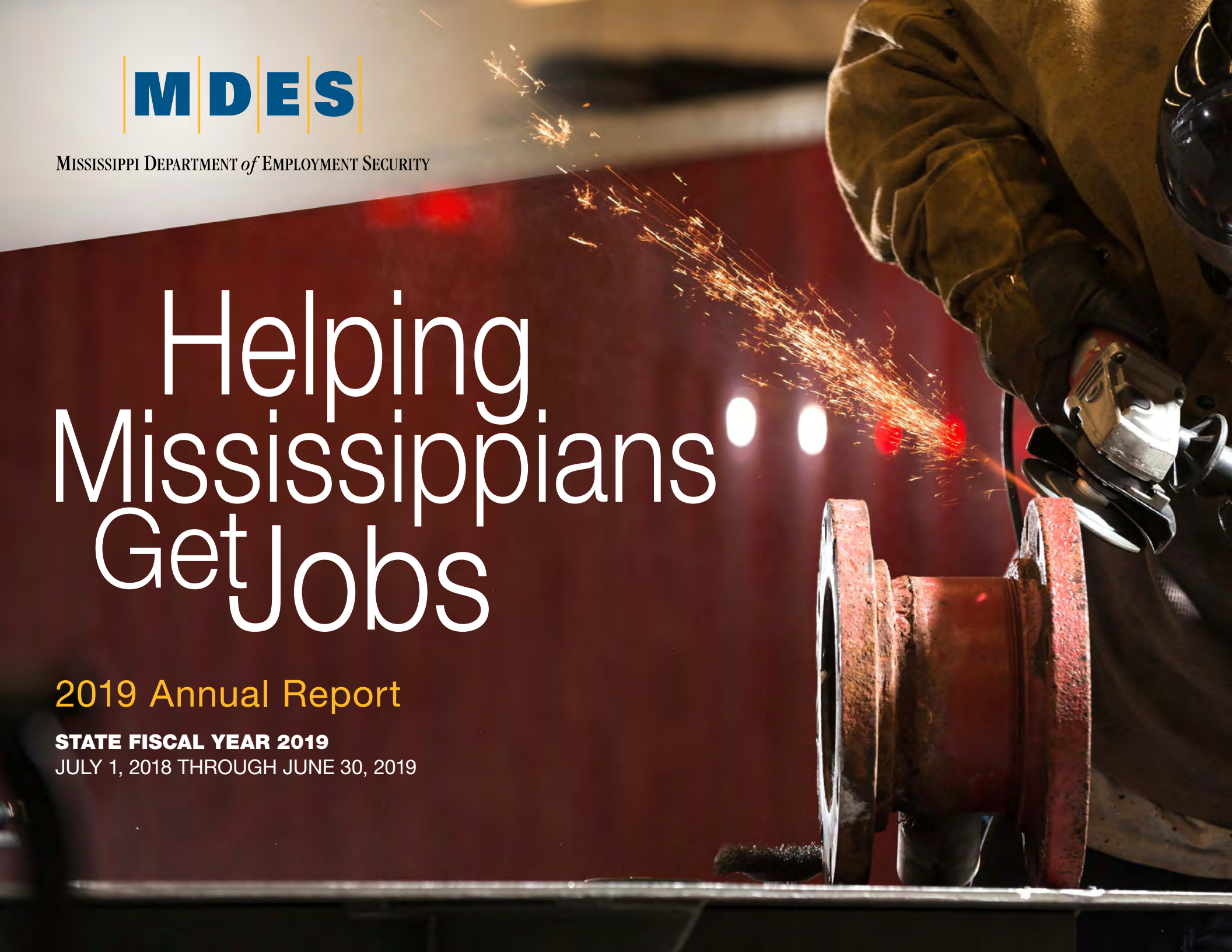# MDES

MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

Helping Mississippians Get Jobs

2019 Annual Report

STATE FISCAL YEAR 2019
JULY 1, 2018 THROUGH JUNE 30, 2019

MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

OFFICE OF THE GOVERNOR

I have the privilege to submit the 2019 annual report for the Mississippi Department of Employment Security (MDES). This report highlights the programs and services the agency provided to all Mississippians who needed a job, who needed a better job, or who wanted to hire a qualified candidate.

Mississippi developed a centralized system called the WIOA Hub, which allows MDES and partner agencies to share or receive referrals, ensuring clients get access to all services they need to succeed.

Through our Office of Job Connections, the agency received 131,406 job orders from employers for a total of 263,234 job openings. The agency certified 39,484 applications for Work Opportunity Tax Credits to employers for a potential $102,756,200 in tax credits. Last year, the Governor's Job Fair network held 30 job fairs around the state, which assisted 458 employers in their search for good candidates.

The past year saw record low unemployment for the state. Unemployment benefits clients continued to adopt the Office of Reemployments Assistance's technology that allows customers to file for benefits and weekly certifications online. Last year, 68% of claims and 94% of weekly certifications were filed by self-service using our online system. Key areas of concentration included verifying claim eligibility and recovering overpayments.

The MDES Labor Market Information department collects employment, unemployment, job, wage, and other statistical data for the state, local areas and metropolitan areas of the state. Last year, in addition to their monthly publications, the LMI department answered 22,035 requests for information.

Mississippi received the Workforce Data Quality Initiative (WDQI) super grant because our State Longitudinal Data System (SLDS) is one of the most mature systems in the country. Since 2016, Mississippi has received four Apprenticeship grants that have created eight new registered apprenticeship programs, involving 202 businesses, and 1,263 registered apprentices.

All the programs and services delivered within our WIN Job Centers, through our WIOA partnerships, or 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.

MDES will continue to advance technology, reduce costs, increase efficiency and keep *Helping Mississippians Get Jobs.*

Sincerely,

Jacqueline A. Turner

Jacqueline A. Turner
EXECUTIVE DIRECTOR

This report highlights the programs and services the agency provided to all Mississippians who needed a job, who needed a better job, or who wanted to hire a qualified candidate.

Mississippi Department *of* Employment Security

2019 ANNUAL REPORT

STATE FISCAL YEAR 2019
JULY 1, 2018 THROUGH JUNE 30, 2019

CONTENTS

EXECUTIVE SUMMARY

The Mississippi Department of Employment Security (MDES) is the lead workforce agency for the state of Mississippi. Our mission, *Helping Mississippians Get Jobs*, is taken seriously by our Executive Director and all staff at MDES. This year's annual report shows how this agency, as a leader in workforce, implemented strategies and vision to help shape Mississippi's workforce for today and tomorrow. Our MDES State Fiscal Year 2019 Annual Report will further guide you through our accomplishments of the year and give insight into many of the programs and services we provide to help Mississippians. The following is a summary of what to expect in our report.

From our local WIN Job Centers, through our office of Job Connections, MDES worked with our partners and staff throughout the state in achieving our goals of making Mississippi's economy stronger. We strategized with our unemployment services to help our citizens get back into the workforce quicker. We provided Labor Market Information to our job seekers and employers to help them understand and grow the economy, and many of our programs and services were implemented through our **Office of Technology Support and Innovation** here at MDES. The **Workforce Innovation and Opportunity Act (WIOA)**, along with core partners worked with Mississippi in designing and developing a centralized system called the "WIOA Hub." This Hub plays a key role in allowing agencies to refer customers electronically, with the goal that no one falls through the process.

