

MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

Annual Report
FY2023

STATE FISCAL YEAR 2023
JULY 1, 2022, THROUGH JUNE 30, 2023





MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

OFFICE OF THE GOVERNOR

It is a privilege to submit the 2023 annual report for the Mississippi Department of Employment Security (MDES). This report highlights the programs and services the agency provided to Mississippians during Fiscal Year 2023, as well as performance and accountability measures.

The agency's mission is "Helping Mississippians Get Jobs," and I'm proud of our dedicated team members who did just that each day. In fact, our Offices of Workforce Services and Programs, received 218,910 job orders from employers for a total of 321,035 job openings in the state. The Governor's Job Fair Network, operated by MDES, held 33 job fairs, assisting 763 employers and an additional 622 job fairs were held at WIN Job Centers, connecting employers to qualified job seekers.

Workforce Innovation and Opportunity Act (WIOA) partners continue to strengthen partnerships and streamline services. Last year, over 197,915 individuals were served by WIOA partners. The most common service provided by MDES was reaching out to participants about a good job opportunity and MDES did this 379,577 times.

The state unemployment rate remains at a record low. The Office of Reemployment Assistance (ORA) team is committed to serving those filing claims, verifying eligibility, and recovering overpayments. The MDES ORA team received the 2023 Platinum Award at the State Information Data Exchange System Seminar, a result of quickly, accurately, and securely responding to unemployment insurance requests.

When tornados and straight-lined winds destroyed parts of the state in March 2023, the agency quickly dispatched teams to respond to the needs of Mississippians. Individuals who lived or worked in one of the affected counties and could not work due to the destruction could file for Disaster Unemployment Assistance (DUA). The agency also received a National Dislocated Worker Grant to provide disaster-relief employment for cleanup and humanitarian needs. MDES and our partners were able to provide jobs to individuals affected by the storm with the help of this grant.

All the programs and services delivered within our WIN Job Centers, through our WIOA partnerships, and through our advanced technology systems are designed to provide Mississippi employers with the tools necessary to find and hire skilled workers or to prepare individuals to enter the workforce.

As we move into the next fiscal year, MDES looks forward to the opportunities ahead as we continue our mission of "Helping Mississippians Get Jobs."

Sincerely,

A handwritten signature in black ink, appearing to read "R. Stewart". The signature is written in a cursive, flowing style.

Robin Stewart
Interim Executive Director

MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

FY 2023 ANNUAL REPORT TABLE OF CONTENTS

- From the Executive Director ii
- Executive Summary 2
- Local Workforce Development Areas and WIN Job Centers 3

- FUNDING AND EXPENDITURES**
- Total Expenditures by Program. 5
- Source of Funding by Program. 5

- EMPLOYMENT SERVICES**
- Performance Information 6
- Workforce Services and Programs. 7
- Workforce Services and Programs Success Stories 10
- Workforce Innovation and Opportunity Act (WIOA) 11
 - WIOA Hub 11
 - Mississippi Apprenticeship Program (MAP). 12
 - Rapid Response 13
- Reemployment Assistance 14

- UNEMPLOYMENT INSURANCE**
- Performance Information 16
 - Core Measures 16
 - Unemployment Insurance Performs Core Measures Acceptable Performance Guidelines 16
 - Fraud Prevention 18
 - Unemployment Claims 19
 - Unemployment Insurance Activities. 20

- TECHNOLOGY SUPPORT & INNOVATION**
- OTSI Responds to Tornado Disaster 21

- TRAINING AND STRATEGIC PROJECTS**
- FY 2023 Activities 22

- LABOR MARKET INFORMATION**
- Performance Information 23



EXECUTIVE SUMMARY

This fiscal year (FY) 2023 annual report highlights the Mississippi Department of Employment Security's strategies to help Mississippians find work and advance their careers, and to help employers fill open positions with qualified candidates.

Our Office of Workforce Services and Programs worked with our partners and staff through our local **WIN Job Centers** to serve Mississippians with employment assistance. MDES provided 17,637 E-Verify services from July 1, 2022, through June 30, 2023. We received 218,910 job orders and 321,035 job openings as part of the **Wagner-Peyser** Employment Service Program.

The **Governor's Job Fair Network, operated by MDES**, supported 33 Governor's Job Fair events during the fiscal year, and 763 employers and organizations were served. In addition to the Governor's Job Fair Network events, 622 job fairs were held at WIN Job Centers across the state.

The **Fidelity Bonding Program** and the **Workforce Opportunity Tax Credit** are incentives for employers to hire individuals with barriers to employment. MDES issued 30 bonds totaling \$150,000 to 4 employers that hired 6 people in the state through the Fidelity Bonding Program. The agency certified 40,022 WOTC applications providing \$100,609,200 in tax credits to employers.

The **Jobs for Veterans State Grant (JVSG)** staff served 480 veterans. The JVSG staff serve veterans who face significant employment barriers such as homelessness, low-income, disability, and justice-involvement, providing individualized career services to veterans so they can secure high-quality employment.

The **Workforce Innovation and Opportunity Act (WIOA)** core partners continued its use of the "WIOA Hub." The Hub ensures that Mississippians are connected to all services that they need to connect to a job. For fiscal year 2023, 197,915 individuals were served by WIOA partners through the Hub. The most common service provided by MDES was reaching out to participants by email, phone, or a mailed letter about a good job opportunity. MDES did this 379,577 times.

The **Mississippi Apprenticeship Program (MAP)** works with community college and industry partners across the state to strengthen the workforce and provide opportunities for Mississippians to participate in Apprenticeships. MAP impacted 1,709 total apprentices - 65 veterans, 944 people of color, and 585 females are included in this number.

Rapid Response (RR) exists to help laid-off workers quickly transition to new employment. During FY 2023, the Rapid Response team provided services to 3,899 employees and 28 businesses that were affected by layoffs or closures.

The **Office of Reemployment Assistance (ORA)** processed 60,087 claims for unemployment insurance during FY 2023. The ORA team provided Tornado Disaster Reemployment Assistance to Mississippians

who were impacted by tornadoes and straight-lined winds in March 2023. To date, 454 initial Disaster Unemployment Assistance applications were filed as a result of the disaster.

The **MDES Office of Technology Support and Innovation (OTSI)** rolled out new copiers to save money for the agency, made improvements to the agency helpdesk, and increased security for the agency's headquarters.

The **Training and Strategic Projects** department launched the mental health training series, helped train the agency's employees on the new METS timekeeping system, and continued training on the IRS and SSA regulations.

