant



Tunica and its surrounding areas were devastated with the loss of 1,384 jobs when Harrah's Casino closed on June 2, 2014. The task of finding suitable sustainable employment for that number of affected individuals would not be easy in the Mississippi Delta. To assist with this monumental task, Mississippi was awarded a \$2.5 million National Dislocated Worker Grant that has provided access to reemployment services.

"The closure of this resort will have a significant economic impact on the lives of families in the area," said U.S. Secretary of Labor Thomas E. Perez. "This funding will help provide a wide range of reemployment services to prepare these former workers for good jobs in high-demand industries." The Department of Labor, ETA News Release : 07/30/2014

With the one-year No-Cost Extension that Mississippi received, the Harrah's NDWG continues to do just that, provide a wide range of reemployment services: career and skill assessments, job search assistance, supportive services, and training. To date, 493 laid off employees have been served from the Delta and Mississippi Partnership LWDAs, and from Tennessee and Arkansas. The grant has provided participants with 26 ITAs, 11 OJTs, 13 in the GED program, and 19 enrolled in non-NDWG funded training. Also, \$61,983 has been spent in supportive services. Twenty-seven participants enrolled in the internship program with 19 completers, 11 of whom were hired by the worksites. The first CNC Operator training program, in partnership with Feuer Powertrain and Northwest MS Community College, ended August 24, 2016. Four NDWG participants graduated and obtained employment with Feuer Powertrain.

Avery Collins had been employed in maintenance for nearly 15 years at Harrah's Casino, but was laid off since 2014 due to closure.

Even though he had applied for numerous jobs, he had not been contacted for an interview. Avery's family had been dependent on his wife's financial provision for over a year when he decided to seek assistance through the National Dislocated Worker Grant (NDWG) program. He needed to find full-time employment and he needed help.

NDWG staff worked with Avery to improve his interviewing techniques which helped him successfully complete the interview process at Feuer Powertrain. He began working at Feuer through the NDWG Internship Program and also began training in the Combination Welding program at Coahoma Community College. The Harrah's NDWG provided supportive services, financial assistance to purchase work boots, and work related item assistance during the Welding and Internship Training.

As a full-time employee in Facilities Maintenance at Feuer Powertrain, Avery has gained marketable skills for an emerging industry and has become self-sufficient with the ability to provide for his family. Avery stated, "I am glad I came here and that the NDWG program has been very helpful to me. It has provided skills that I always wanted to learn and those skills will help me in the long run to further myself in the workforce!"



“I was a little fearful of becoming a female welder; but the pay and job opportunities were big incentives to give it a try,”

Laurease Winfrey said about her opportunity to learn a new skill.

Ms. Winfrey was one of over 1,300 employees displaced after Harrah’s Casino closed in Tunica. She had worked as a slot attendant for more than 18 years and thought her only employment options were in the casino industry. Laurease searched for months. She put in multiple applications and could not find a job. She went the DeSoto WIN Job Center to see if there were any services available for the individuals who had been impacted by the Harrah’s closure. National Dislocated Worker Grant (NDWG) staff provided an orientation on available services, an assessment of Ms. Winfrey’s work experience and interests, job search assistance, and information on training opportunities.

Ms. Winfrey considered all her options and decided to take an unfamiliar path. She chose to enter the NDWG Welding Program that was offered through Coahoma Community College in coordination with the Tunica County Career Technical Center. She drove 60 miles three days per week to attend the class, and her excitement grew with each class. “A few burns from the welding gun did not stop Ms. Winfrey. The heat and sweat did not make her quit. With her steady hand and determination, she will be a great welder,” noted Robert Burnely, welding instructor.

NDWG staff enjoyed watching the progress Laurease made as she worked through the program. Staff noted that she had been very nervous in the beginning, but now she fully expects to be the best possible welder. Women welders are not very common in the state, but Ms. Winfrey is ready to make her mark on this industry.

Program Year 2015

During the 2015 program year — July 1, 2015 to June 30, 2016— 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 2015 program year.

Three out of four local workforce development 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 two of three youth measures: placement in employment or education, degree and certificates, and literacy and numeracy gains. Southcentral Mississippi Works continues to emphasize serving older youth in need of employment as opposed to focusing upon academic remediation — literacy and numeracy — for younger youth. Southcentral Mississippi Works does not capture or track literacy or numeracy for younger youth.

Nine Federal Common Performance Measures

- 1 ADULT ENTERED EMPLOYMENT RATE
- 2 ADULT RETENTION RATE
- 3 ADULT AVERAGE EARNINGS
- 4 DISLOCATED WORKER ENTERED EMPLOYMENT RATE
- 5 DISLOCATED WORKER RETENTION RATE
- 6 DISLOCATED WORKER AVERAGE EARNINGS
- 7 YOUTH PLACEMENT IN EMPLOYMENT OR EDUCATION
- 8 YOUTH ATTAINMENT OF DEGREE OR CERTIFICATION
- 9 YOUTH LITERACY OR NUMERACY GAINS



The following tables show attainment rates on each performance measure for the state as a whole and for each of the four local workforce areas. Each year, Mississippi negotiates attainment rates on each common performance measure with the U. S. Department of Labor. All of the data in Mississippi’s WIOA 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	75.00%	82.70%
Adult Retention Rate	86.00%	93.20%
Adult Average Earnings	\$12,372	\$14,081
Dislocated Entered Employment Rate	64.80%	75.60%
Dislocated Retention Rate	83.50%	90.00%
Dislocated Average Earnings	\$13,310	\$13,208
Youth Placement in Employment or Education	78.10%	73.30%
Youth Attainment of Degree or Certification	94.70%	96.40%
Youth Literacy or Numeracy Gains	80.00%	82.80%

MISSISSIPPI PARTNERSHIP WORKFORCE DEVELOPMENT AREA

MISSISSIPPI PARTNERSHIP REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Adult Entered Employment Rate	75.00%	91.00%
Adult Retention Rate	86.00%	96.00%
Adult Average Earnings	\$12,372	\$15,390
Dislocated Entered Employment Rate	64.80%	80.00%
Dislocated Retention Rate	83.50%	93.00%
Dislocated Average Earnings	\$13,310	\$14,600
Youth Placement in Employment or Education	78.10%	83.00%
Youth Attainment of Degree or Certification	94.70%	96.00%
Youth Literacy or Numeracy Gains	80.00%	85.00%