This summary further shows our dedicated work in accomplishing a steady decrease in the number of weeks recipients are filing for benefits before becoming reemployed.

In **E-Verify services**, a total of 39,586 were provided to employers from July 1, 2018, through June 30, 2019. We also applied initiatives in Mississippi that provided intensive career services to reconnect Unemployment Insurance beneficiaries with work as quickly as possible.

We utilized the **Work Opportunity Tax Credit (WOTC)** to employers for hiring individuals from certain target groups who consistently faced barriers to employment. A total of 39,484 WOTC applications were certified from July 1, 2018, through June 30, 2019, with a total of $102,756,200 in potential tax credits to employers.

We utilized the **Mississippi Registered Apprenticeship Program** that has shown to be life-changing; providing more sustainable wages and promoting a better quality of life for many Mississippians than ever before.

We received grants from the U.S. Department of Labor that provided staff-assisted reemployment **services to veterans** and eligible participants who were most likely to exhaust benefits.

We are also proud to report there were 30 **Governor's Job Fair** events from July 1, 2018, until June 30, 2019, where 458 employers and organizations were served.

Staying at the forefront of technology, MDES uses a web-based state-of the-art Unemployment (UI) system, **(ReEmployMS)**. We became the first state to deploy a UI system to the cloud. Our agency is able to keep the system modern with constant enhancements and upgrades by sharing the costs with other member states.

Current employment statistics from our **Labor Market Information** department is what the state depends upon for unemployment rates, and so much more. In 2018, the average annual unemployment rate for the state dropped to 4.7%, the lowest in history!

MDES is proud of our 2019 accomplishments. Each day we work to ensure **every job seeker, every employer, and every business will want to live, stay, and raise a family in the home we call Mississippi.**

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

American Job Center

Delta Workforce Development Area

Mississippi Partnership Workforce Development Area

Southcentral Mississippi Works Workforce Development Area

Twin Districts Workforce Development Area

★ Full-Time WIN Job Centers

● Part-Time WIN Job Centers

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
Phone: To be determined
254 Hwy 12 West
Kosciusko, MS 39090

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

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 Highway 98
Columbia, MS 39429-3701

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
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

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

Laurel
601-399-4000
2139 Highway 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
601-859-7609
152 Watford Parkway Drive
P.O. Box 450
Canton, MS 39046-0450

Marshall County
662-838-3805
227 Hwy 309 S
Byhalia, MS 38611

Mayhew
662-243-1751
8731 South Frontage Rd
Mayhew, MS 39753

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

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

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

Noxubee County
662-726-5220
198 Washington Street
Macon, MS 39341

New Albany
662-407-1226
301 North St.
New Albany, MS 38652

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

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

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

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

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

West Point
662-243-2647
1899 East TVA Rd
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	$9,210,946.00	$258,165.00	$8,208,310.00	$272,343.00	$(83,655.00)	$283,397.00	$0.00	$37,971,046.00	$56,120,552.00
Labor Market Information	$566,769.00	$11,900.00	$85,584.00	$12,653.00	$51.00	$17,037.00	$0.00	$998.00	$694,992.00
Unemployment Insurance	$12,875,042.00	$181,543.00	$26,645,806.00	$371,647.00	$(127,961.00)	$369,038.00	$0.00	$188,402.00	$40,503,517.00
TOTAL	$22,652,757.00	$451,608.00	$34,939,700.00	$656,643.00	$(211,565.00)	$669,472.00	$0.00	$38,160,446.00	$97,319,061.00

Source of Funding by Program

Program	Federal	State	Other	Total
Employment Service	$54,753,211.00	$0.00	$1,367,341.00	$56,120,552.00
Labor Market Information	$694,992.00	$0.00	$0.00	$694,992.00
Unemployment Insurance	$38,809,202.00	$0.00	$1,694,315.00	$40,503,517.00
TOTAL	$94,257,405.00	$0.00	$3,061,656.00	$97,319,061.00

- Employment Service
- Labor Market Information
- Unemployment Insurance
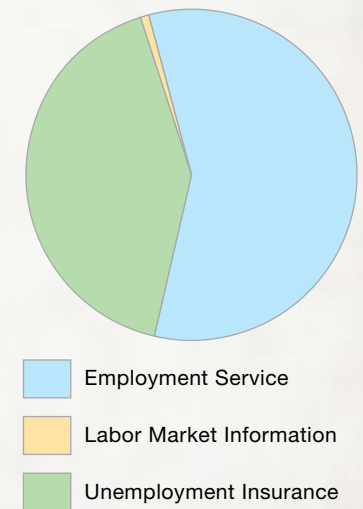
EMPLOYMENT SERVICES
Performance Information

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 Workforce Innovation and Opportunity Act (WIOA) performance reports is uniformly reported and validated in accordance with federal requirements.

MISSISSIPPI STATEWIDE PERFORMANCE: WIOA TITLES I & II

STATEWIDE REPORTED INFORMATION	NEGOTIATED LEVEL	ACTUAL LEVEL
Adult Employment Rate 2nd Quarter After Exit	74.0%	83.9%
Adult Employment Rate 4th Quarter After Exit	70.0%	84.3%
Adult Median Earnings 2nd Quarter After Exit	$5,000	$6,003
Adult Credential Attainment Rate 4th Quarter After Exit	46.0%	66.3%
Adult Measurable Skill Gain	Baseline	44.9%
Dislocated Worker Employment Rate 2nd Quarter After Exit	69.0%	77.3%
Dislocated Worker Employment Rate 4th Quarter After Exit	66.5%	76.7%
Dislocated Median Earnings 2nd Quarter After Exit	$5,007	$5,659
Dislocated Worker Credential Attainment Rate 4th Quarter After Exit	46.0%	66.3%
Dislocated Worker Measurable Skill Gain	Baseline	41.8%
Youth Employment Rate 2nd Quarter After Exit	70.0%	79.3%
Youth Employment Rate 4th Quarter After Exit	69.4%	79.8%
Youth Credential Attainment Rate 4th Quarter After Exit	70.0%	76.5%
Youth Measurable Skill Gain	Baseline	56.7%
Youth Median Earnings 2nd Quarter After Exit	Baseline	$2,839
Wagner Peyser Employment Rate 2nd Quarter After Exit	64.4%	68.5%
Wagner Peyser Employment Rate 4th Quarter After Exit	65.0%	65.8%
Wagner Peyser Median Earnings 2nd Quarter After Exit	$3,900	$4,130

Job Connections

A | Wagner Peyser

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

B | 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 two 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 given encouragement, practical job search tips, targeted work search assistance, and job referrals. From July 1, 2018, to June 30, 2019, 8,053 RESEA counseling sessions were completed.

C | E-Verify

The Mississippi Legislature, in the 2008 Legislative session, 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 39,586 E-Verify services were provided to employers from July 1, 2018, through June 30, 2019.

D | Temporary Agricultural Worker Programs

Mississippi Department of Employment Security manages the Migrant Seasonal Farmworker (MSFW) and H2-A Certification for Temporary Agricultural Worker programs. The MSFW program provides outreach and basic labor exchange services to those who are identified as migrant or seasonal farmworkers. The H2-A program helps employers recruit temporary alien workers when qualified U.S. workers are not available. 635 Foreign Labor Housing Inspections were conducted and 828 H2-A job listings were made.

