



Workforce Investment Network in Mississippi Annual Report

2010



Table of Contents

From the Office of the Governor	1
State Workforce Investment Board	2
Expanding Mississippi's Workforce	3
Workforce Investment Act and the Workforce Investment Network: An Overview	3
WIN in Mississippi Partners	3
Local Workforce Investment Areas	4
<i>Delta</i>	4
Accomplishments, Highlights and Best Practices	4
<i>The Mississippi Partnership</i>	7
Description	7
Accomplishments, Highlights and Best Practices	7
Youth Services	9
Youth Story	11
<i>Southcentral Mississippi Works</i>	12
Description	12
Workforce Investment Act Services	12
Youth Programs	12
WIN Job Center Workshops	13
Career Readiness Certificates	13
NextJob	13
<i>Twin Districts</i>	15
Description	15
Accomplishments, Highlights and Best Practices	15
Performance Information	19
Program Year 2010 Performance Information	19

Waivers	24
Program Year 2010 Waivers	24
Focus on Employers	25
Aurora Flight Sciences Corp.	25
Double Quick Inc.	25
Multicraft International	26
State's Discretionary Funds	27
Franklin Furniture Institute at Mississippi State University	27
Mississippi Prison Industries Corp.'s Training, Re-entry, Employment and Transition Program	28
The Center for Advanced Vehicular Systems at Mississippi State University	29
Working with Department of Labor Discretionary Grants	30
Local Workforce Investment Area Response — Oil Spill National Emergency Grant	30
Tornado National Emergency Grant	31
On-the-Job Training National Emergency Grants	31
WIN Job Centers	32
WIN Job Centers Work With Job Seekers and Laid-Off Workers . . .	32
WIN Job Centers Work With Businesses	33
WIN Job Center Locations	35
Delta WIN Job Centers	35
Mississippi Partnership WIN Job Centers	36
Southcentral Mississippi Works WIN Job Centers	37
Twin Districts WIN Job Centers	38



HALEY BARBOUR
GOVERNOR

STATE OF MISSISSIPPI

OFFICE OF THE GOVERNOR

October 3, 2011

Dear Friends:

It is with great pride that I present the Annual Report of the Workforce Investment Act in Mississippi for Program Year 2010. Since 1998, the Workforce Investment Act has provided the framework for the Workforce Investment Network, known as WIN in Mississippi, and is administered by the Mississippi Department of Employment Security.

Over the last eight years that I have served as Governor, Mississippi has survived numerous natural and manmade disasters including Hurricane Katrina, tornado outbreaks, Mississippi River flooding, the BP oil spill and The Great Recession. Through all of these we have rebuilt and come back stronger and with greater resolve to overcome the next obstacle.

During these eight years, employment and workforce initiatives have been a primary plank in my administration's platform. We completely overhauled the state job training system under a reformed MDES. We cut state payroll taxes by 25 percent, yet doubled the workforce training budget in two years' time. We formed Momentum Mississippi, a group of business, education, and government leaders from every area of the state dedicated to planning for long-term economic development whose first recommendation to realign economic development incentives with growth sectors of the economy and provide incentives for higher-paying jobs swiftly passed legislative approval.

In the past eight years, MDES has invested more than \$500 million in WIA funds in Mississippi's workforce. Through the WIN system, we have trained 44,162 people through Individual Training Accounts and an additional 29,153 people through On-the-Job Training, making Mississippi the standard by which OJT programs around the country are measured. The progress of these initiatives and job training services are outlined in this report on the tenth operational year of WIN in Mississippi.

Our business-friendly climate and our trained and ready workforce are the economic development keys to attracting business and industry as they consider locating in Mississippi, even during a recession.

As I leave office, I know that Mississippi is a beacon of hope and resiliency and is poised to lead the economic recovery in America.

Sincerely,

A handwritten signature in blue ink, appearing to read "Haley Barbour".

Haley Barbour



State Workforce Investment Board

Dear Friends:

The Mississippi State Workforce Investment Board oversees the use of state workforce training dollars, provides valuable advice on program direction and accountability, and is an integral part of the Workforce Investment Network in Mississippi. Its primary mission is to develop and implement strategies that maximize resources that support education and occupational skill development to improve quality of life for all Mississippians.

In late summer 2010, the State Workforce Investment Board began creating a new strategic plan, which was completed in July 2011. The plan, **Mississippi 2020 Vision**, is simple: to help our state continue to attract, keep and grow good jobs. Already, we have removed silos and built bridges among various stakeholders in education and workforce development. Many of our education and workforce sectors are sharing information through the Statewide Longitudinal Data System and are working together to instill a culture that supports data-driven decisions.

Despite our progress toward greatness, we still have much work to do. To that end, the State Workforce Investment Board has identified five goals for the coming decade to guide our path:

- **Drive economic development** by aligning and fully using pre-K-12, community colleges, public universities and the workforce training system.
- **Promote regional sector strategies** by balancing the goals of pursuing high-skill, high-growth jobs and advancing low-skill, low-wage workers.
- **Institutionalize the Statewide Longitudinal Data System.**
- **Market the importance of education and training.**
- **Raise awareness** of education and workforce issues and activities.

Great strides have already been made. Over the past few years, the improvement of the education and skills of our workforce has contributed significantly to the economic readiness of the state in new and inspiring ways. Mississippi recently experienced its largest growth of high-skill, high-wage jobs, resulting in an increase in per capita income. Continuing on this trajectory, we plan to increase our per capita income to more than the national average.



Larry Otis
Chairman, Mississippi State Workforce Investment Board



Expanding Mississippi's Workforce

Workforce Investment Act and the Workforce Investment Network: An Overview

The Workforce Investment Act of 1998 establishes the framework for Mississippi's Workforce Investment Network.

WIN combines federal, state and community workforce development programs and services and makes them easily accessible at one-stop WIN Job Centers.

WIN consists of locally designed and managed programs that provide customer choice and convenient access to services and information for job seekers and businesses seeking qualified workers.

Mississippi has four local workforce investment areas that use WIA funds to administer their various programs.

The county boards of supervisors of each area establish local workforce investment boards comprised of local business and public-sector representatives. These boards and local elected officials are responsible for designing WIN services to meet the needs of their communities.

The local area boards develop plans that address local needs consistent with Mississippi's governor's overall vision for workforce development.

WIN in Mississippi Partners

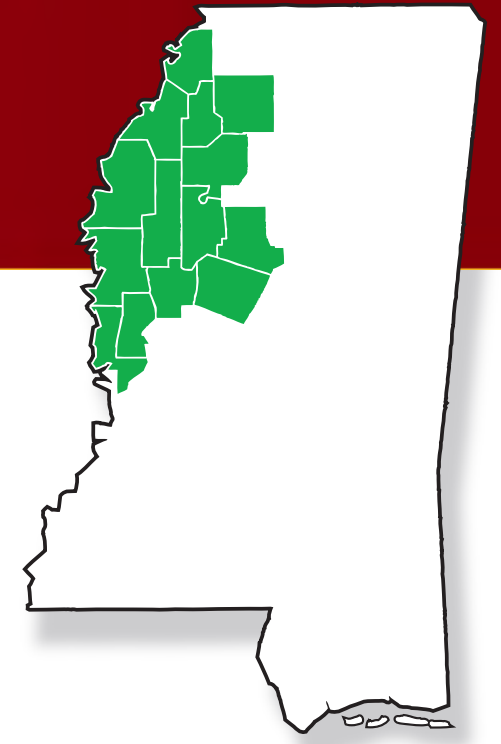
WIN in Mississippi represents a collaborative effort among private business, local elected officials and public agencies. These are among our many WIN in Mississippi partners.

- Mississippi Department of Employment Security
- Local Workforce Investment Areas
- Local Elected Officials
- Mississippi Community College Board
- Mississippi Department of Corrections
- Mississippi Department of Human Services
- Mississippi Department of Rehabilitation Services
- Mississippi Development Authority
- U.S. Department of Housing and Urban Development



Workers on the job at Multicraft International in Pelahatchie, Miss. See page 26 ▶

Local Workforce Investment Areas



Delta

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The Delta Workforce Investment Area encompasses 14 counties in the Mississippi Delta and operates under the fiscal direction of South Delta Planning and Development District. The Delta Workforce Investment Area provides funding and support to the WIN Job Centers and to the public, private and nonprofit providers who operate our youth programs. Delta Workforce Investment Area staff provide services to new and existing businesses and economic development groups. Rapid Response orientation sessions for dislocated workers are conducted to assist with layoffs. The Delta Workforce Investment Area also funds an educational coordinator at the four community colleges in the Delta to coordinate services in the WIN Job Centers and to assist with testing, assessment, enrollment and follow up of WIA participants.