DELTA WORKFORCE DEVELOPMENT AREA

DELTA REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Adult Entered Employment Rate	75.00%	78.00%
Adult Retention Rate	86.00%	91.00%
Adult Average Earnings	\$12,372	\$12,108
Dislocated Entered Employment Rate	64.80%	80.00%
Dislocated Retention Rate	83.50%	88.00%
Dislocated Average Earnings	\$13,310	\$10,056
Youth Placement in Employment or Education	78.10%	87.00%
Youth Attainment of Degree or Certification	94.70%	98.00%
Youth Literacy or Numeracy Gains	80.00%	85.00%



SOUTHCENTRAL MISSISSIPPI WORKS WORKFORCE DEVELOPMENT AREA

SOUTHCENTRAL REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Adult Entered Employment Rate	75.00%	88.00%
Adult Retention Rate	86.00%	96.00%
Adult Average Earnings	\$12,372	\$13,797
Dislocated Entered Employment Rate	64.80%	94.00%
Dislocated Retention Rate	83.50%	93.00%
Dislocated Average Earnings	\$13,310	\$15,023
Youth Placement in Employment or Education	78.10%	63.00%
Youth Attainment of Degree or Certification	94.70%	95.00%
Youth Literacy or Numeracy Gains	80.00%	0.00%



TWIN DISTRICTS WORKFORCE DEVELOPMENT AREA

TWIN DISTRICTS REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Adult Entered Employment Rate	75.00%	70.00%
Adult Retention Rate	86.00%	90.00%
Adult Average Earnings	\$12,372	\$13,344
Dislocated Entered Employment Rate	64.80%	68.00%
Dislocated Retention Rate	83.50%	89.00%
Dislocated Average Earnings	\$13,310	\$13,417
Youth Placement in Employment or Education	78.10%	69.00%
Youth Attainment of Degree or Certification	94.70%	95.00%
Youth Literacy or Numeracy Gains	80.00%	75.00%



Measuring Service Quality

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

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

Survey Questions

Three questions were used to determine how satisfied job seekers and businesses were with the services they received. Question 1 asked job seekers or businesses to rate their overall satisfaction with the services received. Question 2 asked how closely the services received met the expectations of the job seeker or business. Question 3 asked if the services received were ideal for an individual or business in the same circumstances. The average score for each question for both job seekers and businesses, on a scale from 1 to 10 (with 1 indicating the lowest level of satisfaction, and 10 indicating the highest level of satisfaction), was approximately 8.0.

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

The index score was calculated as follows:

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

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

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

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

Job Seeker Satisfaction

A randomly selected list of 664 job seekers who could be contacted by telephone was generated. These individuals were notified two weeks in advance before being contacted for the survey. Job seekers targeted for this survey were those who had exited job-training programs in Program Year 2015. Of these, 500 completed the survey, which resulted in a 75.3 percent response rate.

LOCAL AREA	OVERALL SATISFACTION	MET EXPECTATIONS	COMPARED WITH IDEAL	WEIGHTED INDEX
Delta	8.45	7.96	8.30	80.49
MS Partnership	7.86	7.46	7.41	73.39
Southcentral	7.71	6.90	6.65	68.35
Twin Districts	7.49	6.94	7.01	68.62
State Average	7.94	7.45	7.53	74.05

Business Satisfaction

A randomly selected list of 554 businesses that had utilized WIN Job Center services in Program Year 2015. These businesses were notified two weeks in advance before being contacted for the survey. Of these, 500 completed the survey, which resulted in a 90.25 percent response rate.

LOCAL AREA	OVERALL SATISFACTION	MET EXPECTATIONS	COMPARED WITH IDEAL	WEIGHTED INDEX
Delta	8.35	7.80	7.44	76.89
MS Partnership	8.11	7.67	7.70	76.13
Southcentral	8.18	7.33	7.45	74.42
Twin Districts	8.38	7.90	7.70	78.16
State Average	8.24	7.68	7.61	76.48

Incorporating Customer Satisfaction Feedback

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

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

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

INDIVIDUALS WHO RECEIVED TRAINING SERVICES COMPARED TO CORE AND INTENSIVE SERVICES

REPORTED INFORMATION	INDIVIDUALS WHO RECEIVED TRAINING SERVICES	INDIVIDUALS WHO RECEIVED CORE AND INTENSIVE SERVICES
Adult Entered Employment Rate	90.40%	63.70%
Adult Retention Rate	95.40%	87.60%
Adult Average Earnings	\$15,681	\$10,755
Dislocated Worker Entered Employment Rate	89.30%	68.40%
Dislocated Worker Retention Rate	94.60%	88.30%
Dislocated Worker Average Earnings	\$15,652	\$13,111

The state was successful in providing services that assisted 2,169 adult program participants and 1,592 dislocated worker participants entered employment.

The following table shows the cost per entered employment for the WIOA adult and dislocated worker programs. The cost per entered employment for both the adult and dislocated worker programs is calculated by dividing the total 2015 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	\$4,431.50 (\$9,611,944/2,169)
Dislocated Worker program	\$3,195.39 (\$5,087,063/1,592)

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 2015 program year divided by the numerator of the placement in employment or education measure.

FORMULA PROGRAM COST PER PLACEMENT IN EMPLOYMENT OR EDUCATION	
FORMULA PROGRAMS	COST PER PLACEMENT IN EMPLOYMENT
Youth Program	\$5,495.05 (\$6,846,840/1,246)