E | Governor's Job Fair Network

Mississippi Department of Employment Security (MDES) operates the Governor's Job Fair Network. The Job Fair Network is a series of community sponsored, one-day events who bring together a diverse group of employers that are actively looking for employees. MDES works in partnership with other agencies and organizations to host each event. There were 30 Governor's Job Fair events from July 1, 2018, until June 30, 2019, and 458 employers/organizations were served.

F | Work Opportunity Tax Credit (WOTC)

The Work Opportunity Tax Credit (WOTC) is a federal tax credit to employers for hiring individuals from certain target groups who have consistently faced significant barriers to employment. 39,484 WOTC applications were certified from July 1, 2018, through June 30, 2019, and there were $102,756,200 in potential tax credits to employers.

A
JOB ORDERS RECEIVED **131,406**
JOB OPENINGS RECEIVED **263,234**

B
RESEA COUNSELING SESSIONS COMPLETED **8,053**

C
E-VERIFY SERVICES TO EMPLOYERS **39,586**

D
FOREIGN LABOR HOUSING INSPECTIONS CONDUCTED **635**
H2-A JOB LISTINGS **828**

E
GOVERNOR'S JOB FAIR NETWORK EVENTS **30**
EMPLOYER'S SERVED AT GOVERNOR'S JOB FAIR EVENTS **458**

F
WOTC APPLICATIONS CERTIFIED **39,484**
POTENTIAL TAX CREDITS TO EMPLOYERS **$102,756,200**

Job Connections Success Story
Working with Partners & Others

MDHS
MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

MISSISSIPPI STATE DEPARTMENT OF HEALTH

MDES
MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

Lawandra Johnson was referred to the Mississippi Department of Employment Security (MDES) in July of 2018 by the Mississippi Department of Human Services (MDHS). Ms. Johnson was receiving Temporary Assistance for Needy Families (TANF) and was enrolled in the TANF Work Program (TWP).

At the time that Ms. Johnson reported to MDES, she was unemployed and a single parent of two young children. After assessing Ms. Johnson, it was determined that she had very limited job skills based upon her work history. As a result of her limited skills, it was determined that she would benefit from upgrading her soft skills. She was assigned to take an online learning program that focuses on enhancing job readiness and life skills for clients by preparing them for employment. The program included resume preparation and interview skills.

After the completion of the online learning program, Ms. Johnson was moved to the job search component of the program. Job search allows the client to search and apply for jobs while receiving credit for hours of participation in the TWP program. Ms. Johnson conducted numerous job searches but none resulted in employment. As a result, she was placed at a community service site to gain valuable work experience and training. Community service helps clients learn new skills while performing volunteer work. Ms. Johnson was placed at a Mississippi Department of Health, Woman, Infants, Children (WIC) Distribution Warehouse where she assisted the site director. Weekly communications with the site director revealed that Ms. Johnson was doing very well. The site director further stated that she was dependable, punctual, a team player, and she worked well with others.

Ms. Johnson worked as a volunteer at the work site for over four months. During this time, she continued to seek full-time, paid employment. While working a the WIC Distribution Center, a job opening at the center became available. Ms. Johnson applied for a permanent position as a WIC Warehouse Clerk and was hired for the job. After being on the job for several months, she was promoted to the manager of the WIC Distribution Warehouse.

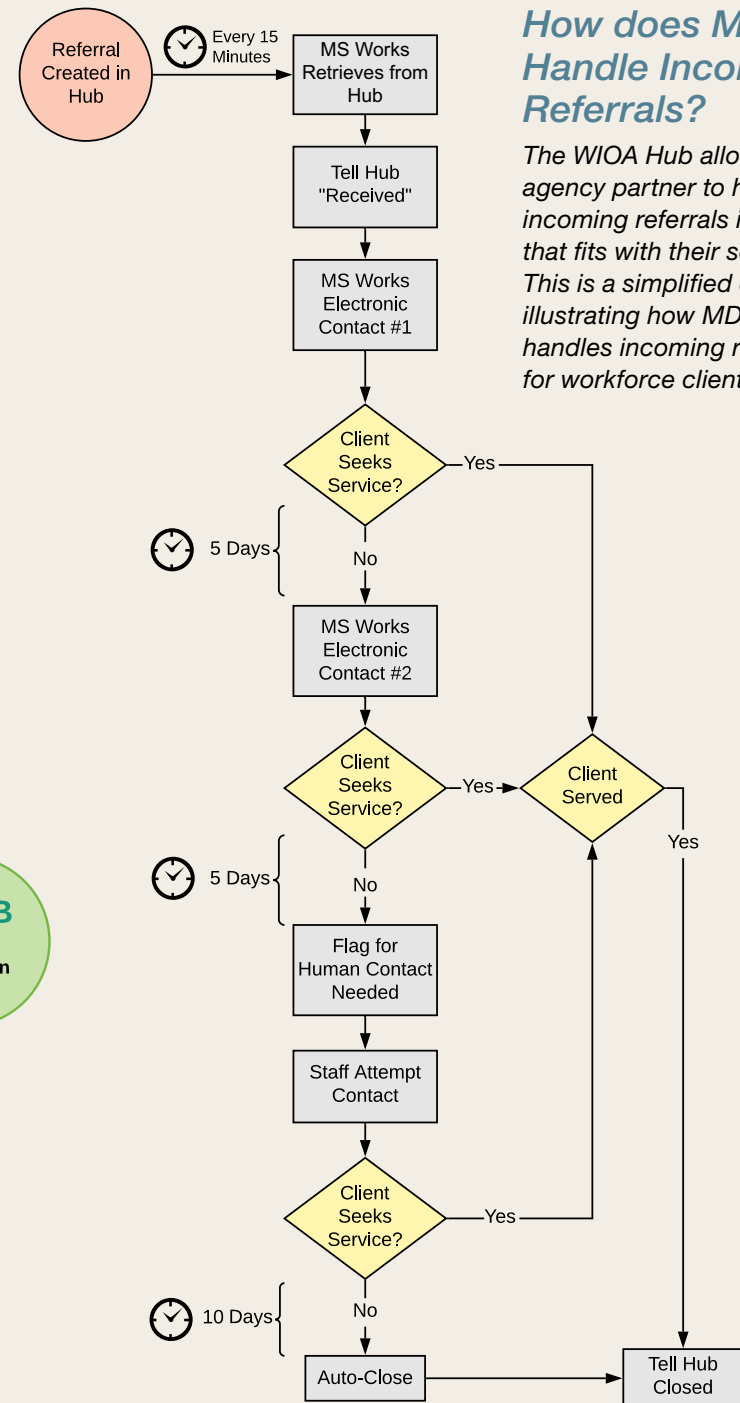# Workforce Innovation and Opportunity Act (WIOA)

WIOA Hub

Mississippi designed and developed a centralized system called the "WIOA Hub" to assist individuals across the WIOA partner agencies. The Hub allows agencies to work together to ensure that customers get connected to the services they need to succeed.