Accomplishments, Highlights and Best Practices

Mobile Outreach Skills Training

In March 2010, the Delta Workforce Investment Area was awarded \$300,000 in American Recovery and Reinvestment Act discretionary funds for Mobile Outreach Skills Training. The M.O.S.T. mobile training unit provided two-weeks of fast-track intensive, advanced manufacturing training to 186 employees at Faurecia in Cleveland and GE Aviation in Batesville. After the initial grant, \$682,000 in additional public and private funds was committed to this training. The program trains workers to meet manufacturing companies' needs quickly, and 181 of the 186 trainees were offered jobs at the conclusion of the training.

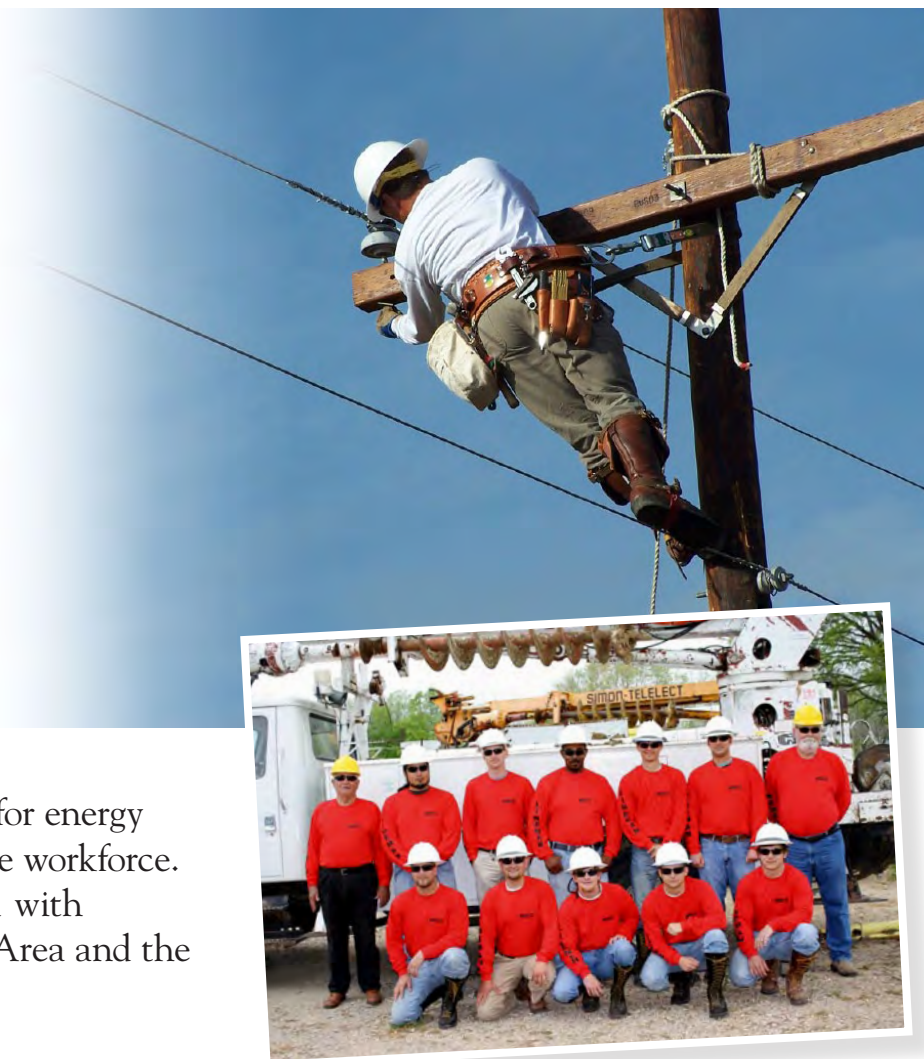
Job Fair

More than 1,200 job seekers attended the Northwest Mississippi Area Job Fair at the Batesville Civic Center on July 15, 2010. Forty-five employers made 324 job offers that day and 414 hires were projected during the year.

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Electrical Lineman Training Program

With a grant from the governor's discretionary fund and local funding from the Delta Workforce Investment Area Board, Mississippi Delta Community College began an electrical-lineman training program on its Moorhead campus. The first class of the 16-week program was August through December 2010. The second class started in January 2011 and ended in May. Ten participants graduated from each class and 18 were hired almost immediately. Additional funding was provided by local electrical power associations and Entergy. This is the first program of its kind in North Mississippi. The program trains workers for energy companies whose employees are aging out of the workforce. The second-year program began in August 2011 with funding from the Delta Workforce Investment Area and the Mississippi Community College Board.



Rapid Response Sessions

Four Rapid Response sessions were held in Durant, Greenwood and Itta Bena. There were 220 participants attending.

Small Business

Small business development continues to be vital to the growth of the Mississippi Delta. The Delta Workforce Investment Area's small business program is operated in house with a full-time small business developer. In the 2010 program year, 10 loans totaling \$400,000 were approved through the Community Express Loan Program. We served 123 new clients along with 21 existing clients. Working with South Delta's other loan programs, 13 loans were approved totaling approximately \$2.5 million. Federal Home Loan Bank of Dallas approved seven matching grants totaling \$168,000.

Bobby Goston, a 20-year-old student, was determined to find a job.

The high school dropout passed the Tests of Adult Basic Education and got into the out-of-school youth program at Sunflower-Humphreys Counties Progress Inc. He earned a General Educational Development diploma in October 2010 and works for PSC Staffing.

Shekeita Edwards, a former participant of the Summer Youth Program and a 21-year-old mother of three,

took advantage of the services offered at Sunflower-Humphreys CPI. She dropped her child off daily at the Pennington Head Start Center and attended GED classes in the same building. Shekeita earned her GED diploma in November 2010 and has moved to Texas.

Neshawndra Sims was a pregnant 18 year old when she dropped out of school in the 11th grade.

She passed the TABE in September 2010 and earned a GED diploma in November 2010. Neshawndra made the highest standard scale score, 660, on the mathematics part of the GED test in the out-of-school program at Sunflower-Humphreys CPI.

continued —

Adult and Dislocated Workers

In the WIN Job Centers, 2,765 adults and dislocated workers were served in 2010. ARRA money and formula-funded Individual Training Accounts were awarded to 467 participants. This investment totaled \$1,097,711. The area spent \$2,137,342 on employers with On-the-Job Training and served 698 participants. Forty-three youth were awarded ITAs totaling \$87,779. The Delta Workforce Investment Area met all three of the Workforce Investment Act common measures for adults, dislocated workers and youth, thanks to the hard work of the WIN Job Centers and youth providers.

Youth

During the 2010 program year, 671 youth were served through in-school and out-of-school youth programs. In both programs combined, 73.2 percent were placed in employment or education; 73.2 percent attained a degree or certificate and 76.5 percent made literacy or numeracy gains.

The Summer Youth Nurse Extern Program served a total of six youth at the Bolivar County Hospital in Bolivar County and the Greenwood Leflore Hospital in Leflore County. The participants worked eight weeks in a supervised clinical setting prior to their last year in registered nursing education. This program afforded the participants valuable practical experience within the workplace. In addition, it offered them an opportunity to enhance their clinical and critical thinking skills. As a result of this training, recruitment of the externs as registered nurses should increase as they begin their nursing careers in the Delta. This program was funded with WIA funds through the Mississippi Office of Nursing Workforce and served 18 to 21 year olds.

Awards and Special Recognition

The Electrical Lineman Training Program received national recognition with an Innovation Award from the National Association of Development Organizations. The award will be presented at the National Association of Development Organizations conference in October.

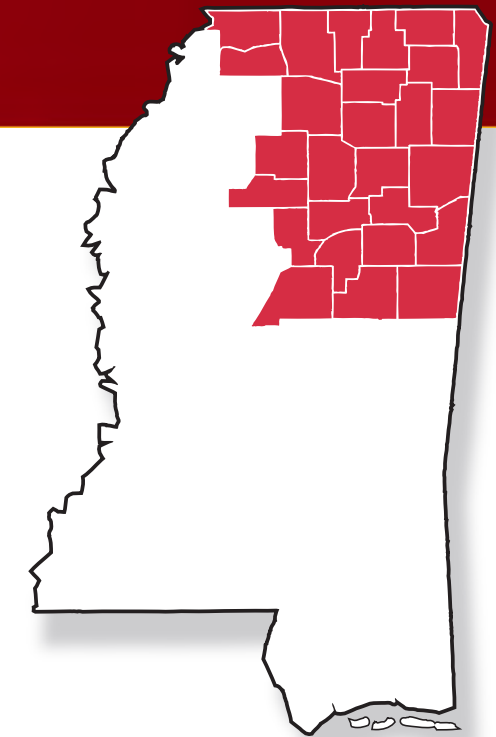


Husband and wife, Beth and Brandon Burchfield, were working at the Mississippi Department of Corrections with little chance for advancement.

Beth wanted to be a registered nurse. With her Pell Grant eligibility exhausted, she turned to the Batesville WIN Job Center for WIA assistance. She received an Individual Training Account and enrolled at Northwest Mississippi Community College. Beth completed her training and now works at the Mississippi Department of Corrections as a registered nurse. Seeing Beth's success, Brandon got an ITA to attend Northwest Mississippi Community College to become a tool and die maker. He received his associate degree and was on the president's list. Brandon now works at GE Aviation in Batesville. The Burchfields are happy with the WIA assistance they received and have good jobs in high-demand occupations.