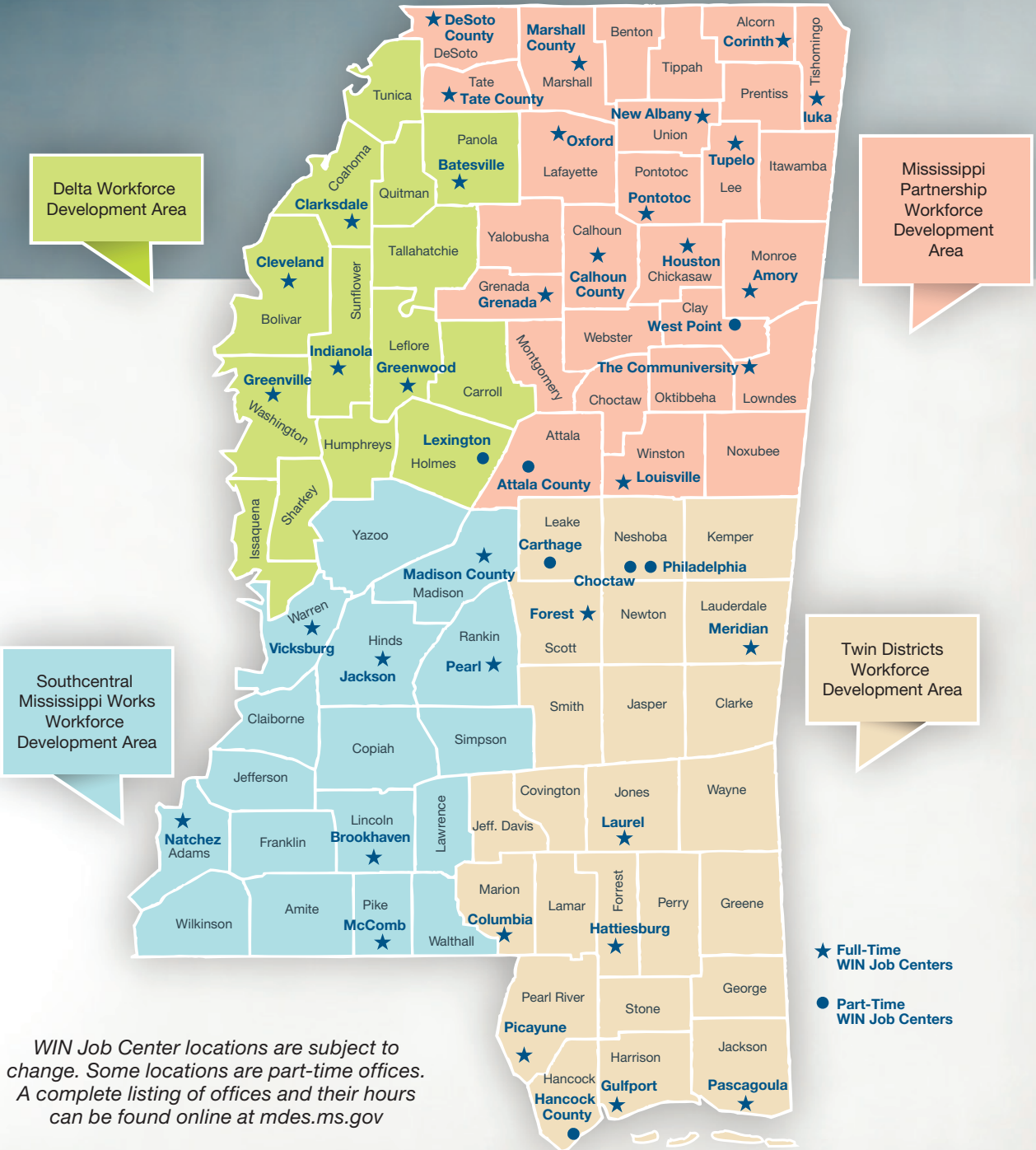
We provided **Labor Market Information** to job seekers and employers to help them understand the current employment situation in the state. MDES received and addressed 23,352 requests for information.

MDES is proud of our FY 2023 year of services and looks forward to serving the state of Mississippi in the future.

LOCAL WORKFORCE DEVELOPMENT AREAS AND WIN JOB CENTERS

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

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



WIN Job Center locations are subject to change. Some locations are part-time offices. A complete listing of offices and their hours can be found online at mdes.ms.gov

Amory
662-256-2618 and
662-256-5617
1619 Highland Drive
P.O. Box 415
Amory, MS 38821-0415

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

Batesville
662-360-1236
325 Lakewood Drive
Batesville, MS 38606

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

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

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

Choctaw, MS
601-663-7722
266 Industrial Road
Choctaw, MS 39350

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

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

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

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

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

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

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

Greenville
662-332-8101
800 MLK Blvd., Suite C54
Greenville, MS 38701

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

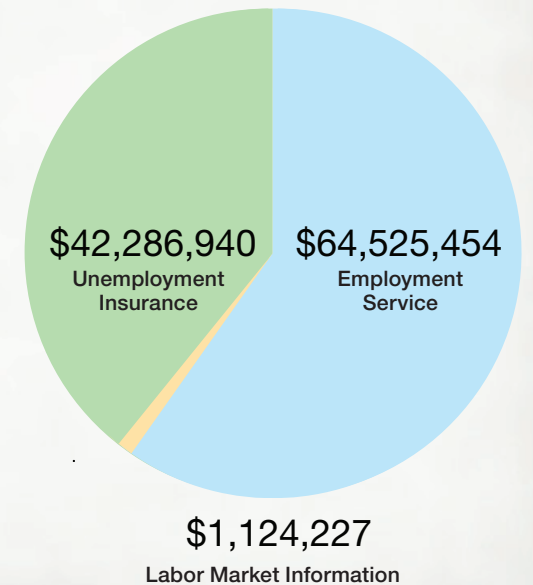
FUNDING AND EXPENDITURES

Total Expenditures by Program

Program	Personal Service	Travel	Contractual Service	Commodities	Capital Outlay other than equipment	Capital Outlay Equipment	Vehicles	Subsidies, Loans, and Grants	Total Expenditure
Employment Service	\$10,696,644	\$266,460	\$9,781,684	\$163,507	\$0	\$32,034	\$0	\$43,585,125	\$64,525,454
Labor Market Information	\$868,191	\$7,070	\$201,373	\$42,769	\$0	\$2,507	\$0	\$2,317	\$1,124,227
Unemployment Insurance	\$13,669,917	\$111,833	\$23,044,414	\$357,411	\$0	\$7,601	\$0	\$5,095,764	\$42,286,940
TOTAL	\$25,234,752	\$385,363	\$33,027,471	\$563,687	\$0	\$42,142	\$0	\$48,683,206	\$107,936,621

Source of Funding by Program

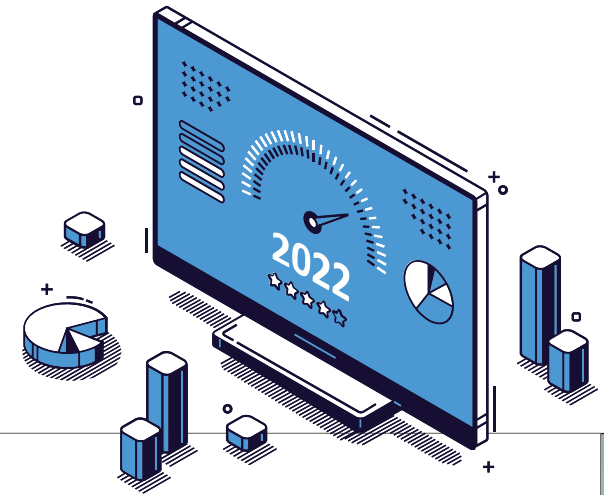
Program	Federal	State	Other	Total
Employment Service	\$63,125,454	\$1,400,000	\$-	\$64,525,454
Labor Market Information	\$1,124,227	\$-	\$-	\$1,124,227
Unemployment Insurance	\$31,801,170	\$-	\$10,485,770	\$42,286,940
TOTAL	\$96,050,851	\$1,400,000	\$10,485,770	\$107,936,621