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.
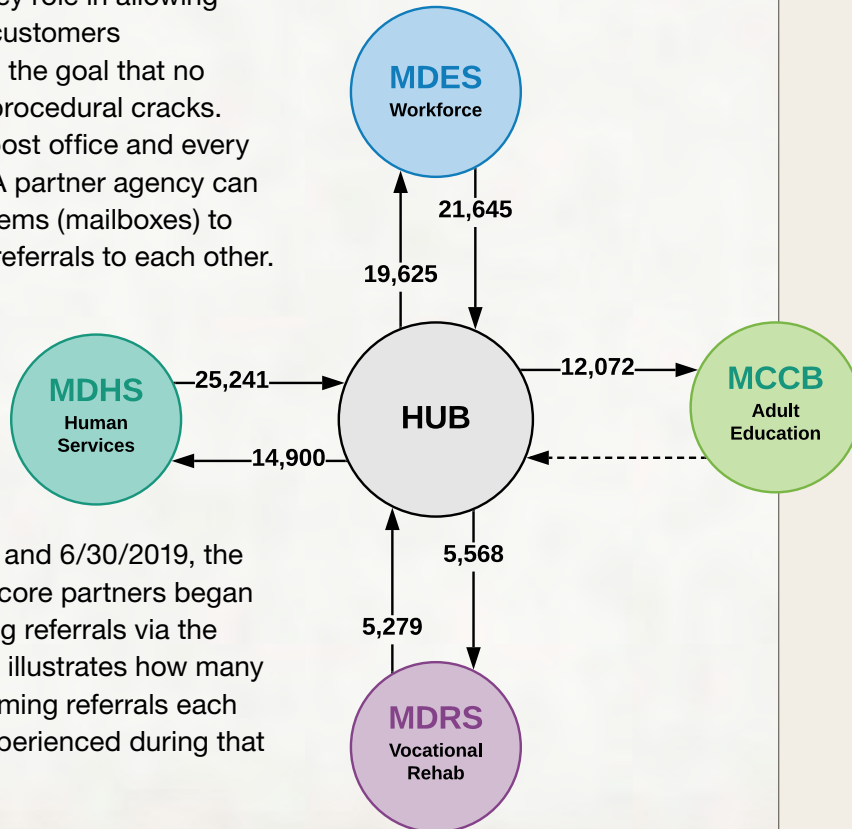
Between 7/1/2018 and 6/30/2019, the Mississippi WIOA core partners began sharing or receiving referrals via the Hub. This diagram illustrates how many outgoing and incoming referrals each partner system experienced during that time period.

How does MDES Handle Incoming Referrals?

The WIOA Hub allows each agency partner to handle incoming referrals in a way that fits with their services. This is a simplified diagram illustrating how MDES handles incoming referrals for workforce clients.

State Longitudinal Data System (SLDS)

Mississippi received the WDQI supergrant because our State Longitudinal Data System (SLDS) is one of the most mature in the United States.

WHAT IS LONGITUDINAL DATA?

Longitudinal data are accumulated over time and provide an opportunity to identify and track progress and/or trends.

WHAT IS SLDS?

SLDS is a state system that uses state data as a valuable resource for understanding how to improve services, ensure good educational outcomes, and guarantee training that leads to good jobs. The data for Mississippi's SLDS are provided by state agencies that serve Mississippians in the areas of education, human services, corrections, vocational rehabilitation services, and employment security. This provides a complete picture of the state.

HOW DOES THE SLDS HELP EVERY MISSISSIPPIAN?

There are many ways that SLDS helps, but one clear example is in the area of economic development. Imagine you wanted to start a company in Mississippi that uses pine wood to make custom furniture. One look around shows that there are plenty of pine trees, but what about skilled workers? The SLDS allows prospective companies to see Mississippi's people as clearly as they see the trees. SLDS data provide an accurate picture of available workers, including the training pipeline, that a company can use when deciding to locate in Mississippi, giving Mississippi a huge advantage.

Workforce Data Quality Initiative

Mississippi received a Workforce Data Quality Initiative (WDQI) supergrant from USDOL to connect the State Longitudinal Data System (SLDS), called LifeTracks, to the Workforce Innovation and Opportunity Act (WIOA) implementation.

As part of this grant, Mississippi is developing some great tools relating to careers and workforce training that will soon be available online.

Supply and Demand Tool

This tool will enable a comparison between supply and demand for labor in various key occupations in the Mississippi workforce. It will allow drill down by state region, time period, industry, and skill level required.

How Can I Learn More?

The Mississippi SLDS maintains a website that can be found at https://lifetracks.ms.gov/. A variety of reports are available on the site as indicated by the sample above that shows how many public university freshmen return for another year of college.
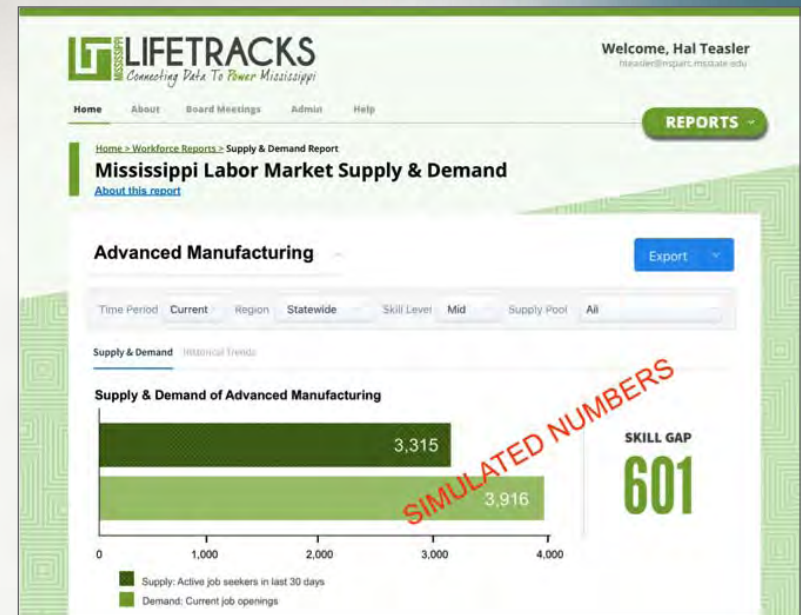
Apprenticeship

An increasing number of job opportunities and low unemployment rates mean there are not enough people to fill middle-skill jobs in Mississippi. Apprenticeship is one way we are filling the middle-skill gap. The Mississippi Registered Apprenticeship Program is changing lives, providing more sustainable wages, and promoting a better quality of life for many Mississippians. Apprenticeship in Mississippi is gaining new ground as the state receives new funding from the statewide Apprenticeship State Expansion Grant (ASE) and new guidance provided by USDOL regarding Non-Registered Apprenticeships.

Since 2016, Mississippi has received a total of four Apprenticeship grants and created new partnerships under the leadership of the Mississippi Apprenticeship Program (MAP). MAP partners include the Governor's Office, the Mississippi Department of Employment Security (MDES), Mississippi Department of Human Services (MDHS), Mississippi Department of Rehabilitation Services (MDRS), Mississippi Department of Education (MDE), the Mississippi Community College Board (MCCB), and the Mississippi Development Authority (MDA). This collaboration has improved communication and accountability for MAP's expansion goals.

Mississippi currently has 8 new Registered Apprenticeship programs, 202 new businesses, and 1,263 registered apprentices. Mississippi is breaking into new industry sectors such as Finance and Banking, Hospitality and Tourism, and Information Technology, which will train individuals for the jobs of the future.