The Mississippi Partnership

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Description

Three Rivers Planning and Development District Inc. is the fiscal and administrative agent for the Mississippi Partnership Workforce Investment Area. The Mississippi Partnership has the largest geographical area, covering 27 counties in north and northeast Mississippi. A 61-member board and 27 elected officials govern the Mississippi Partnership.

Through partnerships of local community colleges, the Mississippi Department of Employment Security, other planning and development districts and 15 WIA youth providers, the Mississippi Partnership achieved numerous accomplishments during the 2010 program year.

Accomplishments, Highlights and Best Practices

WIN Job Center Services

There are 17 WIN Job Centers located throughout the Mississippi Partnership. The area works with Itawamba Community College, Northeast Mississippi Community College, Northwest Mississippi Community College and MDES.

During the 2010 program year, the Mississippi Partnership had 5,436 individuals receiving Workforce Investment Act adult and dislocated worker services. The Mississippi Partnership WIN Job Centers provided training to 2,366 individuals, allocated 99 percent of its On-the-Job Training funds and expended 96 percent of funds allocated for Individual Training Accounts.

Toyota's plans to open a facility in Blue Springs provided another opportunity for the Mississippi Partnership to demonstrate its ability to meet the region's economic needs. The Itawamba Community College Belden Center, where one of the WIN Job Centers is located, serves as a testing and training site for Toyota, as well as suppliers such as Auto Parts Manufacturing Mississippi and Toyota Boshoku. More than 9,300 hours of training were provided for automotive companies. This involved 2,462 trainees in classes ranging from blueprint reading and quality tools with statistical process control to Japanese business culture. Facilities have also been made available for paper and computer-based testing for job candidates. Current estimates show that nearly 12,000 tests, both computerized and hands-on technical, have been administered for Toyota team-member candidates alone.

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Using the Tupelo WIN Job Center for seven job fairs, automotive suppliers have received thousands of applications. Along with hosting the job fairs, the Itawamba Community College Belden Center and the area WIN Job Centers have provided the WorkKeys assessment to test more than 1,700 job applicants for area automotive companies. WorkKeys is used frequently, and the recently added Itawamba Community College Work Check assessment is proving very beneficial to automotive suppliers needing to determine job candidates' skills. To all involved, these are valuable relationships – relationships expected to continue to grow in the coming years.

Adult Internship Program

The Adult Internship Program helps potential applicants and employees gain practical work experience and sharpen their leadership skills while working to gain full-time employment or career exploration. The program also allows businesses to try out potential applicants in real work settings. Interns ranged from professionals such as engineers who were just out of college to production and clerical workers. Of the 75 interns in this program last year, 35 are employed at the companies with which they interned, and 30 are employed in other jobs. The Mississippi Partnership is the only workforce area in the state that uses this unique program to match employees with jobs while giving businesses the opportunity to assess the employee for up to 320 hours at no cost.

Job Fairs		Registered Employers	Job Applicants	Job Offers Day of Event	Projected Hires During Year
Northeast MS WIN Job Fair	Sept. 21, 2010	50	1,700+	456	444
Desoto County Area Job Fair	Oct. 21, 2010	65	2,500+	1,023	639
Mid Mississippi Job Fair	Feb. 17, 2011	40	750+	360	217
Marshall & Benton Area Job Fair	March, 2, 2011	43	600+	108	240

Southern Motion

I am writing this letter to say that I am very grateful to you for helping in our recruiting efforts. All of the services that are provided through the WIN Job Center are invaluable to us. I want to specifically reference the Adult Internship Program. Fortunately, we have hired three interns who have successfully completed the training period and have been converted to full-time employees.

The greatest advantage of the intern program has been that it allows us the opportunity to evaluate potential candidates without any financial commitment. So far, out of three interns that we have hired, all have become exceptional full-time employees.

Thank you again for your help in our very successful recruiting process.

With kindest regards,

Joe Vance
 Southern Motion
 Human Resources Manager



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American Reinvestment Recovery and Reinvestment Act National Emergency Grant

The Mississippi Partnership received \$400,000 in OJT National Emergency Grant funds to assist long-term dislocated workers whose layoffs occurred since the onset of the Great Recession. Workers laid off during this period may be considered unlikely to return to their previous occupations for purposes of determining eligibility. The Mississippi Partnership served 152 dislocated workers with this grant.

Rapid Response Services

In the unfortunate event that a local company reduces its workforce or closes, the Mississippi Partnership has a Rapid Response team that assists companies and their affected employees. The Rapid Response team is made up of state and local representatives, including a local WIN Job Center representative and a local community college representative. The information given to employees includes to WIN Job Center location and hours, resume writing, resources in the WIN Job Center resources, training opportunities, General Educational Development tests and adult basic education information. During the 2010 program year, the Rapid Response team assisted 12 employers and 1,176 employees in our 27-county area.

Youth Services

Workforce Investment Act Youth Programs

The Mississippi Partnership oversaw five in-school programs and seven out-of-school programs. These programs served 939 youth during the 2010 program year and exceeded all of the youth common performance measures. The youth programs work to help students earn high school or GED diplomas and remove employment barriers, furthering their educations and becoming productive Mississippi citizens.

The Mississippi Partnership had 119 youth who received a one-time incentive check for earning their GED diplomas during the program year. Prior to receiving the incentive, the youth completed a money management course.

The Mississippi Partnership also provided three Skills Training and Employment Placement programs for youth. The Skills Training and Employment Placement Programs focused on providing youth with Individual Training Accounts and OJTs to help them progress in their career paths.



My family and I moved to Winston County, Miss., directly after Hurricane Katrina.

Previously, I had worked as a medical assistant for a physician in New Orleans. To mention that there were no job opportunities for me in Winston County would be inadequate. There were no opportunities within 50 miles at that time. Someone from my church suggested that I call the Louisville WIN Job Center and I did. I had the fortune of talking with Ms. Nancy Eichelberger. During that conversation, she convinced me to seek an education in nursing. It was a long haul between that time and now but I have completed the associate degree in applied sciences at East Central Community College and passed my state boards on the first write. This was only possible because of WIA and diligent, proficient and compassionate employees. In my graduating class of 53, 8 percent were WIA funded, 50 of us passed on the first write and 95 percent have found permanent employment.

Thank you,

Mrs. Gretchen Russell, RN

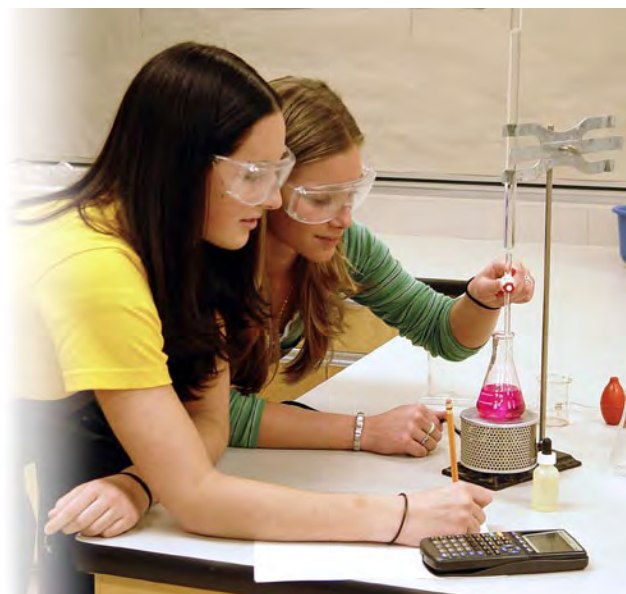
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Youth Disability Coordinator Initiative

The Mississippi Department of Rehabilitation Services provided a youth disability coordinator for the Mississippi Partnership. The program works with all Mississippi Partnership funded youth service providers, in-school and out-of-school. Rehabilitation services conducts training sessions for all youth program providers on a monthly basis and coordinates any individualized training youth provider may need. This coordinator works one-on-one with our youth providers and links providers to services participants may need. These services include job development, job readiness skills training and job lead assistance. In addition, the disability coordinator works with all youth service providers to ensure that all individuals who qualify become rehabilitation services clients.

Performance Enrichment Program

The Mississippi Partnership used performance incentive money to pilot the Performance Enrichment Program in three Union County schools. The Performance Enrichment Program uses an after-school format to teach Mississippi youth education and career readiness skills. The program primarily works to improve critical thinking skills at an early age.



In this 12-week program, high performing students tutor other students in their school districts. This allows these students a job opportunity in their local communities that uses their education abilities, an appealing option in a struggling economy.

The Performance Enrichment Program's weekly instruction works to ensure each participant increases skill levels by tailoring each child's instruction based on recommendations from administrators and teachers.