EMPLOYMENT SERVICES

Performance Information

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



MISSISSIPPI STATEWIDE PERFORMANCE

STATEWIDE REPORTED INFORMATION	NEGOTIATED LEVEL	ACTUAL LEVEL
Adult Employment Rate 2nd Quarter After Exit	84.4%	90.0%
Adult Employment Rate 4th Quarter After Exit	80.9%	89.4%
Adult Median Earnings 2nd Quarter After Exit	\$6,475	\$7,699
Adult Credential Attainment Rate 4th Quarter After Exit	65.5%	73.4%
Adult Measurable Skill Gain	55.6%	71.6%
Dislocated Worker Employment Rate 2nd Quarter After Exit	74.5%	79.5%
Dislocated Worker Employment Rate 4th Quarter After Exit	73.7%	79.3%
Dislocated Median Earnings 2nd Quarter After Exit	\$5,763	\$6,868
Dislocated Worker Credential Attainment Rate 4th Quarter After Exit	70.0%	76.6%
Dislocated Worker Measurable Skill Gain	55.5%	69.3%
Youth Employment Rate 2nd Quarter After Exit	80.2%	88.3%
Youth Employment Rate 4th Quarter After Exit	80.1%	85.7%
Youth Credential Attainment Rate 4th Quarter After Exit	71.2%	71.6%
Youth Measurable Skill Gain	57.6%	74.7%
Youth Median Earnings 2nd Quarter After Exit	\$2,958	\$3,390
Wagner Peyser Employment Rate 2nd Quarter After Exit	71.0%	80.4%
Wagner Peyser Employment Rate 4th Quarter After Exit	69.2%	78.8%
Wagner Peyser Median Earnings 2nd Quarter After Exit	\$4,386	\$5,981

Workforce Services and Programs

Wagner Peyser

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

For the period of July 1, 2022, through June 30, 2023, MDES received **218,910** job orders with a total of **321,035** openings.

218,910
JOB ORDERS RECEIVED

321,035
JOB OPENINGS RECEIVED

Reemployment Services and Eligibility Assessment (RESEA)

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

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

MDES completed **10,936** counseling sessions from July 1, 2022, to June 30, 2023.

10,936
RESEA COUNSELING
SESSIONS COMPLETED

E-Verify

In the 2008 Legislative session, the Mississippi Legislature passed the Mississippi Employment Protection Act. This act requires employers to participate in the Department of Homeland Security E-Verify program. Part of the legislation provides a mechanism to make the verification process easier for employers by using the services offered by the Mississippi Department of Employment Security (MDES). A total of **17,637** E-Verify services were provided to employers from July 1, 2022, through June 30, 2023.

17,637
E-VERIFY SERVICES
TO EMPLOYERS

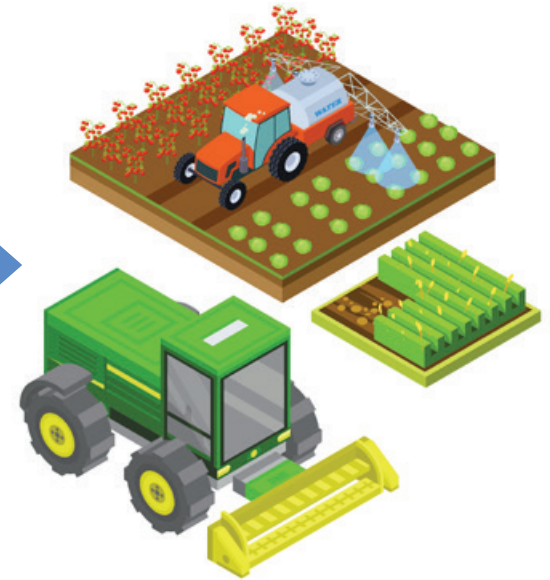


Temporary Agricultural Worker Programs

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

MDES supports the H-2A program by referring U.S. farmworkers to farmers when they advertise farmworker jobs in the state. MDES sent 856 referrals from July 1, 2022, to June 30, 2023.

The H-2A continues to see exponential growth. Sixty-two new employers were registered from July 2022 through June of 2023.



Job Fair Events

Mississippi Department of Employment Security (MDES) operates the Governor’s Job Fair Network. The Governor’s Job Fair Network is a series of community sponsored, one-day events that bring together a diverse group of employers actively looking for employees. MDES works in partnership with other agencies and organizations to host each event. There were 33 Governor’s Job Fair events from July 1, 2022, until June 30, 2023, and 763 employers/organizations were served.



In addition to the Governor’s Job Fair Network events, 622 job fairs were held statewide at the WIN Job Centers for individual employers during the same time frame.

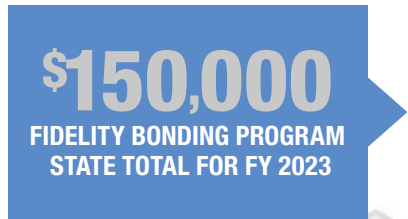
In the fall of 2021, the Mississippi Department of Employment Security began requiring that claimants currently receiving Reemployment Assistance benefits, who reside within a commutable distance of a Governor’s Job Fair Network event, attend as part of their work search requirement. This initiative has successfully ensured claimants are utilizing every resource to return to the workforce.



Fidelity Bonding Program

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

The Fidelity Bonding Program issued 30 bonds to 4 employers that hired 6 people in the state totaling **\$150,000** from July 1, 2022, through June 30, 2023.



Work Opportunity Tax Credit (WOTC)

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

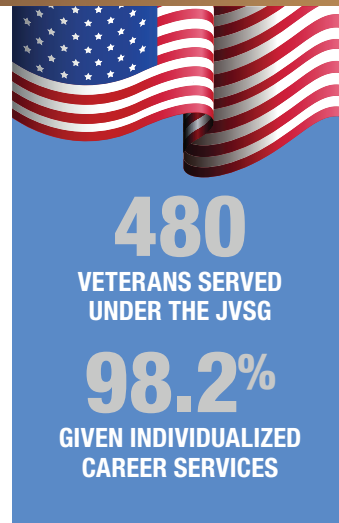
40,022 WOTC Applications were certified from July 1, 2022, through June 30, 2023



Services to Veterans

The Jobs for Veterans State Grant (JVSG) Program is fully integrated as an essential part of the WIN Job Center network. Between July 1, 2022, and June 30, 2023, **480** veterans were served under the JVSG program.

Of the 480 veterans served, **460** were given individualized career services. Veterans in case management face various employment barriers, including homelessness, low income, disability, and justice involvement. Numerous justice-involved veterans in case management participate in Mississippi Veterans Treatment Courts across the state. The Annual Veterans Workforce Coalition event was conducted in Jackson at the Mississippi Trade Mart, connecting JVSG Staff with Employers, Veteran resource organizations, and Veteran-friendly employers from across the state.



Workforce Services and Programs Success Stories

Mr. Eugene Wright was incarcerated for 26 years in a state correctional facility.**WHILE INCARCERATED, HE WAS TRAINED IN WELDING AND SHEET METAL FABRICATION BY MAGCOR.**

MAGCOR is a partner of the Mississippi Department of Corrections that provides realistic work experience for sentenced adult offenders residing in Mississippi Correctional Facilities. Mr. Wright was so proficient he became a certified welding instructor and curriculum proctor in the welding field. Upon release in 2022, he was having difficulty finding employment due to the barrier of being previously incarcerated. His case manager with MAGCOR put him in touch with staff at the Batesville WIN Job Center to assist Mr. Wright with resume preparation, job applications, and assistance in overcoming his barrier. Staff with MAGCOR even provided references to be used and copies of the certificates Mr. Wright earned to expedite the hiring process.

Staff at the Batesville WIN Job Center assessed Mr. Wright's skills he learned while incarcerated and determined his skill level could benefit several employers in the local area. Being familiar with the local labor market and understanding employer needs in the area, the Batesville WIN Center staff contacted several employers, including Tri-Star Companies of Batesville, Lockers Manufacturing, and Cite Armored, to advocate for Mr. Wright. After discussing Mr. Wright's skillset with the Tri-Star, Mr. Wright was hired as a General Laborer, making \$16.00 per hour, until a welding position became available.