Success Story:
Keesler Federal Credit Union
Bank Branch Manager Apprenticeship Program

In the Fall of 2017, Keesler Federal Credit Union's (KFCU) new CEO Andy Swoger asked his HR team to create leadership and educational opportunities that would develop KFCU employees. KFCU is an international credit union headquartered in Biloxi, MS, serving 188,000 air force and civilian members; and is the largest Credit Union in Mississippi. Mississippi Gulf Coast Community College (MGCCC) pitched the Apprenticeship Model to Keesler and found a great fit. Keesler's Registered Apprenticeship (RA) program is a 2-year, 4,288-hour Bank Branch Manager Apprenticeship, with the Related Technical Instruction (RTI) being provided online to 28 apprentices located among the 24 Keesler locations across south Mississippi and Louisiana.

MDES Executive Director, Jackie Turner, spoke at the Keesler Federal Credit Union & Mississippi Apprenticeship Program, 2019 Branch Manager Apprenticeship Program Graduation Ceremony on Thursday, November 7.

The online program is part of a partnership between MDES, Mississippi Community College Board, Mississippi Gulf Coast Community College and Keesler Federal Credit Union.

Serving Keesler Federal required MGCCC to become an RA Sponsor, set up the RTI that would consist of 21 credit hours rather than a 60-hour Associate degree program, and run the RTI through the College's online credit classes platform. Although this new Apprenticeship program design was difficult to implement, each time an obstacle was reached, the MGCCC and Keesler team talked through the challenge and found a solution. Not a person at the college said "No, it can't be done." It was truly an MGCCC team effort to bring this first-in-the-State, online: financial industry Apprenticeship program to life.

MGCCC AND KFCU LEARNED THAT:
- Creating an individualized Apprenticeship program for a company requires persistence and creative thinking.
- Employees will sacrifice personal time if they believe it is worth the effort. Neither partner was sure that employees would want to take Apprenticeship program classes at night, on their own time and at their own expense.
- Three online classes per week proved to be too much for one semester. Full-time jobs and family responsibilities, combined with schoolwork at night, placed extreme stress on many of the Apprentices who ranged in age from early 30's to 60's.

UNEMPLOYMENT INSURANCE
Performance Information

Core Measures

UI Core Measures	DOL Acceptable Level of Performance	MDES Performance Qtr ending 9/2018	MDES Performance Qtr ending 12/2018	MDES Performance Qtr ending 3/2019	MDES Performance Qtr ending 6/2019
First Payment Promptness	87%	90%	88.8%	90.3%	90.3%
Nonmonetary Determinations Time Lapse	80%	97.4%	97.3%	98.5%	94.2%
Nonmonetary Separation Quality	75%	100%	90.0%	96.6%	93.3%
Nonmonetary Nonseparation Quality	75%	96.4%	96.2%	100%	96.6%
New Employer Status Determination Time Lapse	70%	85.7%	87.1%	83.4%	91.1%
Lower Authority Appeals Quality	80%	89.5%	100%	100%	95%
Average Age of Pending Lower Authority Appeals	<30 days	12	10.7	7.3	7.1
Average Age of Pending Higher Authority Appeals	<40days	8	18.7	19.2	26.5

Unemployment Insurance Performs Core Measures

BENEFITS MEASURES	Acceptable Levels of Performance
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).	>87%
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.	>80%
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.	>75%
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.	>75%

OVERPAYMENT MEASURE

Acceptable Levels of Performance

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

APPEALS MEASURES

Acceptable Levels of Performance

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.	<30 Days
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.	<40 Days
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.	>80%

TAX MEASURES

Acceptable Levels of Performance

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.	>70%
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.	No more than 3 tax functions failing TPS in any year
	No single tax function failing for 3 consecutive years

REEMPLOYMENT MEASURE

Acceptable Levels of Performance

Facilitate Reemployment: % of UI claimants who are reemployed within the quarter following the quarter in which they received their first UI payment.	>57.94%

* Note: This is based on the percentage of UI claimants who received a first payment in a calendar quarter who are reemployed in the subsequent quarter

SECRETARY STANDARDS IN REGULATION

Performance Criteria

|	
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.	>87%
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.	>93%
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.	>70%
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.	>78%
Lower Authority Appeals: % of Lower Authority Appeals decided within 30 days of filing.	>60%
% of Lower Authority Appeals decided within 45 days of filing.	>80%

Fraud Prevention

Methods of Detection	#Cases Detected	Overpayment $ Detected
Wage Crossmatch	3,426	$1,928,799
Interstate Benefits Crossmatch	35	$32,184
National & State Directory of New Hire	1,854	$658,375
TOTAL	5,315	$2,619,358

- Wage Crossmatch
- Interstate Benefits Crossmatch
- National & State Directory of New Hire
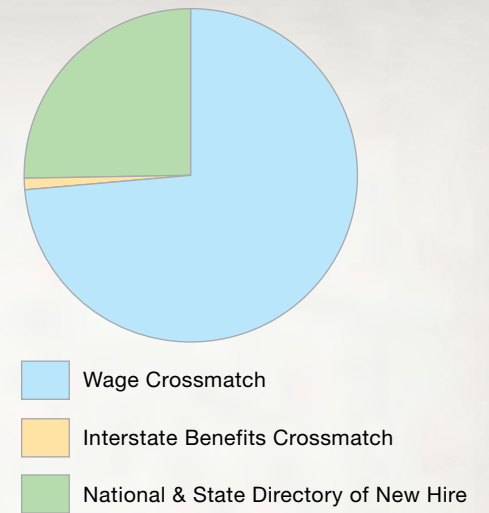
Unemployment Insurance Activities

# EMPLOYERS PAYING UI TAX	55,786
UI Tax Collected	$72,175,136
Trust Fund Balance	$710,179,718
Transfer to WET Fund	$25,159,095

UNEMPLOYMENT CLAIMS FILED	64,887
UI Benefits Paid (Regular UI, Federal and Military)	$60,625,477
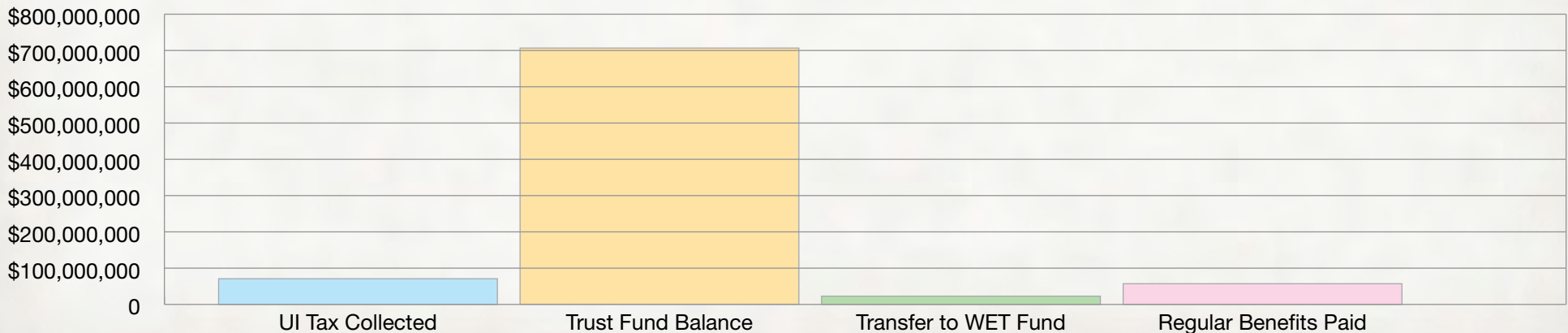
Reemployment Assistance

The Reemployment Assistance Benefits Program exists to provide temporary monetary assistance to participants unemployed through no fault of their own. The Office of Reemployment Assistance (ORA) administers the benefits program utilizing processes and strategies that sustain program integrity and advocates prompt reemployment assistance to eligible benefit recipients.