The tutors will be invaluable mentors for the participants. Classrooms generally have about 25 students per teacher, but this program has mentors working with no more than five students each. Having grown up in the same communities, the tutors have encountered similar challenges and encourage the students as they work to overcome similar barriers.

Thirteen enrichment tutors worked with approximately 150 students through the Performance Enrichment Program pilot. This initiative provided a win-win situation for the school districts, tutors and students and was very successful during the 2010 program year. Three Rivers Planning and Development District received private grants from the Kellogg Foundation and the CREATE Foundation to continue and expand this program to additional counties for a year.



Brenda Parker was a single mother struggling to get by on part-time work at a local retail shop.

Determined to provide a better life for her family, Brenda went to the Corinth WIN Job Center and met with a WIA case manager. They discussed the nurse assistant program and developed an individual employment plan for her. Brenda completed the nurse assistant program with financial assistance from WIA. She then entered the Adult Internship Program and went to work at Cornerstone Health and Rehabilitation Center. Her determination and work ethic were rewarded with a full-time job as a certified nursing assistant. Now Brenda not only has a good job, but a career as well. She is thankful for the assistance offered through the WIA program and looks forward to a bright future.

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Youth Story

The True Meaning of Success

As the Golden Triangle Planning and Development District WIA staff reflected on the past year's training experiences, a question arose. What's the true meaning of success in WIA training? Are the accomplishments of one or two individuals enough for a program to claim success? Or should success be measured collectively by the progress of the whole group?

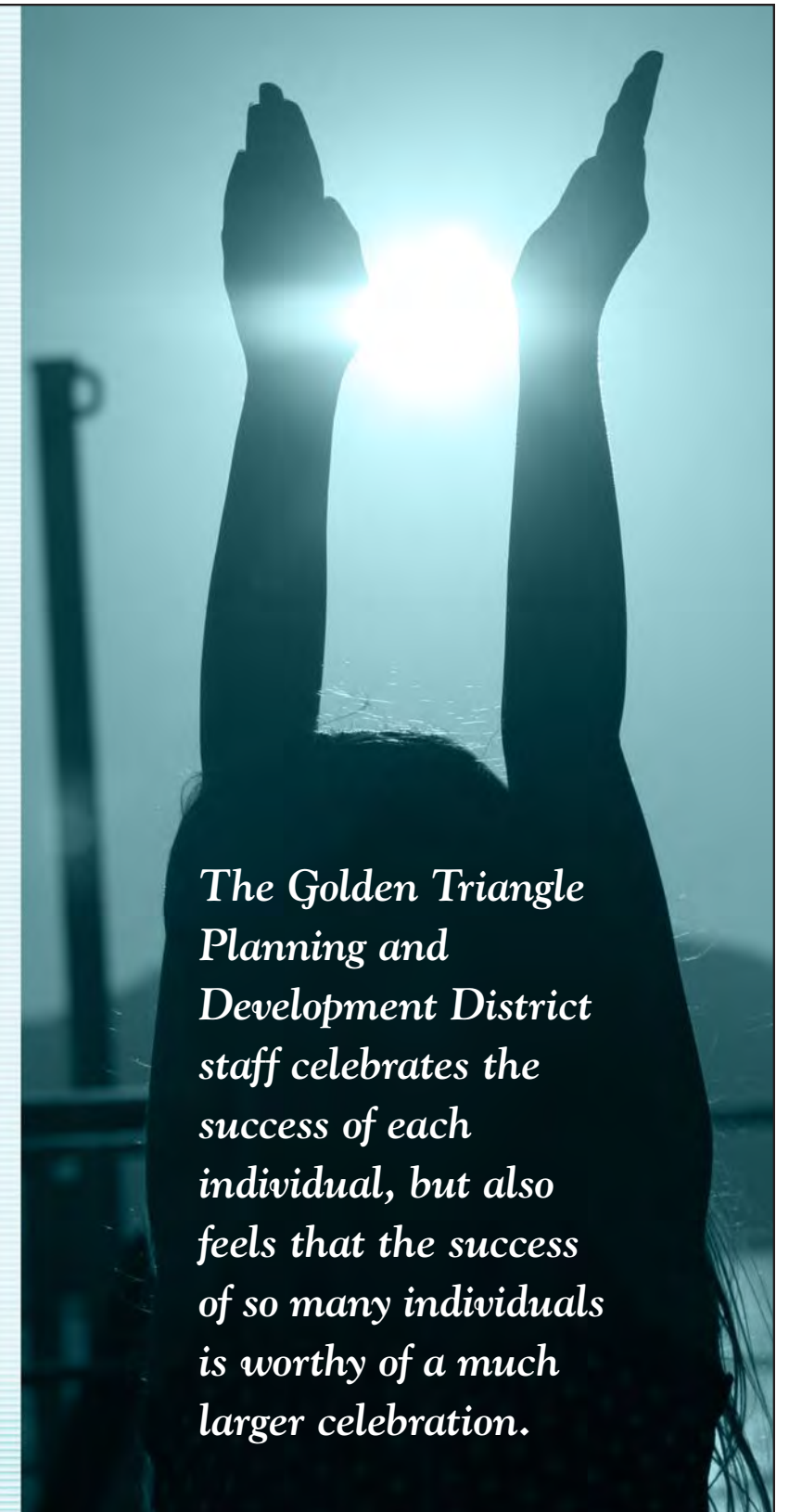
The Golden Triangle staff opted to study its WIA in-school program as a whole.

During the 2010 program year, Golden Triangle staff certified 110 at-risk high school seniors from nine area schools for the WIA in-school program. These youth met in classes daily during the school year learning job skills such as properly completing applications, formatting eye-catching resumes and dressing appropriately for interviews. They researched various career interests and completed surveys to see which career fields best suited their skill sets. The Golden Triangle staff counseled the youth about post-secondary education plans and helped them with ACT registrations, college and financial aid applications and various other requirements that would help them achieve their goals. After completing the classroom portion of the program, the youth practiced their newly acquired skills at job sites.

Of the 110 youth who participated in the Golden Triangle in-school program:

- 101, or 92 percent, participated in the work experience phase of the program.
- They worked a total of 11,063.25 hours and earned \$86,345.07.
- 103, or 94 percent, graduated from high school in May 2011.
- 93, or 85 percent, are currently enrolled in post secondary education, employed or serving in the military.

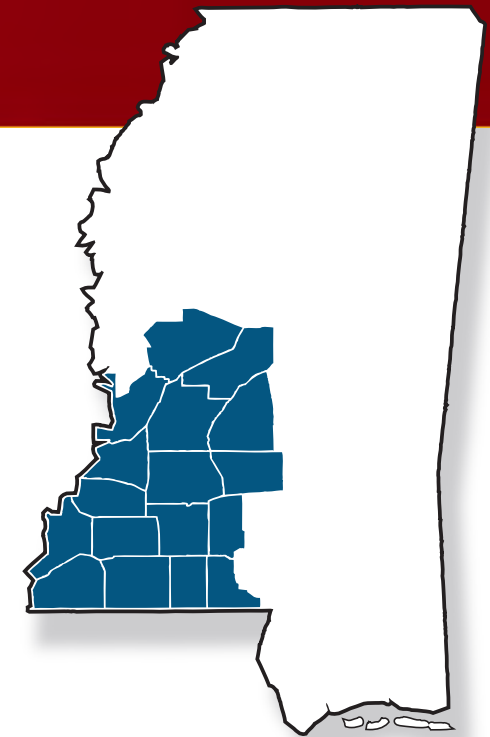
Monthly follow-up services continue with this group. Golden Triangle staff members provide the youth encouragement and direction.



The Golden Triangle Planning and Development District staff celebrates the success of each individual, but also feels that the success of so many individuals is worthy of a much larger celebration.

Southcentral Mississippi Works

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Description

Southcentral Mississippi Works Workforce Investment Area serves 17 counties in the central and southern portion of the state through a network of 10 WIN Job Centers. Central Mississippi Planning and Development District, in partnership with Southwest Mississippi Planning and Development District, acts as the administrative entity for the local workforce investment board and local elected officials and provides policy, guidance and oversight for workforce activities for the area.

Workforce Investment Act Services

During the 2010 program year, Southcentral Mississippi Works used both Workforce Investment Act and American Recovery and Reinvestment Act funds to serve job seekers and businesses. Adult and dislocated workers received a variety of workforce-related services, including training opportunities such as On-the-Job Training and Individual Training Account awards. Employers took advantage of a variety of services, including OJT reimbursements for hiring unskilled or under-skilled workers. A streamlined OJT process makes the program much more user-friendly and less cumbersome for employers.

A targeted OJT program funded by National Emergency Grants served those affected by the Great Recession. This program targeted individuals who had become unemployed since Jan. 1, 2008 and were considered unlikely to return to their former occupations.