Not long after beginning at Tri-Star, he was contacted by a Lockers Manufacturing representative for an interview. Staff provided Lockers Manufacturing information regarding services offered within our network of partner agencies, like Fidelity Bonding (a form of

business insurance that offers an employer protection against losses that are caused by an employee's fraudulent or dishonest actions) and the Work Opportunity Tax Credit (WOTC), (a federal tax credit available to employers who invest in American job seekers who have consistently faced barriers to employment) which is offered by the Mississippi Department of Employment Security (MDES), and how it could benefit the employer when Mr. Wright started.

Also discussed was the Workforce Innovation and Opportunities Act (WIOA) program through Northwest Community College (NWCC) and how On-the-Job training (OJT) could be a great benefit to the company and the candidate. Mr. Wright was soon hired at Lockers Manufacturing to begin work as a Press Brake Operator on March 3, 2023, on the OJT program through NWCC.

When following up with Lockers Manufacturing on Mr. Wright's progress, the employer praised Mr. Wright's work performance. He completed the OJT program with Lockers Manufacturing on June 6, 2023.

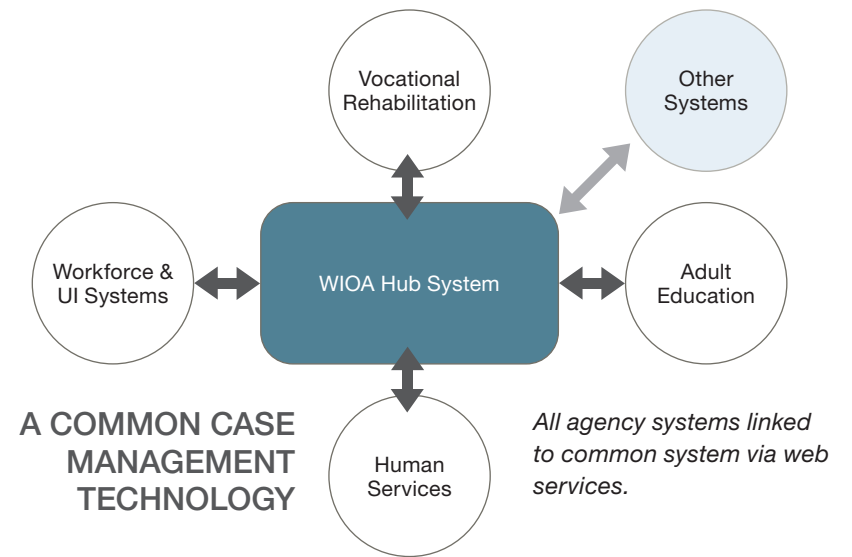
Mr. Wright reported in August that another employer, from a referral he received from Batesville WIN Job Center, Cite Armored, wanted to interview him. Mr. Wright started with Cite Armored as a welder on August 7, 2023, at \$24.00 per hour. This significantly increased his pay rate and allowed him to use the valuable skills learned while incarcerated.

The diligence Mr. Wright has shown in overcoming his barriers and the support provided by all partner agencies have placed Mr. Wright on a career pathway to self-sufficiency.

Workforce Innovation and Opportunity Act (WIOA)

WIOA Hub

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



Services Provided

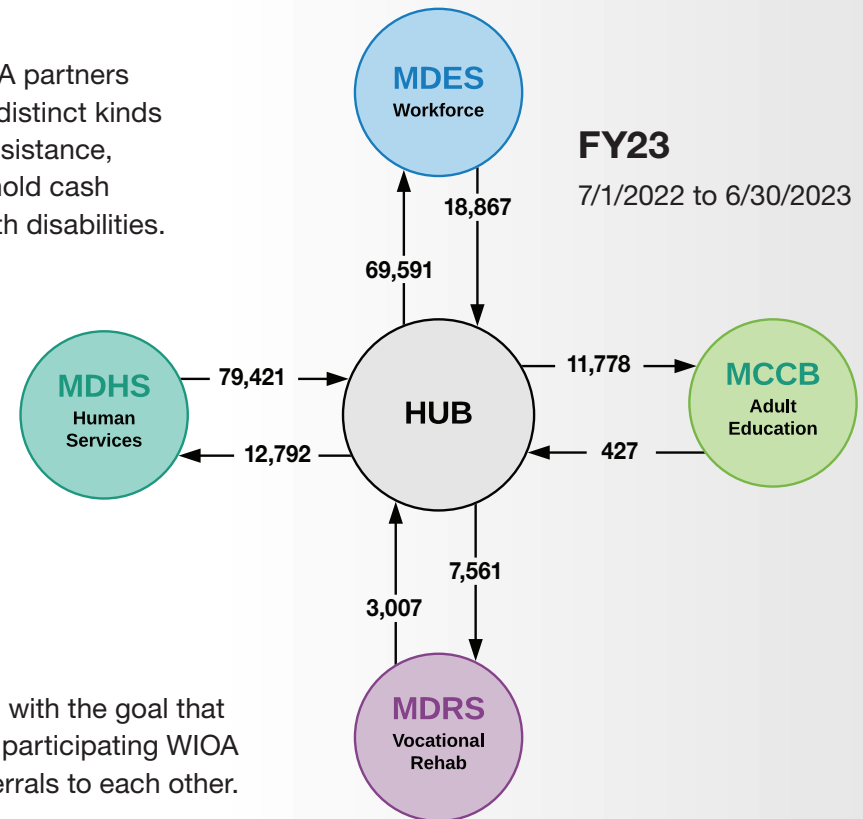
For fiscal year 2023 (7/1/2022 to 6/30/2023), 197,915 individuals served by WIOA partners through the interagency WIOA Hub received over 662,138, encompassing 267 distinct kinds of services. These services included transportation services, job placement assistance, career planning and counseling, on-the-job training, work experiences, household cash assistance, and the purchase of assistive technologies for those individuals with disabilities.

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

MDES did this **379,577** TIMES!

Referrals

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



Mississippi Apprenticeship Program (MAP)

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

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

VISIT OUR WEBSITE
[MSAPPRENTICESHIP.WORKS](https://msapprenticeship.works)

OUR IMPACT

APPRENTICES IN MISSISSIPPI JULY 2022 – JUNE 2023

1,709

TOTAL APPRENTICES
AS OF JUNE 30, 2023

65

VETERANS
AS OF JUNE 30, 2023

944

PEOPLE OF COLOR
AS OF JUNE 30, 2023

585

FEMALES
AS OF JUNE 30, 2023



Rapid Response

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



One valuable resource is the Rapid Response Program. Rapid Response is a pro-active, business-focused, and flexible strategy designed for two major purposes.

- 1** First, to **help growing companies** access the resources they need to continue to be successful, including helping meet existing and future talent needs.
- 2** Second, to **respond to announcements of layoffs and plant closings** by quickly coordinating the Rapid Response team and providing immediate services to companies and their affected workers to ensure rapid reemployment and to minimize the negative impacts of the layoff.

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

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

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

During FY23, the RR team provided services to



that were affected by layoffs or closures.

“Thank you so much for your team coming to our plant!!!! That was the most helpful meeting we have had!”

— Peggy Timbs, HR Manager for International Converter

Reemployment Assistance

Benefits Department: Disaster Unemployment Assistance

The Federal Programs Unit is an extension of the Benefits Department, which is responsible for overseeing Disaster Unemployment Assistance (DUA).