Local Workforce Development Areas and WIN Job Center Locations

Contact Information

Delta

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

SHOWN ON MAP IN GREEN

The Mississippi Partnership

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

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

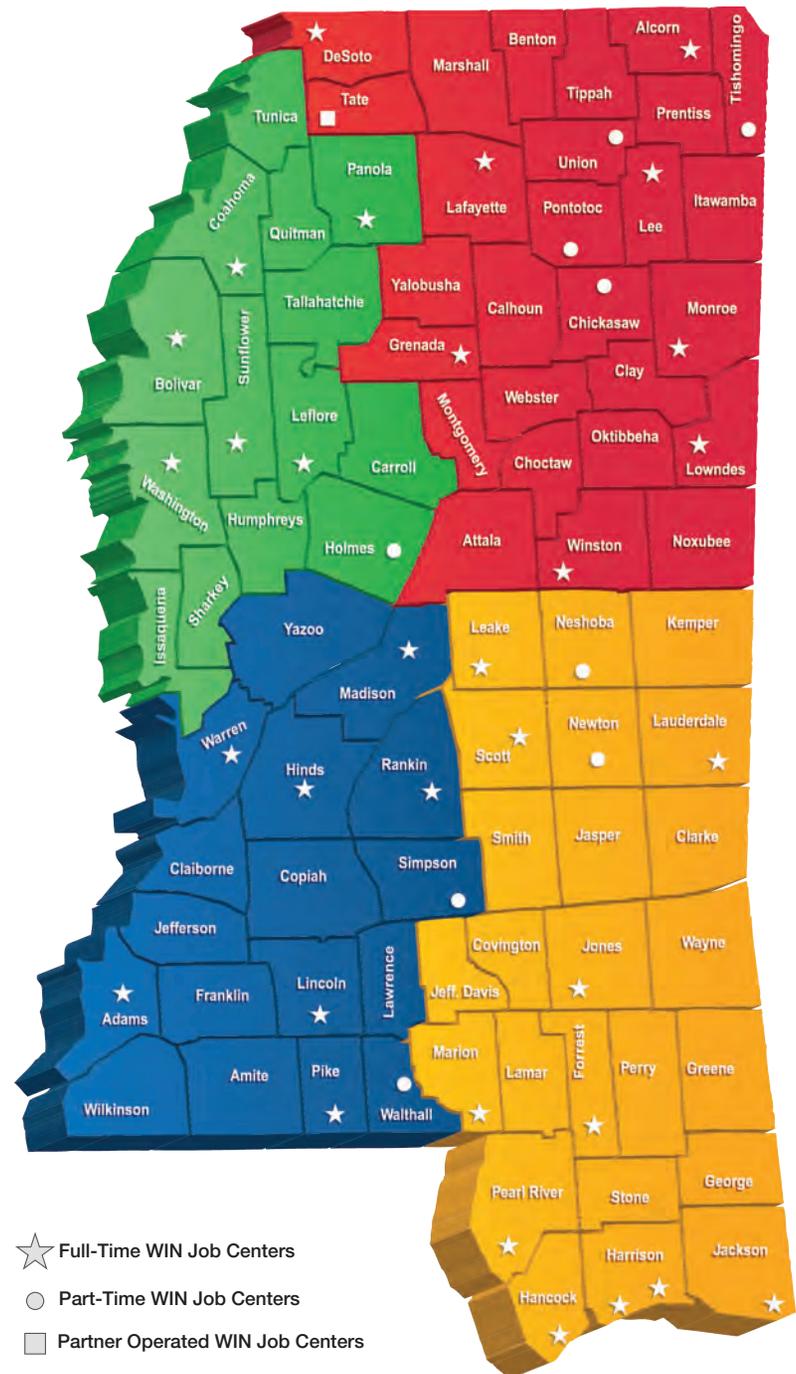
SHOWN ON MAP IN BLUE

Twin Districts

Patricia Morrison, Economic Workforce Development Manager
 700 Hardy Street
 Hattiesburg, MS 39401
 Phone: 601-545-2137
 Fax: 601-545-2164
 E-mail: pmorrison@smpdd.com

SHOWN ON MAP IN GOLD

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



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

NEXT 4 PAGES >

South Delta Planning and Development District

Overview

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

WIN Job Center Locations

Batesville

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

Clarksdale

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

Cleveland

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

Greenville

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

Greenwood

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

Indianola

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

Lexington

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

FUN FACT

Ruleville, Mississippi native Luster Bayless was a 20-year-old sharecropper's son in 1959, when he hitchhiked west. He went on to found United-American Costume Co. – one of the world's largest for movie and TV costume rental – and outfit scores of movies over the past six decades. His costuming work spanned from "Mary Poppins" to "Apocalypse Now" and he served as John Wayne's personal costumer.

The Ole Place costume shop on Ruleville's Ruby Street displays key pieces of his collection.



WIOA Funding was provided to the following agencies and organizations:

- Bolivar County CAA
- Coahoma Community College
- Mid-State Opportunity, Inc.
- Mississippi Department of Employment Security
- Mississippi Delta Community College
- North Central PDD
- Northwest MS Community College
- South Panola School District
- Sunflower-Humphreys Counties Progress, Inc.
- WWISCAA

There are five staff members who support the activities of the Delta WIOA Board in planning and coordination; rapid response activities; management information systems; contract management; fiscal accountability; monitoring; and administration of adult, dislocated worker and youth programs. One additional staff member works with small business development/entrepreneurial/self-employment activities throughout the Delta.

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

Training efforts are coordinated with businesses, the four community colleges, the Mississippi Community College Board, the Mississippi Development Authority, MDES and other state and local entities to ensure the best use of the funds. This coordination

of funds helps to reduce duplication and leverage existing resources for similar training needs.

As we move into full implementation of the Workforce Innovation and Opportunity Act of 2014, we look forward to improvements in the workforce delivery system to ensure that the Delta Workforce Development Area continues to be a workforce leader in Mississippi.

WIN Job Centers in the DWDA allow citizens to receive basic and individualized services as well as Individual Training Accounts and On-the-Job Training (OJT) through area businesses. The DWDA continues to focus on increased business services to employers and increased customer service to individuals.

WIN Job Center staff work with DWDA, local economic developers, regional economic development groups, community colleges and universities, local units of government and state MDA staff to ensure that companies



SUCCESS STORY

Chaneyce Cross was a Dislocated Worker with a dream of becoming a teacher. She enrolled at Delta State University but due to financial struggles was on the verge of dropping out. Desperate, she talked to one of her professors about her financial hardship and learned about the Workforce Innovation and Opportunity Act (WIOA) program. She eagerly contacted the local WIN Job Center.

Ms. Cross was awarded an Individual Training Account that provided the tuition assistance she needed to complete her Bachelor's Degree. Chaneyce accomplished her dream of becoming a teacher when she graduated in December 2015. She is happily employed with the Holmes County School District and teaches first grade at S. V. Marshall Elementary.