Youth Programs

The Senior Transition Youth Program, which was launched in the 2004 program year, continued in this program year and provided services to eligible youth in the area. The program enhances work readiness, college preparedness and transition-to-work skills of WIA-eligible high school seniors who are on track to graduate during the program year. The young people are able to transition more smoothly into work or post-secondary education and gain valuable career information and guidance. Senior transition coordinators in WIN Job Centers coordinate the program, using local community resources and business leaders to provide real-world perspectives and workshop experiences.

continued —

OJT was also available to youth, offering them the opportunity to gain valuable knowledge, skills and experience, as well as Individual Training Accounts that helped them further their educations and skills.

WIN Job Center Workshops

Workshops on a variety of workforce-related topics are offered to WIN Job Center customers to assist them with computer skills, interviewing skills, resume preparation, work fundamentals and many other areas. These half-day workshops are offered to customers at no cost to enhance their job-search skills.

Career Readiness Certificates

Career Readiness Certificate, a national program based on the WorkKeys job skills assessment system developed and administered by ACT Inc., is available in all of Southcentral Mississippi Works' WIN Job Centers. ACT profiled more than 12,000 jobs across the country and determined three basic skills that are highly important to most jobs: reading for information, applied math and locating information.

Individuals' scores on the three assessment areas qualify them for either a gold, silver or bronze certificates. These certificates validate that workers have essential skills important across a range of jobs. Employers, job seekers, economic developers and educators use the certificates as a common language to improve the workforce.

Employers and education entities nationwide recognize the Career Readiness Certificate program. Assessment results and certificates help workers find jobs wherever they live.

NextJob

NextJob, an Internet-based program, enables users to create professional resumes using a template and post the resumes on a number of national job search websites. The program features modules related to professional conduct, mock interviews, networking to locate employment possibilities, tips on keeping jobs, and many other useful topics. WIN Job Center customers searching for jobs found this program effective and useful.



continued —

Success Story

Kimberly Frazier gained career success with the Out of School Youth Work Experience Program at the Natchez WIN Job Center. Kimberly, who is deaf, proved she is a hard worker.

The WIN Job Center worked with Kimberly's vocational rehabilitation interpreter in Hattiesburg to give her the Tests for Adult Basic Education. Her mother reported she was "over the moon" when she passed.

WIN Job Center staff members lined up a job for her at a local retail store, and March 17, 2011 was Kimberly's first day at work.

WIN Job Center Counselor Diane Brooks continued working with Kimberly, who earned a high school diploma from the Mississippi School for the Deaf. Kimberly adjusted well to working. Because she had a driver's license, she was able to drive herself to and from work. For those who don't use sign language, Kimberly communicates by text using her cell phone.

As Kimberly neared the maximum 520 program hours, Ms. Brooks began talking with the employer about keeping Kimberly as a regular employee. Even though she was an excellent employee, the downturn in store revenue made it unclear if Kimberly would be able to continue at the store after the program.

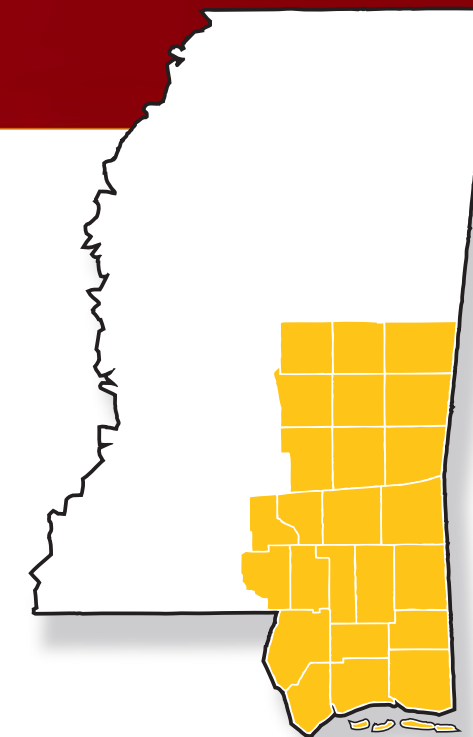
Less than two weeks prior to Kimberly's final day in the work experience program, Ms. Brooks learned good news.

"Kimberly came in on July 8th to pick up her last Work Experience Program pay check," Ms. Brooks said. "I had written her a note telling her how happy I was she had been hired and how proud I was of everything she'd accomplished thus far. She read what I had written, then gave me that great smile of hers and a big hug. That day, my heart swelled because I was so thankful to be a part of the Youth Work Experience Program that profoundly changed such a deserving life as Kimberly's."



Twin Districts

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Description

The Twin Districts Workforce Investment Area is a diverse region that encompasses metropolitan and rural economic areas. July 2011 unemployment rates ranged from 8.5 percent in Lamar County to 15.6 percent in Kemper County.

Southern Mississippi Planning and Development District and East Central Planning and Development District act as grant recipients and fiscal agents for the Twin Districts. These agencies provide staff services to both boards.

The Twin Districts Workforce Investment Area serves 24 counties: Clarke, Covington, Forrest, George, Greene, Harrison, Hancock, Jackson, Jasper, Jefferson Davis, Jones, Kemper, Lamar, Lauderdale, Leake, Marion, Neshoba, Newton, Pearl River, Perry, Scott, Smith, Stone and Wayne. These counties encompass three of Mississippi's four metropolitan areas and large sections of rural economic regions.

Twin Districts has the state's largest labor force. As of July 2011, approximately 465,920 were counted in the civilian labor force. Of this number, 49,460 were unemployed, reflecting a 10.6 percent unemployment rate.

Accomplishments, Highlights and Best Practices

WIN Job Centers

The Twin Districts has 11 full-service WIN Job Centers, one Kemper County location that specifically serves the new Mississippi Power plant and the Biloxi WIN Job Center Workforce Recovery Office, an office refocused to target clients affected by the oil spill.

WIN Job Center staff members in the Twin Districts provided 13,676 job placements, surpassing their goal of 9,630. This is 44 percent of the Mississippi Department of Employment Security's total 31,316 placements. During the last three years, the Twin Districts Workforce Area's WIN Job Centers have consistently excelled with more than 17,000 placed during the 2007 program year; 12,510 during the 2008 program year; and 8,887 during the 2009 program year.

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Of the 55 WIN Job Centers in the state, six of the top 10 performers are in the Twin Districts area. The Mississippi Department of Employment Security recognized our accomplishments with two key awards: “Best Large Sized Office – Pascagoula” and “Best Small Sized Office – Carthage.” It’s a credit to staff, management and the many partners involved that these offices have been so successful.

Training Services

The Twin Districts Workforce Area, working through WIN Job Centers and youth providers, served 29,404 clients — adult, dislocated workers and youth — since July 1, 2010. Training services were provided to WIA and National Emergency Grant participants. A total of 787 individuals were given Individual Training Accounts for a total of \$3,345,514. On-the-Job Training agreements were made for 604 clients for a total of \$1,863,917.

Youth programs emphasize General Educational Development test preparation, work experience, occupational skills training, leadership development, guidance and counseling, follow-up, work readiness training and job placement. Twin Districts served 1,057 participants in these programs.

At the beginning of the program year, summer youth activities through STEPS — Subsidized Transitional Employment Program and Services sponsored by MDES and the Mississippi Department of Human Services — and the remaining American Recovery and Reinvestment Act funds designated for youth provided a short period for programs. Although the implementation period was short, Twin Districts Workforce Area met the challenge. Contracts under these funds were quickly developed and negotiated with five youth providers by the end of June 2010. By the end of June 2011, youth providers spent \$1,146,630 in STEPS funds and \$317,191 of ARRA youth dollars. The ARRA-funded Summer Youth Employment Program served more than 1,800.



Best Large Sized Office – Pascagoula. Shown left to right; Tee McCovey, Director, Workforce Development, Brad Simons, Pascagoula WIN Job Center Office Manager, Minor Minor, Gulf Coast Area Manager, David Stephens, Chairman Twin Districts Workforce Board.



Best Small Sized Office – Carthage. Shown left to right; David Stephens, Chairman Twin Districts Workforce Board, Rosa Batiste, Forest Office Manager, Jaye Blanton, Carthage Office Manager and Tee McCovey, Director, Workforce Development.

In 2007 Thenmani Guy-Haynes was a cashier at Keith Super Store who earned \$6.08 an hour.

Using WIA funds, she completed a respiratory therapy program at Pearl River Community College. She now earns more than \$50,000 a year working in that field.

Kyle Boney came to the Pascagoula WIN Job Center in July 2010 seeking assistance.

He was interested in becoming a truck driver. He spoke with Individual Training Account Specialist Brenda McCormick, who recognized that he was homeless. Subsequently, he received an Individual Training Account to attend the Truck Driver Institute in Gulfport. The training ran Aug. 20, 2010 to Sept. 15, 2010. He and his brother are driving trucks together and he’s no longer homeless.

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Hurricane Katrina National Emergency Grant Funds available Oct. 1, 2005 through March 31, 2012

As of June 30, 2010, the few remaining dollars of the Hurricane Katrina NEG were extended for a construction trades training program on the Gulf Coast. Between July 1, 2010, and June 30, 2011, the program successfully served 72 students. The program teaches basic construction skills in six-week classes. Students had to meet NEG-eligibility criteria. Of the 72 completions, 45 percent have entered and retained employment.