On March 26, 2023, the State of Mississippi received a Presidentially declared major disaster with Individual Assistance and Public Assistance for severe storms, straight-line winds, and tornadoes.



On March 27, 2023, the Mississippi Department of Employment Security (MDES) announced that (DUA) was available for individuals in Sharkey, Humphreys, Carroll, and Monroe Counties.



On March 31, 2023, MDES announced that (DUA) would also be available for two additional counties: Montgomery and Panola.

UNEMPLOYMENT INFO FOR THOSE
IMPACTED BY
MARCH
24, 2023
TORNADOES
IN MISSISSIPPI

Individuals who lived or worked in one of the affected counties and could not work because of major destruction that occurred on March 24-25, 2023, could file a (DUA) claim to be reviewed.

The public was notified via press releases and media announcements on how to apply and of the applicable dates and deadlines. The deadline to apply for Disaster Unemployment Assistance was May 8, 2023. Year to date, 454 initial DUA applications have been filed as a result of this disaster.

This disaster occurred throughout the weekend of March 24-25, and MDES staff met and coordinated over the weekend to ensure the public knew we were available.



By Monday, March 27, our teams were dispatched to Sharkey and Monroe counties to assist and were on-site at various locations, assisting the public through the May 8, 2023 deadline.

Platinum Award at the State Information Data Exchange System (SIDES) Seminar

The MDES Office of Reemployment Assistance (ORA) received the 2023 Platinum Award at the SIDES Seminar on April 19, 2023, in Indianapolis, Indiana.

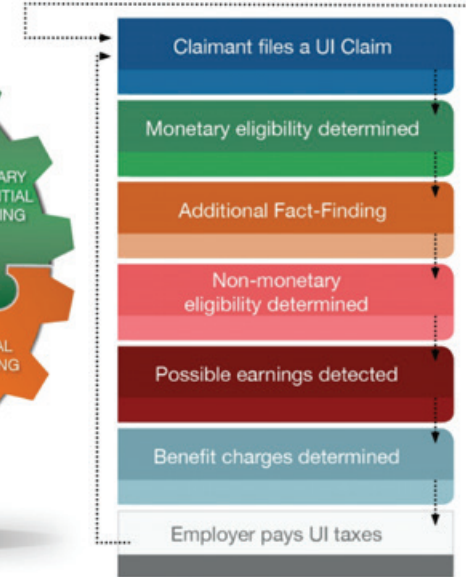
In order to meet the criteria for a Platinum Award, at least 35% of the state’s UI claims came through SIDES E-Response or at least 50% of the state’s UI claims came through SIDES (either through E-Response or System Integration), and the state is connected with 100% of integrated partners that have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

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



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

LIFE CYCLE OF A UI CLAIM



Tiger Teams

MDES partnered with the U.S. Department of Labor’s Tiger Teams, comprised of Unemployment Insurance national experts, to analyze the ReEmploy MS system and process challenges. This effort identified several initiatives that will have substantial near-term impacts on equity and accessibility, timeliness and backlog processing, and fraud prevention.

These recommendations will improve equity and accessibility in Mississippi by taking service-related actions such as increasing the use of customer reminders, utilizing plain language in all claimant communications, standardizing translation, and improving equity and accessibility data metrics. Other improvements will help with state timeliness and backlog issues through technology improvements such as a Document Management System with Optical Character Recognition, Claimant Portal Enhancements, and a Knowledge Management System to streamline current processes. Finally, these efforts will help with fraud prevention and detection through technology improvements in verifying identity, cross-matching claim data with existing databases, improving the use of the National Association of State Workforce Agencies (NASWA’s) Integrity Data Hub and risk analytics, and improving staff training on fraud awareness and prevention.



MDES has secured approximately **\$2,981,800** in federal funding to assist these efforts.

UNEMPLOYMENT INSURANCE

Performance Information

Core Measures

UI Core Measures	DOL Acceptable Level of Performance	MDES Performance Qtr ending 9/2022	MDES Performance Qtr ending 12/2022	MDES Performance Qtr ending 3/2023	MDES Performance Qtr ending 6/2023
First Payment Promptness	87%	78.1%	79.8%	83.2%	84.4%
Nonmonetary Determinations Time Lapse	80%	81.3%	97.4%	98.9%	95.1%
Nonmonetary Separation Quality	75%	83%	93.5%	79.3%	70%
Nonmonetary Nonseparation Quality	75%	97.8%	97.9%	100%	93.3%
New Employer Status Determination Time Lapse	70%	81.8%	82.1%	78.7%	85.2%
Lower Authority Appeals Quality	80%	100%	47.5%	90%	100%
Average Age of Pending Lower Authority Appeals	<30 days	14.5	13.8	10.7	15
Average Age of Pending Higher Authority Appeals	<40days	6.2	12.9	2.9	5

Unemployment Insurance Performs Core Measures Acceptable Performance Guidelines

BENEFITS MEASURES

Acceptable Levels of Performance

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

OVERPAYMENT MEASURE

Acceptable Levels of Performance

<p>Detection of Overpayments: % of detectable, recoverable overpayments estimated by the Benefit Accuracy Measurement survey that were established for recovery.</p>	<p>≥50% and <95% of detectable/recoverable overpayments are established for recovery</p>
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APPEALS MEASURES

Acceptable Levels of Performance

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

TAX MEASURES

Acceptable Levels of Performance

<p>New Employer Status Determinations Time Lapse: % of New Employer Status Determinations made within 90 days of the last day in the quarter in which the business became liable.</p>	<p>>70%</p>
<p>Tax Quality: Tax Performance System (TPS) assessment of the accuracy and completeness of the tax program determined by scoring, on a pass/fail basis, samples of the 13 tax functions.</p>	<p>No more than three tax functions failing TPS in any year</p>
	<p>No single tax function failing for three consecutive years</p>

REEMPLOYMENT MEASURE

Acceptable Levels of Performance

<p>Facilitate Reemployment: % of UI claimants who are reemployed within the quarter following the quarter in which they received their first UI payment.</p>	<p>Discontinued in FY 2020</p>
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SECRETARY STANDARDS IN REGULATION

Performance Criteria

<p>First Payment Promptness: % of Intrastate UI 1st Payments (full weeks only) made within 14/21 days after the week ending date of the first compensable week in the benefit year.</p>	>87%
<p>First Payment Promptness: % of Intrastate UI 1st Payments (full weeks only) made within 35 days after the week ending date of the first compensable week in the benefit year.</p>	>93%
<p>First Payment Promptness: % of Interstate UI 1st Payments (full weeks only) made within 14/21 days after the week ending date of the first compensable week in the benefit year.</p>	>70%
<p>First Payment Promptness: % of Interstate UI 1st Payments (full weeks only) made within 35 days after the week ending date of the first compensable week in the benefit year.</p>	>78%
<p>Lower Authority Appeals: % of Lower Authority Appeals decided within 30 days of filing.</p>	>60%
<p>% of Lower Authority Appeals decided within 45 days of filing.</p>	>80%

Fraud Prevention

UI Fraud Prevention

– July 2022 through June 2023 per ETA 227s

Methods of Detection	# Cases Detected	Overpayment Detected
Wage Crossmatch	5,817	\$4,726,225
Interstate Benefits Crossmatch	82	\$84,342
National & State Directory of New Hire	1,136	\$428,248
TOTAL	7,035	\$5,238,815