Ms. Cross said, "Thank you for the financial assistance that helped me achieve my dream. Now I can give back to my community and help my students achieve their dreams just as WIOA helped me."

in the Delta were aware of training funds available to meet their needs. The online systems implemented at the state level, provide on-time access to businesses looking for work ready employees and individuals looking for jobs or training. Cross training of WIN Job Center staff and WIOA core partners will continue throughout the year.

Individual Training Accounts (ITA) and On-the-Job Training (OJT) were provided to 775 adults and dislocated workers in PY15 for a total of \$1,754,088.

With the passage of the Workforce Innovation and Opportunity Act (WIOA) of 2014, and full implementation of WIOA, the Greenville WIN Job Center has been designated by the DWDA board as the Comprehensive WIN Job Center for the Delta. All core partners in WIOA will be physically housed in the Greenville Center. Core partners include, MS Dept. of Human Services, MS Dept. of Rehab Services, the ABE Program through MS Delta Community College and all of the programs of the MS Dept. of Employment Security. All other WIN Centers in the Delta will be affiliate centers.

The Delta WDA provides **Small Business Development/Entrepreneurial/Self-Employment Training** to area residents and WIOA customers in accordance with DOL's TEGL 12-10 "Supporting Entrepreneurial and Self-Employment Training through the Workforce Investment System." This program

JOB FAIRS

The Delta WDA works closely with the Governor's Job Fair Network, the WIN Job Centers, economic development groups and local businesses to plan and implement job fairs each year.

JOB FAIR	# OF PEOPLE ATTENDING	# OF EMPLOYERS	# OF JOB OFFERS
Greenwood-Leflore 8-27-15	800+	56	183
Holmes County 9-15-15	250+	24	136
Greenville Regional 5-24-16	700+	46	168
Northwest MS Area Batesville 6-14-16	225+	41	128
Sunflower County/ Indianola 6-23-16	225+	25	60

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; and,
- Developing strategies to help small business owners to 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, South Delta



Katelin Bramlett Receives Certificate

PDD one day a week and the Greenwood/Leflore Economic Development Office one day a week. During PY15 counseling was provided to 87 new clients and 12 on-going clients. Business loan express applications were submitted for 15 clients and one was approved for \$60,000. Working with South Delta's other loan programs, 10 loans were approved totaling approximately \$2.95 million. Two clients were approved for the matching grant program from the Federal Home Loan Bank Board for \$50,000.

Rapid Response (RR) services were coordinated with the state Rapid Response team to respond to both WARN and non-

WARN events in the Delta WDA. The Delta RR team consists of the RR Coordinator at MDES; SDPDD staff member; the Home Saver Program; WIN Job Center staff representing ES, UI, ITA, OJT, Resource Center and JSST; Community College representative; SDPDD Small Business Developer and the MS Department of Rehabilitation Services. Seven WARN/non-WARN events were recorded in the Delta WDA during PY15 affecting 283 workers; with RR services provided to all seven.

Youth – Out-of-School Youth funding was provided in the 14 counties of the DWDA to four community action agencies, one

community college, one school district and one planning and development district. Youth services included the 16 program elements required by DOL and DWDA and others identified as needed by the youth through the individual service strategy developed for each youth. During PY15, 684 youth were served with 415 of these receiving follow up services. Thirty participants attained a General Equivalency Diploma (GED) and 184 participants attained a Career Readiness Certificate (CRC).

The Electrical Lineman Training Program, which was developed and first funded in August, 2010, in response to energy company needs, has continued with two more classes this year. This program is a collaborative effort with SDPDD, MS Delta Community College, the MS Community College Board, MDES, Delta Electric Power Association, Coahoma EPA, Twin County EPA, Tallahatchie Valley EPA, Entergy and utility construction companies. The 16-week program prepares trainees to become apprentice linemen with local energy companies and energy construction contractors.

Class 11 and 12 completed the program in PY15 with 24 trainees for a total of 102 who have completed the program since the beginning.



Lineman Class 11 Rodeo

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

Delta WDA participated in the Delta **Workforce Funding Collaborative**, a regional partnership, sponsored by the Foundation for the Mid-South (FMS); to ensure that Delta residents are qualified for existing and emerging job opportunities. This partnership focused on health care and

manufacturing, but is now expanding to the energy sector. Members of the Collaborative include the Foundation for the Mid-South, MDES, MS Economic Policy Center and the Mississippi Community College Board. Delta WDA received a \$50,000 grant from the Foundation to provide supportive services to Delta residents to assist with getting a job.

Manufacturing Technology Skills

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

PROGRAM(S): **WIOA Adult**
HIGHLIGHT: **On-the-Job-Training**

SUCCESS STORY

Carlos Kern lost his welding job after being employed for only two years. He was a single father of three and only had a high school diploma. He had worked numerous jobs over the past six years, but needed full-time permanent employment that would support his family.

Carlos went to the Clarksdale WIN Job Center to apply for a job at MAP of Easton. He was hired as a Molder Machine Operator Trainee on December 7, 2015. As an untrained worker in this field, Mr. Kern qualified and was enrolled in the On-the-Job Training (OJT) program where he was granted 600 training hours.

The future looks bright for Carlos. He is providing for his family by working full-time at MAP of Easton. Kern’s work ethic, initiative, and quality of work have impressed his employers, and they plan to hire him as a permanent employee when the OJT ends.

Three Rivers Planning and Development District

Overview

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



FUN FACT

The famous outlaws Jesse and Frank James and their gang once hid at an old house which was used as a Union Army hospital during the Battle of Harrisburg or Battle of Tupelo. The house was located at a crossroad in east Pontotoc County, near the Lee County line.

WIN Job Center Locations

Amory

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

Columbus

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

Corinth

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

DeSoto County

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

Grenada

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

Houston

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

Iuka

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

Louisville

662-773-5051
600 N. Court Ave., Suite B
Louisville, MS 39339-2023

New Albany

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

Oxford

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

Pontotoc

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

Senatobia

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

Tupelo

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

THE MISSISSIPPI PARTNERSHIP Adult and Dislocated Worker Programs

The Mississippi Partnership Workforce Development Area (MPLWDA) has a tremendous working relationship with the community colleges in the area. Four community colleges (East MS, Itawamba, Northeast, and Northwest Community Colleges) serve 21 counties and their workforce development professionals lead both their workforce council meetings and WIOA workforce efforts. WIOA and community college staff coordinate with economic developers to host meetings with businesses interested in locating to the Mississippi Partnership area. Together, they provide a cohesive workforce training package that is instrumental in business recruitment. As businesses determine additional training needs, the workforce area and community colleges are sometimes able to pool resources to provide the training. A combination of On-the-Job training (OJT) and Customized Training (CT) is a powerful tool for retention of existing businesses and recruitment of new businesses.