In March of 2011, the local community college agreed to place an adult basic education skills class at the training site. Since then, students have been able to attend construction training from 7 a.m. to 1 p.m. From 1 to 3 p.m. they may take adult basic education classes.

The local community has uniquely supported the success of the program by becoming engaged. Several of the hands-on class projects benefited senior citizens, schools, nonprofits and others. In return, city and county officials, churches, local nonprofits, youth, drug court personnel and other community members have supplied time, encouragement and food for graduation ceremonies. Attendance for these events has grown continuously.

Long-Term Unemployed National Emergency Grant ARRA Funds Available Oct. 1, 2010 through June 30, 2012

Due to the need exhibited by unemployed workers, Mississippi requested and obtained a National Emergency Grant for long-term unemployed dislocated workers. Those unemployed 19 weeks or longer are eligible for On-the-Job Training. Nineteen weeks is the average length of time individuals in Mississippi remain unemployed after losing jobs through layoffs or closures.

Paula Malone was earning \$8 an hour as a cashier when she lost her job.

She applied for a number of jobs. With no skills and only a high school diploma, her future looked bleak. Paula went back to school. She worked another job, but found it impossible to maintain family duties, school and work. She heard about the Workforce Investment Act, but was doubtful there would be any help for her. To her surprise, she was awarded an Individual Training Account, financial support that allowed her to concentrate on her studies and tend to her family with less stress. Paula has completed the licensed practical nurse program at Jones County Junior College and is now preparing to take her state board exam. She said this would not have been possible without the help from the WIN Job Center and the Workforce Investment Act.

To her surprise, she was awarded an Individual Training Account, financial support that allowed her to concentrate on her studies and tend to her family with less stress.

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BP Oil Spill National Emergency Grant

Available April 1, 2011
through June 30, 2012

In April of 2009, the Gulf Coast experienced the effects of the massive BP oil spill. Mississippi received funds for affected individuals/businesses within the three coastal counties and converted Biloxi's WIN Job Center to the BP Oil Spill Recovery Center. The state granted the Twin Districts Workforce Area \$1 million of these funds to provide eligible participants with Individual Training Accounts and On-the-Job Training services.

Rapid Response

Spikes in the unemployment rate over the last 10 years reflect struggles caused by Hurricane Katrina, the BP Oil spill and the recession. Business downsizing and closures have increased as the economy continues to struggle. This past year has marked the highest state unemployment rate of the last 10 years – 9.3 percent.

In the Twin Districts area, Rapid Response services were provided to more individuals this program year than in any of the last 10 years. A total of 2,585 individuals received these services. In the 2008 program year there were 2,230 individuals and 1,545 in the 2009 program year.



Jannita was a 21-year-old who entered the CARES of Mississippi Careers Youth Program in October 2008.

She was an unemployed high school dropout. To regain custody of her son, the court required her to get a job and further her education. CARES staff worked with her until she received a GED certificate in March 2009. Staff helped her create a resume, taught her how to properly complete job applications and taught her interview skills. They then took her to the Pascagoula WIN Job Center where she completed a Windows XP class. After getting counseling at the job center, Jannita was awarded an ITA to attend Mississippi Gulf Coast Community College where she enrolled in the childcare worker and child development technician program. She has completed the program and is awaiting certification. Having met all court requirements, Jannita has regained custody of her son.

Staff assisted her with creating a resume, taught her how to properly complete job applications and taught her interview skills.

Performance Information

Program Year 2010 Performance Information

During the 2010 program year — July 1, 2010 to June 30, 2011 — Mississippi’s WIN system, including the four local workforce investment areas, was measured against the nine federal common performance measures.

The state met or exceeded all nine of the common measures for the 2010 program year. All four local workforce investment areas met the entered employment rate for adults and two of them exceeded this goal. All four local areas also met the dislocated worker entered employment rate, with one area exceeding this goal. The state exceeded goals for two of the three youth measures: placement in employment or education and literacy and numeracy gains. Southcentral Mississippi Works continues to emphasize serving older youth in need of employment as opposed to focusing upon academic remediation — literacy and numeracy — for younger youth. As a result, Southcentral did not meet the literacy and numeracy gains measure.

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.

Statewide Reported Information	Negotiated Performance Level	Actual Performance Level
Adult Entered Employment Rate	58.0%	54.5%
Adult Retention Rate	83.0%	79.9%
Adult Average Earnings	\$9,200	\$11,408.40
Dislocated Entered Employment Rate	58.5%	54.6%
Dislocated Retention Rate	85.0%	78.6%
Dislocated Average Earnings	\$11,050	\$13,365.50
Youth Placement in Employment or Education	67.0%	70.0%
Youth Attainment of Degree or Certification	70.0%	69.2%
Youth Literacy or Numeracy Gains	46.0%	69.0%

continued —

Performance Information

Mississippi Partnership Workforce Investment Area

	Negotiated Performance Level	Actual Performance Level
Adult Entered Employment Rate	58.0%	72.8%
Adult Retention Rate	83.0%	87.3%
Adult Average Earnings	\$9,200	\$13,955.40
Dislocated Entered Employment Rate	58.5%	69.5%
Dislocated Retention Rate	85.0%	86.3%
Dislocated Average Earnings	\$11,050	\$14,159.00
Youth Placement in Employment or Education	67.0%	81.9%
Youth Attainment of Degree or Certification	70.0%	81.8%
Youth Literacy or Numeracy Gains	46.0%	45.8%

Delta Workforce Investment Area

	Negotiated Performance Level	Actual Performance Level
Adult Entered Employment Rate	58.0%	70.5%
Adult Retention Rate	83.0%	87.1%
Adult Average Earnings	\$9,200	\$12,880.90
Dislocated Entered Employment Rate	58.5%	57.2%
Dislocated Retention Rate	85.0%	83.1%
Dislocated Average Earnings	\$11,050	\$10,735.40
Youth Placement in Employment or Education	67.0%	73.2%
Youth Attainment of Degree or Certification	70.0%	73.0%
Youth Literacy or Numeracy Gains	46.0%	77.4%

continued —

Performance Information

Southcentral Mississippi Works Workforce Investment Area

	Negotiated Performance Level	Actual Performance Level
Adult Entered Employment Rate	58.0%	57.1%
Adult Retention Rate	83.0%	80.3%
Adult Average Earnings	\$9,200	\$11,362.30
Dislocated Entered Employment Rate	58.5%	56.6%
Dislocated Retention Rate	85.0%	80.3%
Dislocated Average Earnings	\$11,050	\$13,474.40
Youth Placement in Employment or Education	67.0%	56.5%
Youth Attainment of Degree or Certification	70.0%	56.0%
Youth Literacy or Numeracy Gains	46.0%	0.0%

Twin Districts Workforce Investment Area

	Negotiated Performance Level	Actual Performance Level
Adult Entered Employment Rate	58.0%	50.0%
Adult Retention Rate	83.0%	76.4%
Adult Average Earnings	\$9,200	\$10,168.70
Dislocated Entered Employment Rate	58.5%	51.0%
Dislocated Retention Rate	85.0%	76.4%
Dislocated Average Earnings	\$11,050	\$13,171.70
Youth Placement in Employment or Education	67.0%	76.1%
Youth Attainment of Degree or Certification	70.0%	74.8%
Youth Literacy or Numeracy Gains	46.0%	78.4%

continued —

Performance Information

Each year, Mississippi negotiates attainment rates on each common performance measure with the U. S. Department of Labor. Achieving 80 percent or more of the negotiated rate is considered a passing score. All of the data in Mississippi's WIA performance reports is uniformly reported and validated in accordance with stringent federal requirements.

The Great Recession's effect lingered in Mississippi during the program year. However, the state still succeeded in getting jobs for 12,789 adult program participants – a 59 percent increase when compared to the 2009 program year. The state also placed 12,165 dislocated workers – a 78 percent increase when compared to the 2009 program year. The following table shows the cost per entered employment for these two WIA programs. The cost per entered employment for both the adult and dislocated worker programs was figured by using the total expenditures in the 2010 program year for each program divided by the numerator of the entered employment rate for each program.

Formula Programs Cost per Entered Employment

Formula Programs	Cost per Entered Employment
Adult Program	\$1,135.56 (\$14,522,733/12,789)
Dislocated Worker program	\$836.21 (\$10,172,435/12,165)

The chart below shows that the highest entered employment rates were achieved for adult and dislocated workers who received skill training. Participants who received only core services struggled to gain employment. This trend has been observable the last several years and has become particularly pronounced during the recession. Each of the four local workforce areas are focusing more and more upon training based on this data.