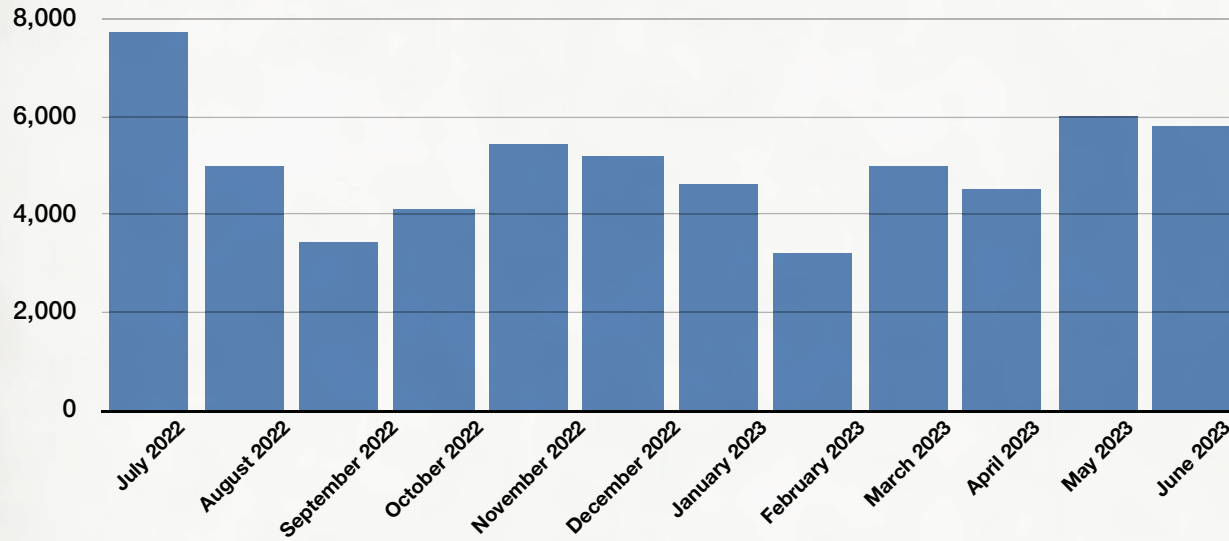
Pandemic Emergency Unemployment Compensation Fraud Prevention

– July 2022 through June 2023 per ETA 227s

Methods of Detection	# Cases Detected	Overpayment Detected
Wage Crossmatch	46	\$12,625
Interstate Benefits Crossmatch	50	\$73,821
National & State Directory of New Hire	11	\$3,367
TOTAL	107	\$89,813

Unemployment Claims

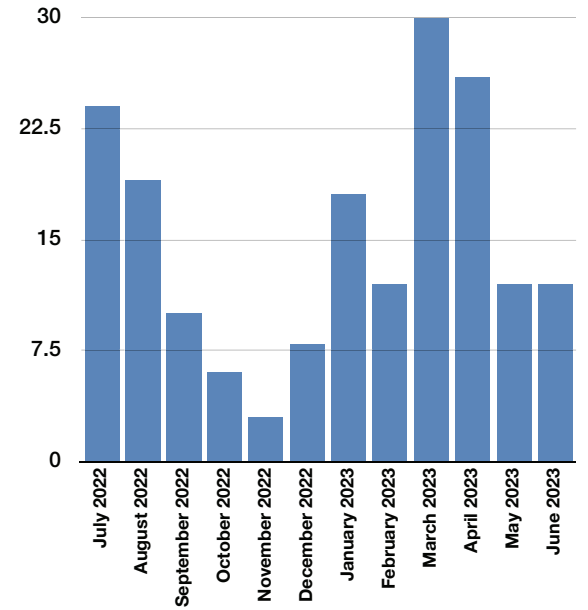
Regular UI Claims Filed



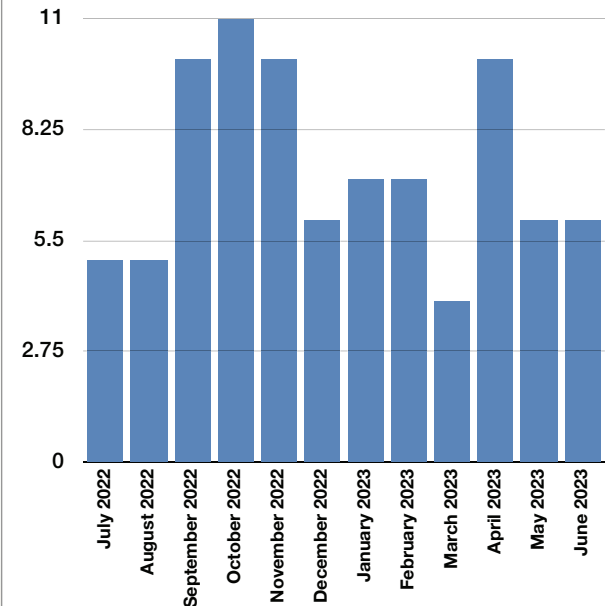
Month	Unemployment Compensation for Federal Employees (UCFE)	Unemployment Compensation for Ex-service members (UCX)	Regular UI Claims Filed
July 22	24	5	7,725
August 22	19	5	4,966
September 22	10	10	3,451
October 22	6	11	4,080
November 22	3	10	5,445
December 22	8	6	5,215
January 23	18	7	4,614
February 23	12	7	3,236
March 23	30	4	5,004
April 23	26	10	4,522
May 23	12	6	6,042
June 23	12	6	5,787
Total	180	87	60,087

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

UI Compensation for Federal Employees (UCFE)

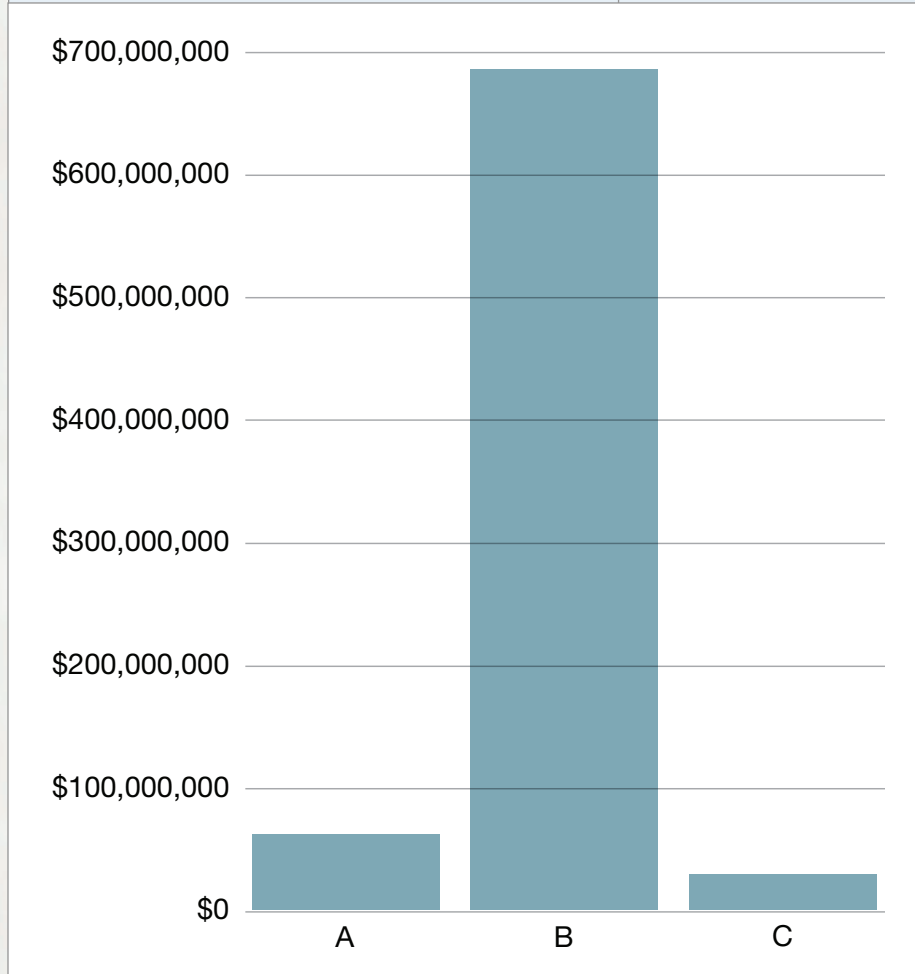


UI Compensation for Ex-servicemembers (UCX)