A At MDES, The Benefits division is responsible for: determining unemployment benefit eligibility; assessing employer chargeability; and issuing benefit payments. During fiscal year 2019, a total of 64,887 unemployment claims were filed, resulting in over 70,500 eligibility determinations and $60,625,477 in benefits paid. Mississippi was second in the nation with a 96.8% overall score in Nonmonetary Determinations Timeliness, and fourth in the nation in both Separation and Nonseparation Determination Quality with scores of 95% and 97.3% respectively.

Through coordination with the Office of Job Connections, the Office of Reemployment Assistance now serves benefit recipients in their reemployment activities with results showing a steady decrease in the number of weeks recipients are filing for benefits before becoming reemployed. Other reemployment and eligibility efforts include: verification of identity for online filers; interviews to determine benefit eligibility; work search audits; and specialized job referrals.

Reemployment efforts funded through a grant from the United States Department of Labor to administer the Reemployment Services and Eligibility 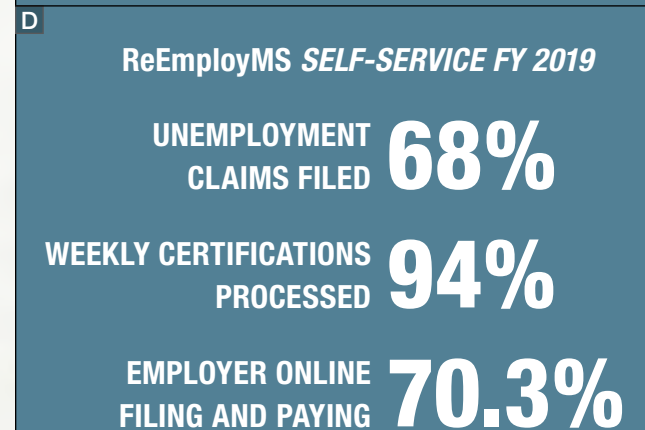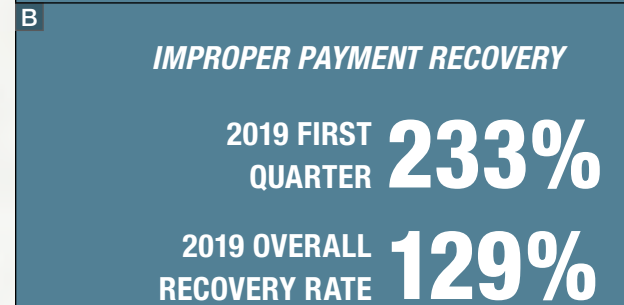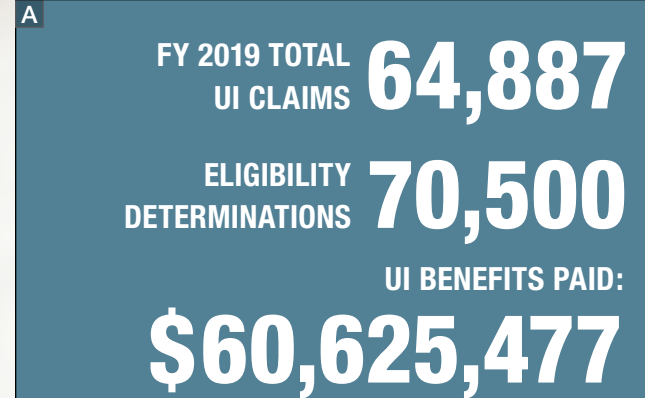Assessments program (RESEA), provide staff-assisted reemployment services to veterans and eligible participants who are most likely to exhaust benefits. These services are provided in person at local WIN Job Centers across the state. These reemployment services are: assistance with individual reemployment plans, identification of job skills, discussion of labor market information, and an eligibility review to assess the need for continued receipt of benefits.

The Office of Reemployment Assistance includes the Unemployment Insurance Tax department and the Benefit Payment Control / Integrity Unit.

The ORA Tax division works in tandem with the Benefits department to maintain the integrity of the Unemployment Insurance trust fund, while keeping unemployment taxes at the lowest possible level.

This information provides the basis of how the Unemployment Insurance Tax department, Benefit Payment Control – Integrity Unit functions.

Employers are assessed minimal taxes on employees' wages under the Federal and State Unemployment Tax Acts. The federal unemployment taxes are used to fund administration of unemployment insurance and reemployment programs. State unemployment taxes are collected and deposited into a trust fund. Regular unemployment benefits are paid from the trust fund to eligible individuals. The Tax department ensures employers who meet the wage threshold for unemployment tax liability are registered, report wages, and pay taxes. Knowledgeable staff engagement, system automation, and legal actions are utilized to address tax delinquency.

A

FY 2019 TOTAL UI CLAIMS **64,887**

ELIGIBILITY DETERMINATIONS **70,500**

UI BENEFITS PAID: **$60,625,477**

B

IMPROPER PAYMENT RECOVERY

2019 FIRST QUARTER **233%**

2019 OVERALL RECOVERY RATE **129%**

D

ReEmployMS *SELF-SERVICE FY 2019*

UNEMPLOYMENT CLAIMS FILED **68%**

WEEKLY CERTIFICATIONS PROCESSED **94%**

EMPLOYER ONLINE FILING AND PAYING **70.3%**

Continued efforts through fraud prevention, detection, legal action – along with collaboration with federal and state partners have enabled MDES to maintain the integrity of the tax program. MDES makes every effort to administer and regulate the UI program and ensure a level playing field for Mississippi employers subject to the federal and state UI laws.

The ORA Integrity and Benefit Payment Control Department maintains an aggressive fraud and overpayment program utilizing a variety of methods to affirm the appropriateness of unemployment insurance benefit payments. Recovery mechanisms are in place to help recoup improper payments and reimburse the Unemployment Insurance trust fund. Means of recovery include, but is not limited to, voluntary repayment, benefit offset, garnishment, state and/ or federal tax intercept, and Interstate Reciprocal Overpayment Recovery Arrangement. Mississippi was nationally ranked second for our recovery rate of 233% during the first quarter of 2019. For the fiscal year 2019, Mississippi's overall Recovery Rate was 129%. During this time, we established $5,516,713 in overpayments and recovered $7,106,893. Mississippi's Improper Payment Rate for this period was eight-percent, which is within the US Department of Labor's threshold for successful performance.

MDES continues to be proactive in implementing strategies to prevent, detect, and combat fraudulent activity. Alliances have been developed with public and private entities to provide multi-level identity authentication and wage verification processes. One strategy is an identity verification process for reemployment assistance benefits. Twenty percent of the approximately 65,000 claims filed in fiscal year 2019 were classified as potentially fraudulent. Subsequently, the Integrity Department investigated these claims and approximately seven percent were ineligible because the individuals filing, failed to report or provide adequate proof to authenticate and/or verify their identity. As a result, MDES believes the integrity efforts correspond to $4,819,382 in trust fund savings.

The Office of Reemployment Assistance works collectively to serve as good stewards of the Unemployment Insurance trust fund and provide optimal service to MDES customers.