Individuals Who Received Training Services vs Core and Intensive Services

Reported Information	Individuals Who Received Training Services	Individuals Who Received Core and Intensive Services
Adult Entered Employment Rate	80.5%	51.8%
Adult Retention Rate	88.7%	77.2%
Adult Average Earnings	\$14,617.30	\$10,162.40
Dislocated Worker Entered Employment Rate	70.3%	51.9%
Dislocated Worker Retention Rate	80.9%	78.0%
Dislocated Worker Average Earnings	\$14,905.40	\$12,904.10

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Performance Information

Youth performance for the state as a whole remained exceptional in spite of the recession's lingering effects. This is the result of a dual emphasis on employment and transition to college. The cost per youth placement in employment or post-secondary education is shown in the following table. This was figured using the amount of formula youth funds expended during the 2010 program year divided by the numerator of the placement in employment or education measure.

Formula Program Cost per Placement or Education

Formula Program	Cost per Placement or Education
Youth Program	\$5,565.00 (\$13,750,866/2,471)



MDES State Office, Jackson, MS

Waivers

Program Year 2010 Waivers

Mississippi received the following waivers for the 2010 program year.

- Waiver of the time limit on the period of initial eligibility for training providers.
- Waiver to allow the use of Individual Training accounts for older and out-of-school youth. In the 2010 program year, there were 93 out-of-school youth Individual Training Accounts and 19 in-school Individual Training Accounts, a total of 112.

Data from the 2009 program year showed that 67.4 percent of those youth exiting did so with a job or were enrolled in college, or both, a significant accomplishment during a severe recession. The ability to fund an Individual Training Account helped increase successes and lower costs for this promising new youth design.

- Waiver to permit Mississippi to replace the performance measures in Workforce Investment Act Section 136(b) with the common measures. This waiver allowed Mississippi and Pennsylvania to pilot common measures without using the old reporting method concurrently. The common measures have now become the standard for all 50 states.
- Waiver to increase the allowable transfer amount between adult-and-dislocated worker funding streams allocated to a local area.

This waiver has been greatly used across the state to allow local areas to continue programs and training that would have run out of funding otherwise.

- Waiver to increase the employer reimbursement for On-the-Job Training.
- Waiver to permit local areas to use a portion of local funds for incumbent worker training.
- Waiver to permit a portion of funds reserved for Rapid Response activities to be used for incumbent worker training.

Focus on Employers

Aurora Flight Sciences Corp.

Aurora Flight Sciences Corp. in Columbus, Miss., manufactures unmanned aircraft for private and public customers. With the help of On-the-Job Training, the company trains new and existing employees in multiple specialized processes. Cross training gives employees more experience and opportunities to advance. With cross training, the company retains numerous individuals competent in multiple areas of expertise, easing cross scheduling.

For Aurora Flight Sciences, OJT is an invaluable resource that offsets training costs. Aurora attributes its more than 90 percent retention rate to its investment in its employees. Employer and employees reap the benefits. Each specialized process Aurora adopts requires industry certification. Aurora's investment in industry-recognized credentials allows the company to attract new business. Employees receiving multiple industry certifications rapidly advance through the growing organization.

The partnership between the Golden Triangle WIN Job Center and Aurora Flight Sciences is a significant win-win for the company, its employees and the local economy.

Double Quick Inc.

Headquartered in Indianola, Miss., Double Quick Inc. is a regional chain of 44 convenience stores employing more than 800. On-the-Job Training helps Double Quick offset \$3,500 per employee in training costs.

Double Quick hires entry-level people, some of whom have never worked. It invests 32 hours of training in new hires before they begin working at cash registers. Double Quick treats training as an employee investment that builds good team members. The company's training philosophy helped improve its employee-retention rate by 10 percent.



W.L. Smith is a shift leader at Aurora Flight Sciences. During a more than 26-year manufacturing career, Smith was laid off twice. He started working at Aurora in 2010 and has successfully transitioned from metalworking to the specialized work he currently performs. He believes his future with Aurora is limitless, in large part due to training available from the company through OJT.

“OJT allowed me to transfer from my metalworking background to composite manufacturing. In 16 months, I’ve been trained in five skilled positions and increased my standing with a company that has more stability. It’s allowed me to round out my education and expand my resume.”
— W.L. Smith

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Double Quick University provides new hires information on policies and procedures, customer service, computers, stocking coolers, and alcohol and cigarette laws. Staff members teach robbery do's and don'ts to all new employees and successful training candidates receive National Association of Convenience Stores certification. Food handlers receive Serv Safe certification.

When asked why Double Quick Inc. uses the OJT program, CEO Tom Gresham replied, "Why not? It's foreign to me not to use it."

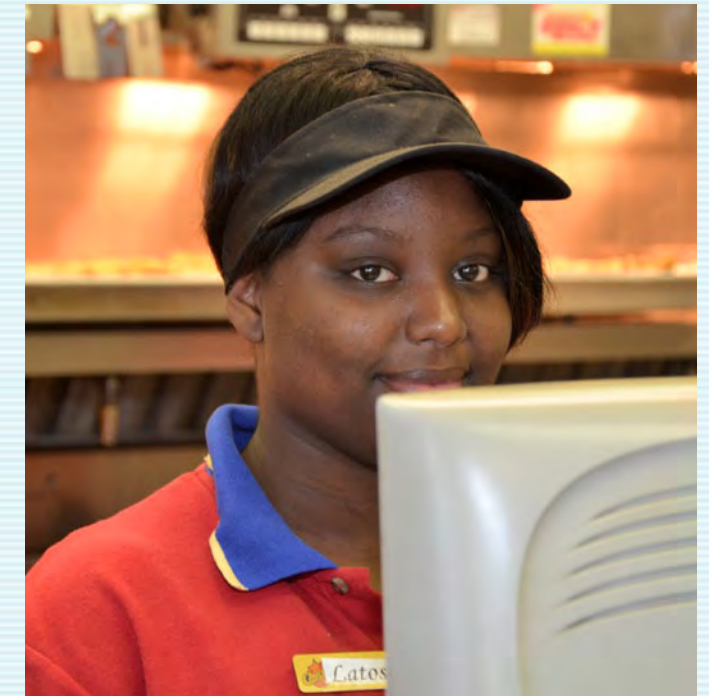
Multicraft International

The Great Recession hit Multicraft International hard. Based in Pelahatchie, Miss., a community of about 2,000, the company was forced to trim its operations from 10 locations to one. Only a fraction of its employees remained.

By managing efficiently, the company continued operating until winning a new automotive contract, helping fuel its rebound.

Multicraft needed new employees, but had neither the time nor resources to hire or train them. The company participated in Mississippi Subsidized Transitional Employment Program and Services, a 2010 wage-subsidy program that helped it add workers. Multicraft worked with the Pearl WIN Job Center during STEPS and returned to this resource when it needed to expand. On-the-Job Training specialists from this WIN Job Center designed an OJT program that helped the company meet its expansion needs.

The company's new line launched with more than 30 OJT participants. In the last two years, Multicraft has tripled its workforce and now employs 110 people. The company is bidding on other contracts that will require hiring and training new employees.



Latosha, a single mother of two, is working her first job in food service at one of the Double Quick stores in Indianola. OJT

made it easy for her to learn the job that helps support her family. When her kids see her leave for work, they know she is taking care of them, and it makes her feel proud to set a good example for them.

"I can provide for my kids without having to ask other people for help. It means not having to worry about where the next meal is coming from."
— Latosha F.

State's Discretionary Funds

Each year the U.S. Department of Labor awards states Workforce Investment Act funding. Federal law allows state governors to use 15 percent of the award to fund new, innovative programs and to continue others that support workforce development and decrease unemployment. During the 2010 program year, Mississippi's 15-percent funding was used in multiple employment sectors.

Franklin Furniture Institute at Mississippi State University

The first-line supervisor is the backbone of manufacturing and is responsible for elements of production and personnel. First-line supervisors sometimes are ill-prepared and untrained for a position of accountability and responsibility. The Sector Training in Furniture Manufacturing project uses a combination of classroom instruction and on-site problem-solving activities to provide individuals with training and problem-solving skills designed to benefit manufacturing managers and first-line supervisors. This program is designed to include the entire furniture value chain and is available to individuals with the desire to learn and upgrade skills in order to help them gain and retain employment within the industry.

This project provides challenging and relevant training. The training curriculum consists of 48 participant contact hours delivered in four, 12-hour modules. Each module allows for time flexibility and on-site delivery with primary consideration for the participant workers' schedules. These classes included modern manufacturing techniques, instruction on the role of management in manufacturing, and leadership and management skills.

By engaging the participant in specific relevant case studies and real time problem-solving activities, Franklin Furniture Institute motivates participants to complete and excel in the program that trains current and future employees for specific jobs. Program completers are more in-tune with the manufacturing companies' strategic plans and better able to help their companies compete in the global marketplace. With Mississippi recognized as a furniture manufacturing capital, the Franklin Furniture Institute works diligently to enhance the skill level of this large employment sector, helping stem this industry's tide of job losses to overseas markets.