The MPLWDA has access to an education pipeline of students from Mississippi public universities and community colleges. We believe that the MPLWDA is the only Workforce Development Area in the United States that includes two Southeastern Conference universities, Ole Miss and Mississippi State. In the 4-year university

system, almost 3,000 students from the MS Partnership area are currently enrolled and expected to graduate with degrees related to high demand occupations in the area. Major degree areas include business, management and marketing, health care, engineering and construction, and education services. In the local community college system, almost 7,000 students are currently enrolled and expected to graduate in vocational programs, including business management, healthcare, and engineering and production-related programs such as automotive mechanics, electrician, machinists, and carpentry. In addition, the MS Partnership area has access to a community college workforce system that provides short and long term vocational training opportunities in high-demand occupations, including health care, transportation, distribution and warehousing, and industrial maintenance.

We have been preparing our providers to concentrate mainly on these high demand occupations. The Mississippi Partnership prioritizes the expenditure of training dollars in the categories projected to have employment opportunities in our area over the next ten years. Our main emphasis will be on training in the field of healthcare, advanced manufacturing, construction, transportation, and administrative support including technology services. The

LWDA SUCCESS STORY C2C Youth Program

Charles Mize chose success by participating in the Counseling to Career (C2C) program through the WIN Job Center in Amory. The C2C program provides youth with work ethics training, necessary skills training, and work experience.

Mr. Mize was hired for the work experience component at HomeStretch Inc. in the packing department. HR/Safety Manager, Mr. Jon Stenbridge commented, “The packing department is a small department that is fast paced work. Every piece of furniture that we produce passes through that department before going to the finished goods warehouse. It requires determination and a dedication to team work for the department to succeed. Charles fit right in and proved that he was willing to work hard, take instruction, and work as a team with co-workers and supervisors.”

Upon completion of the required 240 work experience hours in the C2C program, Mr. Mize was hired as a full-time employee at HomeStretch, Inc. His earnings went from \$8.00 per hour to \$13.75 per hour.

The C2C program provided the opportunity to gain work experience while learning necessary skills to get and keep a good job. Mr. Stenbridge said, “Charles continues to do well and we expect him to be a valuable part of the HomeStretch Inc. family and team.”

THE MISSISSIPPI PARTNERSHIP: THREE RIVERS PLANNING AND DEVELOPMENT DISTRICT

Mississippi Partnership area does, however, have a large percentage of manufacturing jobs and we must continue to maintain the jobs that currently exist. To do that, we must provide continuing education and training to meet the needs of new technology in the manufacturing workplace so that we protect these jobs and provide our employers with the skilled workforce required to compete globally.

The MS Partnership continues to operate the Adult Internship program and it remains a success. It has provided interns practical work experience and sharpens their leadership skills while working to gain full-time employment or career exploration. The program provides businesses an opportunity to try out potential applicants in real work settings.

EAST MISSISSIPPI COMMUNITY COLLEGE (EMCC)

Highlight Best Practices

Yokohama Tire Manufacturing Mississippi and EMCC have built a strong relationship over the last year. Yokohama Tire Manufacturing Mississippi broke ground on a future plant in Clay County in September 2013, embarking on Phase I of its construction plan which includes a \$300 million investment on behalf of Yokohama and will create an estimated 500 jobs. When

Yokohama Tire Manufacturing Mississippi's full four phase plan is realized, it will bring \$1.2 billion in investment to the Golden Triangle and create approximately 2,000 jobs.

This is the best news that Clay County has received in recent years. The Sara Lee food processing plant in West Point closed in January 2007, costing the community 2,000 jobs. EMCC played a vital role in the retraining of dislocated workers during this time but no new company had emerged to fill the void left in Clay County by Sara Lee.

EMCC has been charged in the MOU between the state of Mississippi and Yokohama Tire Manufacturing Mississippi to conduct training and education for potential Yokohama Tire Manufacturing Mississippi employees at its Golden Triangle campus and its West Point Center location. The MPLWDA has worked very closely with EMCC, the Mississippi Development Authority, the Mississippi Department of Employment Security, and Yokohama Tire to produce a qualified applicant pool and the first 500 employees are either in place or completing the hiring process.

Yokohama requires its applicants to have completed the Manufacturing Skills Basic (MSB) program and to have taken the Career Readiness Certificate program (CRC) and scored a Silver or higher on the test. To date,

3,036 people have taken the CRC with over 2,146 scoring Silver or higher. In addition, 1,511 people have enrolled in the MSB course with 1,231 either completing or still taking the course.

EMCC continues to develop customized training to serve Yokohama's training needs. Currently Yokohama's customized training focuses only on the company's technicians, supervisors and management personnel. Yokohama management chooses a specific training pathway for each individual. The courses are hybrid online classes with hands-on assessments to validate skills upon completion.

THE MISSISSIPPI PARTNERSHIP: WIOA YOUTH PROGRAMS

In PY15 the Mississippi Partnership funded seven Counseling to Career (C2C) youth programs that served over 700 youth. The primary concept of the C2C youth program is to provide one-on-one counseling to develop a "truly personalized" Individual Service Strategy (ISS) that helps the youth identify short-term school/career goals as well as long-term while assisting the youth in removal of obstacles impeding the success of these goals.

THE MISSISSIPPI PARTNERSHIP: THREE RIVERS PLANNING AND DEVELOPMENT DISTRICT

Each youth is offered the 14 required WIOA program elements and will be provided with each element that applies to their newly developed ISS. After the ISS, assessment test, and appropriate WIOA paperwork has been completed, each youth will take work ethics classes. For a youth to be eligible for the paid work experience program element, the youth must complete work ethics training.

Our final goal for each youth is to ensure that they have completed the short-term steps outlined in their ISS. Once these are accomplished the youth will begin working toward their long-term goals which should

include furthering their education by enrolling into college or receiving technical training or obtaining full-time employment. The counselor will assist the youth with preparing for their long term goals prior to exit to ensure that the student continues on their pathway to success.