Mississippi utilizes a web-based state-of-the-art UI system, *ReEmployMS*, to process unemployment claims, manage employer accounts, process tax and wage reports, and facilitate job matching. *ReEmployMS* allows individuals to file for unemployment benefits through self-service processes, via the internet or mobile application, and/or through staff assistance via the contact center.

Self-filing percentages continue to grow at a strong rate, allowing MDES staff to focus on value-added processes. For fiscal year 2019, of the 64,887 unemployment claims filed, 44,148 or 68% were filed self-service. For the same period, 94% of the 367,851 weekly certifications processed were filed self-service.

ReEmployMS provides employers online access to register their accounts, file, and pay quarterly wage reports, review account charges, and update account information. During the fiscal year 2019, employer online filing and paying increased by 10% to reach 70.3%. In November 2018, only 1,798 or 3% of registered employer accounts had verified email addresses. A campaign to promote electronic correspondence and online filing was implemented and resulted in an increase of over 2,170% of registered employers who now have the capability to receive correspondence, tax notices, and request helpdesk assistance online.

Consortium Update
ONLY CONSORTIUM TO OPERATE A FULL BENEFITS AND TAX SYSTEM

ReEmployUSA, made up of Mississippi, Maine, Rhode Island and Connecticut, deployed the nation's first full multi-tenant UI system in the cloud with the launch of Maine's Unemployment Insurance (UI) Tax system online in November 2018. Earlier in 2017, Mississippi launched its Benefits and Tax system in the cloud becoming the first state to deploy an UI system to the cloud. *ReEmployUSA* also deployed Maine's UI benefits system to the cloud in December 2017. *ReEmployUSA* is now the only consortium to operate a full Benefits and Tax system with two states in production. Plans are to deploy Connecticut's Benefits and Tax system in the summer of 2021.

As a result of the consortium work, MDES is able to keep the system modern with constant enhancements and upgrades by sharing the costs with other member states.

ReEmployUSA consortium is now working with the states of Missouri and Wyoming in further collaboration to strive for more cost savings through common support services across consortia. This consortium has been named *InnovateUI*. *InnovateUI* is conducting a feasibility study to explore ways to maximize common support services with multiple UI systems as the majority of the UI Benefits and Tax functionality is common across states. The feasibility study is expected to be completed during the summer of 2020.

LABOR MARKET INFORMATION
Performance Information

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

The purpose of LMI and its publications is to aid our customers in identifying the workforce information available and to direct them to the data source that most appropriately meets their needs. A list of LMI Publications follows:

A **Current Employment Statistics** provides monthly estimates of employment, hours, and earnings by industry for the state. Estimates were published each month in *"State & Metro Trends."*

B **Local Area Unemployment Statistics** provides monthly estimates of civilian labor force, employed people, unemployed people, and unemployment rates for the state, counties, metropolitan statistical areas, and select cities.

C **Occupational Employment Statistics** provides occupational employment and wage estimates for wage and salary workers annually for the state and metropolitan statistical areas. The annual estimates were published in *"Occupational Employment and Wage Estimates."*

D **Quarterly Census of Employment and Wages** provides data of employment and wages by industry for the state and counties. The Enhanced Quarterly Unemployment Insurance file was submitted each quarter before the deadline. Estimates of annual average employment and annual average wages by industry for the state and counties were published in "Covered 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.

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.

"Industry and Occupational Projections" forecast employment by industry or occupation. Short-term projections for the period 2018 to 2020 were produced for the state. Long-term industry and occupational projections for the period 2016 to 2026 were created for the metropolitan statistical areas, workforce development areas, community college districts, and planning and development districts.

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

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A

CURRENT EMPLOYMENT STATISTICS
(Estimates disseminated each year)........................... **48**

B

LOCAL AREA UNEMPLOYMENT STATISTICS
(Documents generated per year) **4,351**

C

OCCUPATIONAL EMPLOYMENT STATISTICS
(Employers surveyed per year) **4,021**

D

QUARTERLY CENSUS OF EMPLOYMENT & WAGES
(Average units edited each quarter)................ **73,689**
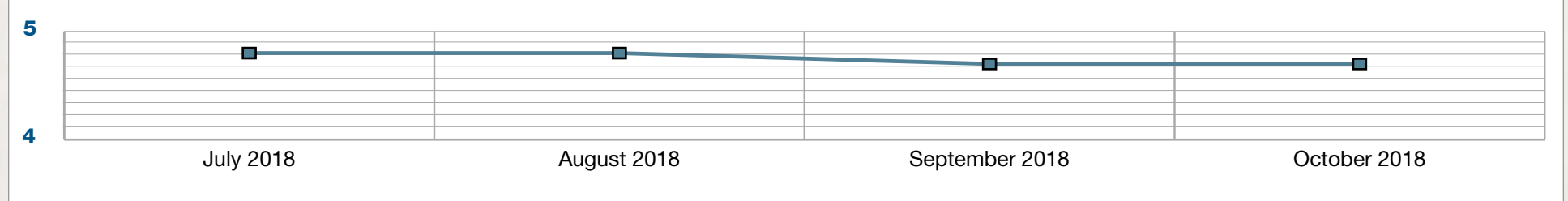
INFORMATION REQUESTS
(Includes documents downloaded from the website) **22,035**

Mississippi's Employment Situation: FY2019

In 2018, the average annual unemployment rate for the state dropped to 4.8%, the lowest in history!

| AUGUST 17, 2018	SEPTEMBER 21, 2018	OCTOBER 19, 2018	NOVEMBER 16, 2018
Unemployment Rate Near Historic Low and Number of Mississippians With Jobs at Ten-Year High.	**Number of Jobs at Historic High and Unemployment Rate Near Historic Low.**	**Number of Jobs at Historic High and Unemployment Rate Near Historic Low.**	**Number of Jobs Near Historic High and Unemployment Rate Near Historic Low**
Mississippi's unemployment rate in July 2018 was 4.8%, the fourth-lowest level of unemployment ever recorded in Mississippi.	*Mississippi's unemployment rate in August was 4.8%, the fourth-lowest level of unemployment ever recorded in Mississippi.*	*Mississippi's unemployment rate in September 2018 was 4.8%, the fourth-lowest level of unemployment ever recorded in Mississippi.*	*Mississippi's unemployment rate in October 2018 was 4.7%, the third-lowest level of unemployment ever recorded in Mississippi*
The July rate is one-tenth of a percentage point higher than a month earlier in June 2018 and three-tenths of a percentage point lower than a year ago in July 2017, when the rate was 5.1%.	The August rate is the same as a month earlier in July 2018 and two-tenths of a percentage point lower than a year ago in August 2017, when the rate was 5.0%.	The September rate is the same as a month earlier in August 2018 and one-tenth of a percentage point lower than a year ago in September 2017, when the rate was 4.9%.	The October rate is one-tenth of a percentage point lower than a month earlier in September 2018 and one-tenth of a percentage point lower than a year ago in October 2017, when the rate was 4.8%.
The number of unemployed Mississippians increased by 500 in July to 61,100; however, over the year since July 2017, the number of unemployed Mississippians fell by 4,200.	The number of unemployed Mississippians increased by 500 in August to 61,600; however, over the year since August 2017, the number of unemployed Mississippians decreased by 2,200.	The number of unemployed Mississippians decreased by 100 in September to 61,600. Over the year since September 2017, the number of unemployed Mississippians fell by 700.	The number of unemployed Mississippians decreased by 800 in October to 60,800. Over the year since October 2017, the number of unemployed Mississippians fell by 300.