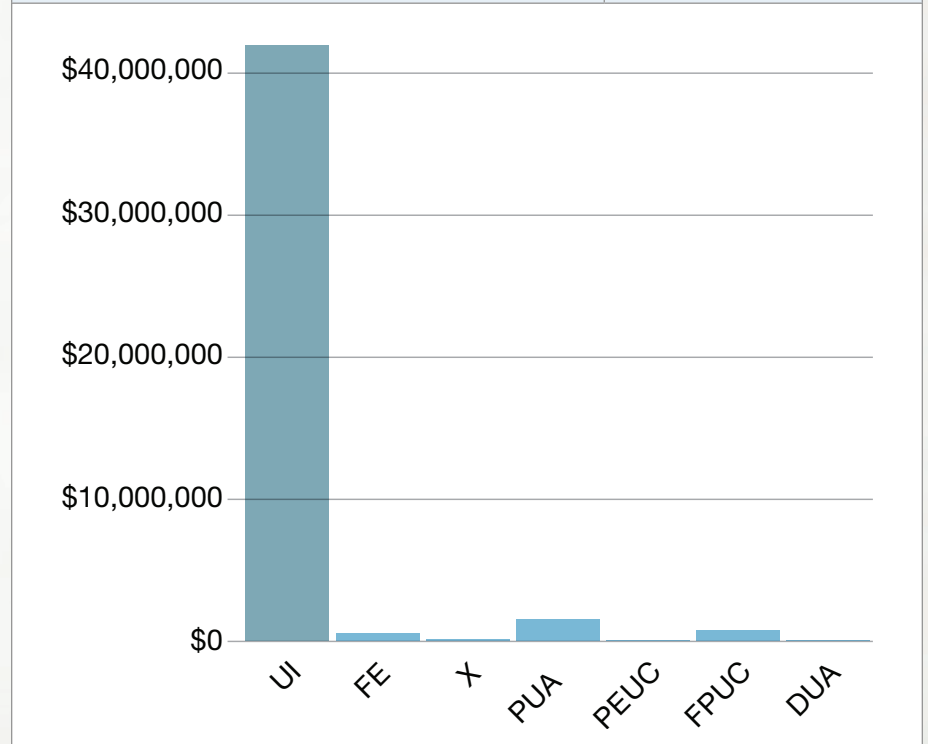


Unemployment Insurance Activities

EMPLOYERS PAYING UI TAX	66,418
A. UI Tax Collected	\$61,695,236.52
B. Trust Fund Balance at June 30, 2023	\$685,323,226.70
C. Transfer to WET Fund	\$29,114,800.42



REGULAR UI CLAIMS FILED	60,087
Unemployment Insurance (UI)	\$41,705,080.06
Federal (FE)	\$556,391.17
Military (X)	\$130,150.93
Pandemic Unemployment Assistance (PUA)	\$1,513,245.19
Pandemic Emergency Unemployment Compensation (PEUC)	\$18,265.00
Federal Pandemic Unemployment Compensation (FPUC)	\$709,497.00
Disaster Unemployment Assistance (DUA)	\$27,810.00



TECHNOLOGY SUPPORT & INNOVATION

OTSI Responds to Tornado Disaster

On the evening of March 24, 2023, an EF4 tornado devastated Rolling Fork and Silver City. Seventeen people died during this storm and over 160 were injured. **MDES's IT team stood ready to respond in a big way to serve Mississippians in need.**

By early afternoon on Monday, March 27, MDES's Office of Technology Support and Innovation (OTSI) stationed its mobile WIN Job Center in Rolling Fork. Over the next few weeks, this action allowed affected citizens to apply for unemployment benefits as well as the multitude of temporary jobs that were created in response to the disaster.

Winona, Amory, and multiple other small towns were impacted by the storms that evening. In Amory, our IT staff again rose to the task. Our employees in Amory had to be relocated due to storm damage and cable and network infrastructure was quickly put in place so they could serve the public. OTSI was able to further assist with their quick distribution and deployment of laptops and internet hotspots so MDES could continue its efforts to serve Mississippi.



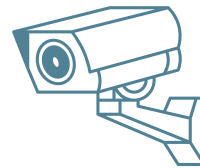
2023 MDES TECHNOLOGY UPDATES



Rolled out new copiers and decommissioned network printers. Anticipate **\$300k savings over 5 years.**



Deployed **virtual desktop infrastructure** for MDES staff at Hinds Community College.



OTSI implements new video surveillance and access control systems to further **secure our headquarters** environment.



Strides were taken to better support internal customers with new **tech support ticketing system.**



The IT team **ensures continuity of operations** at headquarters with new UPS devices in network rooms.

TRAINING AND STRATEGIC PROJECTS

FY 2023 Activities

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

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



Mental Health FIRST AID[®]
from NATIONAL COUNCIL FOR MENTAL WELLBEING[®]

MDES completed the second year of partnership with the Mississippi Department of Mental Health to train MDES employees in Mental Health First Aid. The training is through the National Council for Mental Wellbeing. By the end of 2023, we will have trained and certified 160 supervisors, managers, directors, and front-line staff members as Mental Health First Aiders.

The monthly Lunch & Learn series continues to be one of our most popular offerings. Topics have been focused on communication skills with a 6-part series. Other topics have included various computer skills and an introduction to the new MDES Employee Time System (METS).

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



LABOR MARKET INFORMATION

Performance Information

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



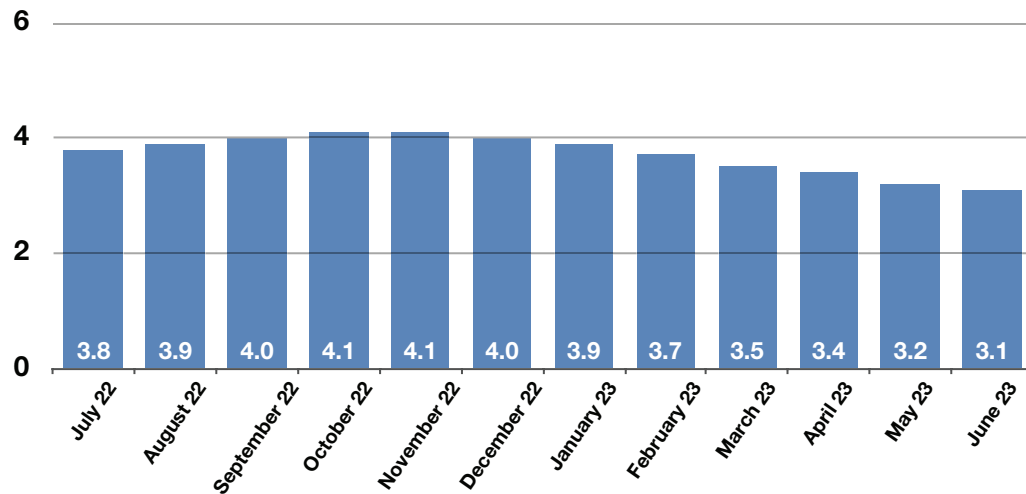
Current Employment Statistics provides monthly estimates of employment, hours, and earnings by industry for the state and metropolitan statistical areas. Estimates were published each month in “State & Metro Trends.”