Although we served some of the neediest youth in our area, the MPWDA still met or exceeded all youth performance measures in PY 2015. The MPWDA continues to offer technical assistance and holds meetings with youth providers to continue to improve the overall program.

One of greatest accomplishments to date is our ability to leverage funding through partnerships. One way that we accomplish this goal is by partnering with local community colleges for ABE/GED services. Not only do we partner, but some are actually C2C program providers. It is a great opportunity for the student to be able to receive work ethics, counseling, mentoring, and ABE/GED all under one roof. It is also a great opportunity for us as the fiscal agent when it comes to leveraging funds.

SUCCESS STORY

PROGRAM: **WIOA Adult**

HIGHLIGHT: **On-the-Job-Training**

Matt Estes' last two jobs, driving a dump truck hauling materials and driving a log truck hauling logs, were seasonal work and subject to the weather. He needed a more stable income and preferred employment that would allow him to work close to his home.

Matt decided to pursue employment with Mississippi Silicon and learned that in order to apply with the company, he had to pass the Career Readiness Certification test and the Job Pass test. He went to his local WIN Job Center for assistance where he enrolled in the WIOA program. He successfully earned the required scores on both tests and completed the company's application process.

In December 2015, he was hired as a furnace operator with Mississippi Silicon. Matt's beginning hourly wage is \$17.00 per hour and his commute to work is only fifteen minutes. As a result of his efforts and assistance from the WIN Job Center staff, Matt has achieved his goal of earning a good living close to home.

Central Mississippi Planning and Development District

Overview

Southcentral Mississippi Works (SMW), in conjunction with the Mississippi Department of Employment Security, operates 10 WIN Job Centers in a 17 county area. Each of these offers a variety of services to help residents seek and secure an appropriate job. Assistance progresses from basic job search assistance and referral through career and skill assessment and, where needed, job training.

WIN Job Center Locations

Brookhaven

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

Jackson

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

Madison County

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

McComb

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

Mendenhall

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

Natchez

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

Pearl

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

Tylertown

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

Vicksburg

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



FUN FACT

Natchez is the oldest settlement on the Mississippi River and has more antebellum houses than any other place in the United States. Many of the historic homes are open for tours where guests are greeted with warm Southern charm.

As a local workforce development area under the federal Workforce Innovation and Opportunity Act (WIOA), Southcentral Mississippi Works provides workforce development activities that increase the employment, retention, and earnings of participants, increase attainment of recognized post-secondary credentials by participants, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation.

Workforce development activities help improve the skills and abilities of workers, support the labor needs of local businesses, and contribute to the economic growth of area communities. SMW works closely with a number of partner agencies, including the Mississippi Department of Employment Security, local Community Colleges, the Mississippi Development Authority, and local economic developers to offer a comprehensive array of services.



Local Workforce Development Plan Submitted

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

The local plan describes how required partner programs will work together to coordinate their services to better serve those seeking the skills needed to obtain a job. The plan also discusses how the local area will address the workforce needs of area businesses. The area's local workforce development board and local elected official board met on June 2 to approve the final plan.

Under the new WIOA guidelines and the state and local plans, Southcentral Mississippi Works is forging ahead as we partner with the Mississippi Department of Human Services, Mississippi Department of Rehabilitation Services, Mississippi Community College Board, and other strategic partners. These partnerships will provide an all-inclusive array of services for our businesses and workers.

Implementation of WIOA

On May 14, 2015 the Governor designated Southcentral Mississippi Works as a local workforce area under WIOA. Over this year, the District has entered into a new Cooperative Service Agreement with the 17 counties that comprise the workforce development area. The Local Workforce Development Board has been reconfigured and appointed. A number of policies and procedures have been revised. Work is ongoing to ensure that all changes required by WIOA have been made and that the intent of the State Plan has been implemented.

The Board of Commissioners has been updated and all counties are represented as required. The LWDB has been reappointed by the Board of Commissioners and complies with WIOA. Southcentral Mississippi Works LWDB formed a Youth Committee to provide guidance and oversight of activities for eligible youth. The District serves as staff to the Youth Committee.

The local plan has identified core programs and includes a new Memorandum of Understanding. The local plan identifies current locations of One-Stop Centers and provides a process for evaluation of Centers, including possible relocation and identification of "comprehensive" centers and "sector training plus" centers in the future.

To aid in the deployment of the new state system, CMPDD staff coordinated statewide training for over 750 staff from workforce and partner agencies. This training allowed staff from different agencies to gain an understanding of the total array of services available to help prepare workers for middle skill jobs. Governor Bryant addressed one of the training sessions and confirmed his commitment for a fully integrated, coordinated, and successful workforce system in Mississippi.

MI-BEST Community College Programs

Southcentral Mississippi Works Workforce Development Area, administered by CMPDD, is working closely with Hinds Community College (HCC) under the Workforce Innovation and Opportunity Act (WIOA) to fund the tuition of some MI-BEST participants and to enhance the success of WIOA MI-BEST students enrolled at HCC. MI-BEST programs are accelerated approaches to the instruction of skills training and workplace preparation. This program structure follows that of I-BEST, an education model which challenges the conventional notion that basic skills instruction must be completed by students prior to starting college-level courses.

The goal of MI-BEST is to speed up the rate at which Adult Basic Education students advance to college-level occupational programs, complete credentials of value in the labor market, and move into high-demand jobs offering good wages and opportunities for career advancement. HCC assists students in identifying educational pathways that link to career pathways. MI-BEST provides traditionally underserved and academically challenged populations with integrated basic and occupational skills to succeed in the workforce.

The MI-BEST program structure consists of multiple levels of education along a career pathway that allows students the opportunity to progress into more college coursework, further certificates and/or degrees and employment. HCC assesses individuals for basic skills proficiency or deficiency prior to enrollment. All individuals enrolled into WIOA-funded MI-BEST courses obtain a GED or other acceptable credential prior to exit from the program. In addition, the WorkKeys test is administered to all individuals enrolled into WIOA-funded MI-BEST courses and students taking the test must obtain a Career Readiness Certificate (CRC) at no less than the Bronze level prior to exit from the program.