MISSISSIPPI'S SEASONALLY ADJUSTED FY2018 UNEMPLOYMENT RATE BY MONTH

| | July 2018 | August 2018 | September 2018 | October 2018 |

MISSISSIPPI'S EMPLOYMENT SITUATION: FY2019

DECEMBER 21, 2018	JANUARY 18, 2019	MARCH 5, 2019	MARCH 22, 2019

Number of Jobs at Historic High and Unemployment Rate Near Historic Low.

Mississippi's unemployment rate in November 2018 was 4.7%, the third-lowest level of unemployment ever recorded in Mississippi.

The November rate is the same as a month earlier in October 2018 and one-tenth of a percentage point lower than a year ago in November 2017, when the rate was 4.8%.

The number of unemployed Mississippians fell by 700 in November to 60,100. Over the year since November 2017, the number of unemployed Mississippians is down by 700.

Number of Jobs at Historic High and Unemployment Rate Near Historic Low.

Mississippi's unemployment rate in December 2018 was 4.7%, the third-lowest level of unemployment ever recorded in Mississippi. The unemployment rate has now been at, or below, 4.8% for fifteen months.

The December rate is the same as a month earlier in November 2018 and one-tenth of a percentage point lower than a year ago in December 2017, when the rate was 4.8%.

The number of unemployed Mississippians in December was 60,100, which was the same as a month earlier in November; however, over the year since December 2017, the number of unemployed Mississippians is down by 800.

Unemployment Rate at Historic Low and Number of Jobs Near Historic High.

In January 2019 Mississippi's unemployment rate was 4.7%, which is the lowest level of unemployment ever recorded in Mississippi. The unemployment rate has now been at 4.7% for eight months in a row.

The January rate is the same as a month earlier in December 2018 and two-tenths of a percentage point lower than a year ago in January 2018 when the rate was 4.9%.

The number of unemployed Mississippians in January was 60,200, which was 400 higher than a month earlier in December 2018; however, over the year since January 2018, the number of unemployed Mississippians is down by 1,700.

Unemployment Rate at Near Historic Low and Number of Jobs Near Historic High.

In February 2019 Mississippi's unemployment rate was 4.8%, which is the second-lowest level of unemployment ever recorded in Mississippi. The unemployment rate has now been at 4.8% or lower for eleven months in a row.

The February rate is one-tenth of a percentage point higher than a month earlier in January 2019 but is one-tenth of a percentage point lower than a year ago in February 2018 when the rate was 4.9%.

The number of unemployed Mississippians in February was 60,600, which was 400 higher than a month earlier in January 2019; however, over the year since February 2018, the number of unemployed Mississippians is down by 1,500.

MISSISSIPPI'S SEASONALLY ADJUSTED FY2018 UNEMPLOYMENT RATE BY MONTH

November 2018	December 2018	January 2019	February 2019
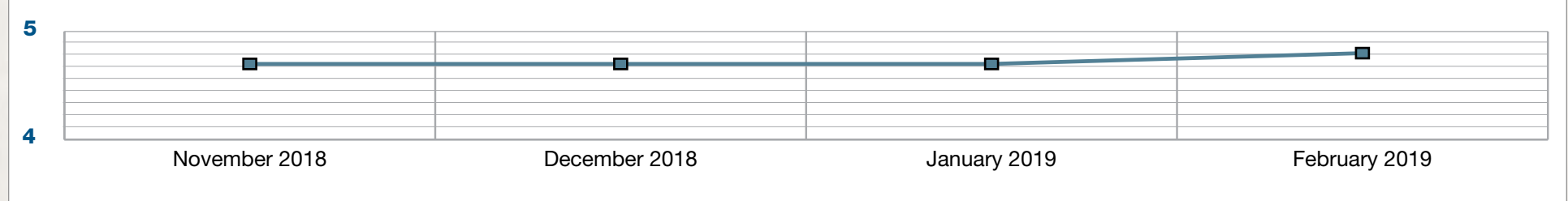
MISSISSIPPI'S EMPLOYMENT SITUATION: FY2019

APRIL 19, 2019	MAY 17, 2019	JUNE 21, 2019	JULY 19, 2019

Unemployment Rate at Near Historic Low.

In March 2019 Mississippi's unemployment rate was 4.9%, which is the third-lowest level of unemployment ever recorded in Mississippi. The unemployment rate has now been below 5% for eighteen months in a row.

The March rate is one-tenth of a percentage point higher than a month earlier in February 2019 but is the same as of a year ago in March 2018 when the rate was 4.9%.

The number of unemployed Mississippians in March was 61,500, which was 900 higher than a month earlier in February 2019; however, over the year since March 2018, the number of unemployed Mississippians is down by 700.

Unemployment Rate Remains at Near Historic Low and Number of Jobs Rises to Historic High.

Mississippi's unemployment rate in April 2019 was 4.9%, tying the rate last month in March 2019 as the third-lowest level of unemployment ever recorded in Mississippi. The unemployment rate has now been below 5.0% for nineteen months in a row.

The April 2019 rate is one-tenth of a percentage point higher than a year ago in April 2018, when the rate was 4.8%.

The number of unemployed Mississippians increased by 1,200 in April to 62,700. Over the year since April 2018, the number of unemployed Mississippians increased by 800.

Number of Jobs Rises Again to New Historic High.

Mississippi's unemployment rate in May 2019 was 5.0%, a slight over the month increase of one-tenth of a percentage point from April 2019.

The May 2019 rate is two-tenths of a percentage point higher than a year ago in May 2018, when the rate was 4.8%.

The number of unemployed Mississippians rose slightly by 100 in May to 62,800. Over the year since May 2018, the number of unemployed Mississippians increased by 1,500.

Number of Jobs Rises Again to New Historic High.

Mississippi's unemployment rate in June 2019 was 5.0%, unchanged over the month from May 2019.

The June 2019 rate is three-tenths of a percentage point higher than a year ago in June 2018, when the rate was 4.7%.

The number of unemployed Mississippians rose by 500 in June to 63,300. Over the year since June 2018, the number of unemployed Mississippians increased by 2,800.

MISSISSIPPI'S SEASONALLY ADJUSTED FY2018 UNEMPLOYMENT RATE BY MONTH

	March 2019	April 2019	May 2019	June 2019
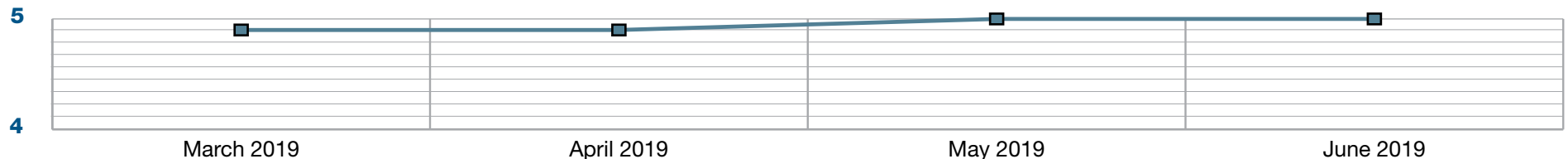
MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

Helping Mississippians Get Jobs

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