Estimates disseminated each year 48

AVAILABLE ONLINE AT

<https://www.mdes.ms.gov/information-center/labor-market-information/labor-market-publications/state-and-metro-trends/>

Mississippi Unemployment Rate
July 2022 to June 2023 (Seasonally Adjusted)



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

INFORMATION REQUESTS

(Includes documents downloaded from the website).....**23,352**

Descriptions of statistical programs operated by the LMI Department and the monthly state and local area employment and unemployment data can be found online at www.mdes.ms.gov/lmi.

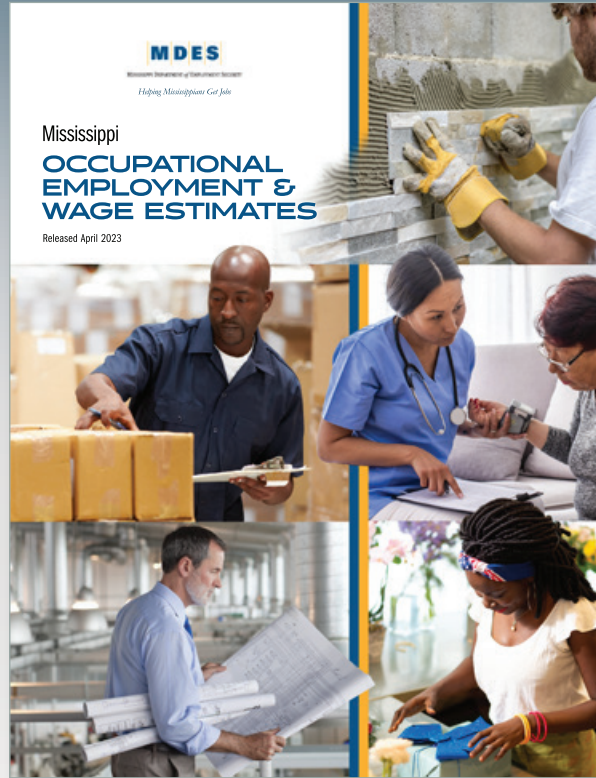


Local Area Unemployment Statistics provides monthly estimates of the civilian labor force, employed people, unemployed people, and unemployment rates for the state, counties, metropolitan statistical areas, workforce development areas, planning and development districts, community college districts, and select cities.

Documents generated per year.....4,242

AVAILABLE ONLINE AT

<https://www.mdes.ms.gov/information-center/labor-market-information/labor-market-publications/labor-market-data/>

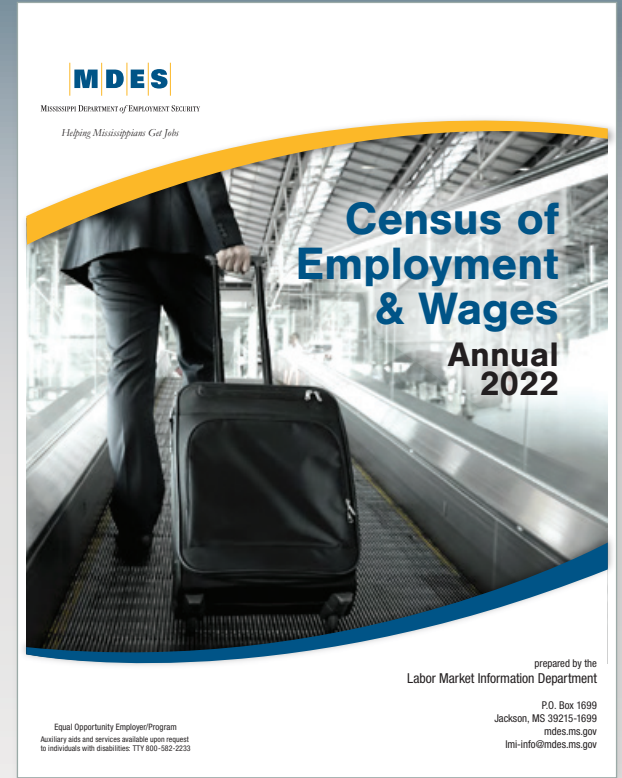


Occupational Employment and Wage Statistics provides occupational employment and wage estimates for wage and salary workers annually for the state, metropolitan statistical areas, and workforce development areas. The annual estimates were published in “Occupational Employment and Wage Estimates.”

Employers surveyed per year 4,162

AVAILABLE ONLINE AT

<https://www.mdes.ms.gov/information-center/labor-market-information/occupational-employment-and-wages/>



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

Average units edited each quarter..... 81,285

AVAILABLE ONLINE AT

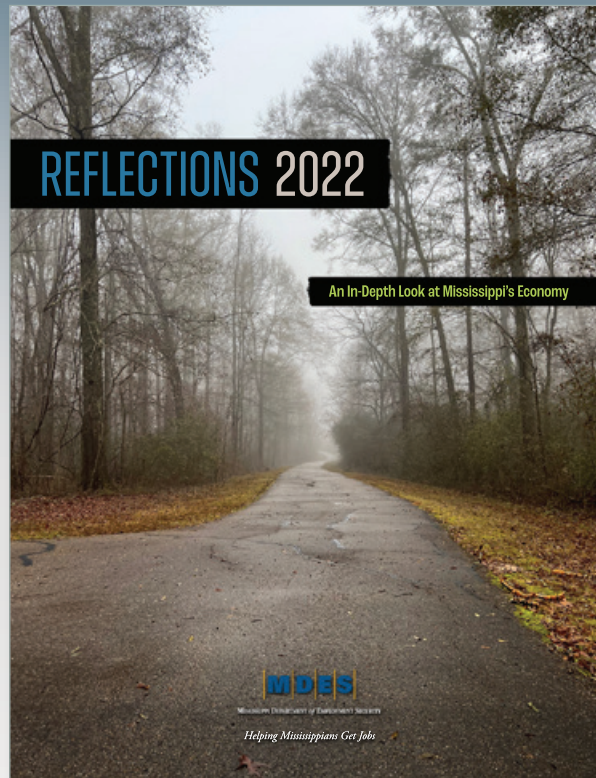
<https://www.mdes.ms.gov/information-center/labor-market-information/labor-market-publications/census-of-employment-and-wages/>



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

AVAILABLE ONLINE AT

https://www.bls.gov/regions/southeast/news-release/fatalworkinjuries_mississippi.htm



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

AVAILABLE ONLINE AT

<https://www.mdes.ms.gov/information-center/labor-market-information/labor-market-publications/reflections/>



“Industry and Occupational Projections” forecast employment by industry or occupation. Short-term projections for the period 2022 to 2024 were produced for the state. Long-term industry and occupational projections for the period 2020 to 2030 were created for the metropolitan statistical areas and workforce development areas.

GET INDUSTRY PROJECTIONS ONLINE:

<https://www.mdes.ms.gov/information-center/labor-market-information/labor-market-publications/industry-projections/>

GET OCCUPATIONAL PROJECTIONS ONLINE:

<https://www.mdes.ms.gov/information-center/labor-market-information/labor-market-publications/occupational-projections/>



MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

Helping Mississippians Get Jobs

601-493-9427 | mdes.ms.gov

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

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

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