HCC also works with area employers to provide them with skilled workers (MI-BEST



SUCCESS STORY

The MI-BEST program at the Vicksburg-Warren Campus of Hinds Community College provided the second chance Ronald Humes needed to get his life back on track. “I was hanging around with the wrong crowd, trying to be cool and everything. But, like they say – stay in school.”

Mr. Humes enrolled in the MI-BEST program where he earned his high school equivalency while working night shifts at his job. The MI-BEST program assists students in identifying the educational and career pathway that best suits them and provides the basic and occupational skills required to succeed in the workforce.

Ronald Humes has given himself that second chance. He has taken the first step of earning a high school equivalency and plans to continue his education by earning an associate’s degree in welding. His career pathway will put him on track for high-demand jobs that pay well.

participants and/or graduates) to fill high-demand jobs.

New MI-BEST classes at HCC begin once every 8 weeks and are held at various campuses of Hinds Community College in Hinds, Rankin, and Warren Counties. A Recruiting Coordinator works with three MI-BEST Navigators to recruit WIOA eligible individuals for enrollment into MI-BEST Career Pathways and to mentor them through the process.

Career Readiness Certificates

Southcentral Mississippi Works, in cooperation with the Mississippi Community College Board, provides a Career Readiness Certificate program which assesses the basic skills level of job applicants to determine the occupations and jobs for which they are qualified. Applicants who need to improve their basic skills are provided remedial instruction. Applicants are tested using the WorkKeys assessment and, depending on their skill level, qualify for a bronze, silver, or gold level certificate issued by the Mississippi Community College Board. In keeping with the requirements of WIOA and the State Plan, the certificate certifies to potential employers that the

holder has the basic skills necessary to succeed in a particular job classification.

Mississippi Careers of Tomorrow On-the-Job Training

The District was awarded a \$5 million H1-B grant by the U.S. Department of Labor called the Mississippi Careers of Tomorrow On-the-Job Training (OJT) project. The primary goal of the H1-B OJT activity is to train eligible individuals to meet industry skill shortages in the high-growth information technology and advanced manufacturing/engineering industries and occupations. The training provided under this grant will raise the technical skill levels of American workers so they can obtain or upgrade employment in the targeted high growth industries and occupations. Over time, this will help businesses reduce their use of skilled foreign professionals permitted to work in the U.S. on a temporary basis under an H1-B visa.

The H-1B funded Mississippi Careers of Tomorrow project ended on April 1, 2016. During the course of this program over 185 individuals and 100 businesses participated. The project achieved an overall placement rate of over 90%.



MADISON COUNTY: TEN YEARS & COUNTING

Since its grand opening on Watford Parkway Drive in 2003, the Madison County WIN Job Center continues to be a valuable resource for Madison County and the greater Canton area.

Currently, eleven partner agencies and tenants provide employment resources for job seekers and employers, computer training, social assistance programs, meeting and training facilities, education programs, and myriad other services that help enhance individuals and the community at large.

The Madison County WIN Job Center is managed by CMPDD, and the Mississippi Department of Employment Security serves as the One Stop Operator providing employment and training services for both employers and job seekers. Some of the many services available at the Center include employee training, computer workshops, employment and education resources, job search assistance, employer services, youth development, on-site daycare, social services for seniors and persons with disabilities, and community outreach.

Southern Mississippi Planning and Development District

Overview

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

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 Deer Field Drive
Forest, MS 39074-6005

Hancock County

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

Harrison County

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

Hattiesburg

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

Laurel

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

Meridian

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

Newton

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

Pascagoula

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

Philadelphia

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

Picayune

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

FUN FACT

In the spring of 1864, the Knight Company overthrew the Confederate authorities in Jones County and raised the United States flag over the county courthouse in Ellisville. The county was known as the Free State of Jones, and some say it actually seceded from the Confederacy. This little-known episode in American history has now been brought to the screen in ***Free State of Jones***, starring **Matthew McConaughey** as **Newton Knight**.



TWIN DISTRICTS: SOUTHERN MISSISSIPPI PLANNING & DEVELOPMENT DISTRICT

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

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

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

growth labor markets. These providers work with industries that are predominant in their geographic areas to customize job-driven learning opportunities.

As part of the American Job Center Network, WIN Job Centers, fulfill two primary missions: assisting employers in locating and training a highly skilled labor force specific to their operational needs, and assisting job-seekers in obtaining high-demand skills and job search acumen that will lead to long-term employment with self-sufficient wages. **Twin Districts Local Workforce Development Board** accomplishes this by funding **work-based learning** in the TDWA through the WIN Job Centers. On-the-Job Training (OJT), work experience programs such, as the iWork Internship Program, and customized training serve numerous individuals. During PY15, businesses in the TDWA received \$927,574 to offset the training costs for 145 individuals who were enrolled in OJT.

TDWA employs a job-driven training approach through the use of their largest educational training initiative: Individual Training Accounts, which are scholarships that cover training costs for individuals entering eligible programs for high-demand occupations. The On-line Employment Services System (OESS) provides individuals with a listing of all training programs that are included on the Eligible Training Provider List



De'Vante Conerly, Sr. is a single father who dropped out of high school in the 10th grade. In an effort to raise his son, he started a couple of odd jobs. De'Vante knew he had to do more to provide for his son, so he made the decision to enroll in the Education and Training, Inc.(ETI) Career Prep Center in Columbia. Mr. Conerly wanted to attain his high school equivalency and start on a career pathway that would provide for his family.

De'Vante worked very hard to learn all the program had to offer. He received instruction in work readiness, financial literacy, and took advantage of program-sponsored tutoring to help him reach his goal. After only a few months, Mr. Conerly earned his high school equivalency and made plans to enroll in college to learn a trade. With a big smile on his face he said, "I will never forget the opportunity that I received through ETI's Career Prep Center program".

Mr. Conerly is currently enrolled at Southwest Community College in the Carpentry program. The next step on his individual success plan is to earn a spot in a carpentry apprenticeship program.

TWIN DISTRICTS: SOUTHERN MISSISSIPPI PLANNING & DEVELOPMENT DISTRICT

and corresponding statistical information regarding program outcomes: completion rate for enrollees, employment opportunities, and projected wages. Job seekers are better able to make data-driven decisions, ensuring a higher probability of employment.

Sector-Strategy in Action: Pre-Employment Training

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

Pine Belt Works was created using a braided funding model of state, federal and private monies from the partnering agencies and additional support from Mississippi Power Company. Graduates of the 80-hour program



10 students in a ceremony at the Pearl River Community College's Woodall Advanced Technology Center. PRCC's Workforce Education Department, along with funding from SMPDD through the Twin Districts Workforce Area, provided the training for the

are OSHA 10-hour certified, CPR/First Aid certified, and familiar with advanced manufacturing concepts including Principles of Lean Manufacturing and 5S, Blue Print Reading, SPC, Precision Measurement and Teamwork and Problem Solving. To ensure the program will remain flexible and responsive, local plant managers and human resource representatives in the manufacturing sector provide continual feedback through the Pine Belt Works Industry Advisory Council.

SUCCESS STORY

Randy Kirkland went to the Picayune WIN Job Center in March 2016 after being laid off. He had been employed with Helmerich & Payne Inc. as a HSE Safety Representative in the oil industry for 8 years. He loved working in the oil field but with massive layoffs knew finding work in that field would be very difficult.

Mr. Kirkland needed a career change. He knew he probably wouldn't make the same income as he had in the oil industry, but he needed a stable career and a steady income.

Mr. Kirkland decided to pursue commercial truck driving. He applied for an **Individual Training Account (ITA) grant** through the Workforce Innovation and Opportunity Act. He was approved for the ITA and began training at Truck Driving Institute in Saucier, MS, on March 28, 2016. He completed training on April 22, 2016.

Mr. Kirkland had a Commercial Driver's License (CDL) and was excited about the new career possibilities. He was offered an over-the-road driving position with a trucking company, but wanted to explore his options for employment in the local market.

Mr. Kirkland returned to the Picayune WIN Job Center where he received Job Search Assistance and was referred for a CDL position with Huey Stockstill, Inc. He applied for the job and was hired. Mr. Kirkland began his new career as a certified truck driver on May 9, 2016.

Services provided through the Workforce Innovation and Opportunity Act and hard work provided Mr. Kirkland with a stable career and financial security.

Working with Job Candidates and Laid-Off Workers

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

Job Search and Placement Assistance

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

Information On and Referral to Training

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

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

Internet Access for Job Openings and Resume Posting

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

Access to Office Equipment: Computers, Fax Machines and Photocopiers

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

WIN Job Center Services Provide Permanent Job

John Hail moved to DeSoto County to be closer to his loved ones. Although his employment background had been primarily in the hospitality industry, he worked an array of different jobs to make ends meet. His last job had been with Wal-Mart and he had recently been laid off after working there for five years. He went to the DeSoto WIN Job Center to get help filing for Unemployment Insurance benefits. He received the needed assistance in filing his unemployment claim and also learned about the various employment services and information offered through the WIN Job Center: online labor market information, access to office equipment, resume writing software, job search and placement assistance, and training opportunities. John took advantage of many of these services and updated his resume, conducted job searches on Mississippi Works and spoke with an interviewer about other possible job openings.

After a brief review of John's prior employment history and interests, job center staff gave him a job referral to work in the hospitality industry at a local hotel. He interviewed and was hired as a kitchen steward. It didn't take long for the hotel to recognize John's outstanding work ethic and offer him a permanent position with the hotel.

Working with Business Customers

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

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

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

Recruitment and Screening

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

- Screen applicants to ensure that the right workers with the right skills are referred.
- Provide access to federal funding for programs.

Training

- On-the-Job Training helps businesses find workers by reimbursing a portion of expenses incurred during the initial training process. The WIN Job Center can reimburse a company up to one-half the cost of training eligible workers through On-the-Job Training. Reimbursement is based

on the trainee’s wage at hire date. The amount available to be reimbursed depends upon the intensity of the skills required for the position. On-the-Job Training is limited to 50 percent of a business’s workforce and is at the discretion of the Local Workforce Development Board. Businesses may be reimbursed for up to six months. The length of training usually ranges from 160 hours to 1,040 hours per employee. Upon completion of the training, the company may be eligible for the federal Work Opportunity Tax Credit.

PY 2015 WIOA TRAINING

MDES NARRATIVE REPORT BY FUND SOURCE CATEGORY	GROUP	ITA	OJT	COMBINED
A	Adult	1,136	842	1,978
D	Dislocated Worker	348	209	557
Y	Youth	58*	0	58
N	NDWG	0	7	7
TOTAL		1,542	1,058	2,600

*(In-School Youth: 1, Out-of-School Youth: 57)

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

Other Services

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

PROGRAM(S): **WIOA (OJT)** HIGHLIGHT: **Business Engagement**

December 11, 2015

Indianola WIN Job Center
226 N. Martin Luther King Jr. Avenue
Indianola, MS 38751



To Whom It May Concern,

We have been working with the WIN Job Center (WJC) in Indianola since the summer of 2012. When we started up, we were in great need of help getting our Operation staffed quickly to meet the needs of SUPERVALU in their Distribution Center. Since that time, we have maintained a crew of 60-70 employees who pick up orders and complete various other tasks within the warehouse. The WIN Job Center was instrumental in helping us find the employees we needed initially as well as providing a steady stream of candidates over the course of our tenure there.

The On-the-Job Training program has enabled us to quickly get our new employees productive and contributing safely to the success of our Operation. The fact that we have been able to receive significant training dollars for each of the qualified WIN candidates we hired has made our decision to work with this program a winning move.

WJC staff has been extremely helpful every step of the way and has guided us through the process of utilizing their programs. I think it fair to say that we would not have been successful in our Indianola endeavor without the partnership of the WIN Job Center.

I want to say thank you to Carolyn Eubanks and all those working with her there in Indianola WIN Job Center. Your cooperation and diligent efforts have helped build up our business with quality candidates who have received quality training through your programs. These referrals have become excellent employees who are well-satisfied with their jobs. Thank you Indianola WIN Job Center.

Sincerely,
Jeff Olsen



MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

2015 Workforce Innovation and Opportunity Act Annual Report
presented by the State Administrative Entity for WIOA in Mississippi

Submitted October 3, 2016

Mark Henry, Executive Director, Mississippi Department of Employment Security

Laura Ring, Director, Office of Grant Management

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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.

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