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Mississippi Prison Industries Corp.'s Training, Re-entry, Employment and Transition Program

A 1990 Texas study notes that an unemployed offender is three times more likely to return to prison than one who has secured a job. The prospect of finding meaningful work upon release from prison can be extraordinarily daunting, particularly for those who have been out of the labor market or those who were never in it. Through programs such as the Mississippi Prison Industries Corp.'s Training, Re-entry, Employment and Transition Program offenders gain valuable work experience and life skills.

Offenders approaching release in today's society and economy need to relearn or learn how to look for jobs effectively. While it is the Mississippi Department of Corrections and Mississippi Prison Industries Corp.'s philosophy that release preparation begins upon incarceration, this program's focus begins at least three years prior to release. Mississippi Prison Industries Corp.'s On-the-Job Training and job skills training programs help offenders secure gainful employment and adjust to life in the community.

Mississippi Prison Industries Corp.'s Job Skills Training Center program, a post-release, community-based re-entry endeavor, provides offenders with job skills training, the opportunity to acquire a positive work ethic, a host of pre- and post-employment activities, life skills training, job placement, counseling support and housing for up to six months. Housing is provided for early release offenders who lack fixed addresses. Without post-release housing, they would remain incarcerated, costing Mississippi \$49.18 a day, according to a 2009 state estimate.

On average, Mississippi releases 9,000 offenders a year. Due in part to Mississippi Prison Industries Corp.'s Training, Re-entry, Employment and Transition Program and Job Skills Training Center program, the corrections department reports the three-year recidivism rate declined.



Offenders approaching release in today's society and economy need to relearn or learn how to look for jobs effectively.

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The Center for Advanced Vehicular Systems at Mississippi State University

Enhancing On-the-Job Problem Solving Training Program

The Enhancing On-the-Job Problem Solving training program is a lay-off prevention initiative resulting from a three-way coalition among Nissan, Holmes Community College and the Center for Advanced Vehicular Systems at Mississippi State University, commonly called CAVS. This coalition of a four-year university, a community college and an industry leader is groundbreaking in Mississippi. The program focuses on improving problem-solving skills across all staffing levels of automotive and other high-growth industries. This includes training for engineers, managers and technical professionals.



- Holmes Community College teaches teaming skills classes focused on leadership, communication, coaching, resolving conflict and supporting change.
- CAVS developed new workshops —Instrumentation and Diagnostics and Problem Solving Methodologies — focused on areas such as fundamentals of mechanical-drive systems, vehicle dynamics, safety, testing and instrumentation, and related topics.
- Participants include 42 companies — ranging from Nissan and Viking Range to Eaton Aerospace.
- Educators developed 27 courses, each two to four days long. Staffers have taught 71 workshops and classes to 676 students. Of these students, 206 have taken multiple courses.
- Key program components include launching 100 Problem Solving projects, an exercise reflecting current problems at the students' companies. CAVS provides coaching.
- Based on feedback from participating companies, the program is on track to have an 8-to-1 return on investment over three years.
- The retention rate is expected to be very high across the entire contract period, plus empirical evidence shows more than half the student participants received wage increases during the contract period.
- The program uses a Mississippi Department of Employment Security-U.S. Department of Labor award of \$660,000.

Working with Department of Labor Discretionary Grants

Local Workforce Investment Area Response – Oil Spill National Emergency Grant

Funds Available April 1, 2011 to June 30, 2012

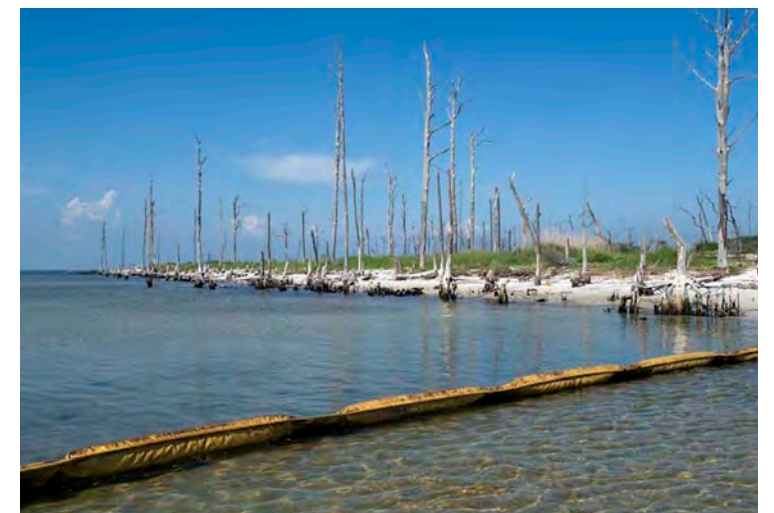
In April of 2009, business along the U.S. Gulf Coast slowed substantially because of the massive Deepwater Horizon explosion and oil spill. As tar balls washed up on beaches and fishing waters were closed, the region's visitors ventured elsewhere, causing numerous job losses in the tourism-dependent region.

The U. S. Department of Labor awarded the Mississippi Department of Employment Security a \$5 million grant to provide workforce services to those left jobless by the disaster. This grant limits assistance to those who were employed on or before April 20, 2010, and as a result of the Deepwater Horizon incident have lost employment or income. MDES expects to provide training and other workforce services to approximately 700 people.

The Mississippi Department of Employment Security converted an existing one-stop center to the Biloxi WIN Job Center Workforce Recovery Office. The refocused center provides case management, assessment, workforce training and supportive services to individuals. MDES developed and implemented an outreach and awareness campaign to inform the public of available services. MDES also contracted with local community-based organizations to provide case management and assessment services that address cultural and language barriers.

MDES contracted with Mississippi Gulf Coast Community College and other training providers as needed to provide short-term, flexible training that leads to immediate employment. Training may include micro-enterprise development for entrepreneurs, and other programs, including: forklift operations, healthcare, child care, environmental restoration, hazardous materials handling and marine electrician.

MDES also contracted with the Twin Districts Workforce Area to provide participants with Individual Training Accounts and On-the-Job Training.



above photos: © Susan Guice, used by permission



Tornado National Emergency Grant

On April 15, 2011, severe thunderstorms and tornadoes that also included torrential rain, damaging winds, hail and flooding swept across 15 counties in Mississippi. On April 26 and 27, severe thunderstorms again swept across Mississippi, damaging 51 counties and the Band of Choctaw Indians.

The Mississippi Department of Employment Security received a \$7 million National Emergency Grant to provide cleanup assistance. This disaster assistance is available in Alcorn, Attala, Benton, Calhoun, Carroll, Chickasaw, Choctaw, Clarke, Clay, DeSoto, Greene, Hinds, Holmes, Itawamba, Jasper, Kemper, Lafayette, Lee, Marshall, Monroe, Montgomery, Neshoba, Newton, Noxubee, Panola, Prentiss, Quitman, Scott, Smith, Tate, Tippah, Tishomingo, Tunica, Union, Webster and Winston counties and the Mississippi Band of Choctaw Indians.

MDES plans to provide temporary employment for 525 individuals in the affected counties. These jobs will assist with cleanup, repair, renovation and reconstruction of damaged and destroyed public infrastructure.

On-the-Job Training National Emergency Grants

On April 12, 2010, Assistant Secretary of Labor Jane Oates announced the one-time availability of funds for On-the-Job Training National Emergency Grants funded through the American Recovery and Reinvestment Act of 2009. Because of the widespread layoffs across the country due to the recession, states were able to apply for one-time assistance with the anticipation of providing innovative strategies that would allow eligible participants an opportunity to return to work or increase skill levels.

The entire state has been impacted by the downturn in the economy and all four local workforce investment areas were selected to participate in the On-the-Job Training National Emergency Grant. However, the Mississippi Partnership and South Delta local workforce areas have both been disproportionately impacted and considered the primary targeted areas. The Mississippi Partnership has experienced the greatest number of job losses in the most recent 12-month period and the South Delta region has experienced the largest number of closures and layoffs.

The On-the-Job Training National Emergency Grant funding has created an extensive partnership between the Mississippi Department of Employment Security and the state's small businesses that were able to seize the opportunity and establish long-term working relationships with On-the-Job Training participants. These relationships will increase the dislocated worker training and employment opportunities for years to come.



WIN Job Centers

WIN Job Centers Work With Job Seekers and Laid-Off Workers

The network of comprehensive WIN Job Centers is the centerpiece of Mississippi Workforce Investment Network.

These centers provide easy access to employment services such as education and training for workers, human resource assistance for businesses and information for economic developers.

Job Search and Placement Assistance

WIN Job Center staff members help job seekers create or update résumés, conduct job searches and prepare for job interviews. Staff members provide information on high-demand occupations and available job training to help job seekers be more competitive in the job market.

Internet Access for Job Openings and Résumé Posting

Job seekers have access to Internet-connected computers and WIN Job Center staff members assist with computer-based career exploration and job openings.

Access to Office Equipment: Computers, Fax Machines and Photocopiers

Customers looking for jobs have free access to computers, telephones, fax machines and photocopiers.

Information on and Referral to Training

The WIN Job Centers connect customers to employment services and training programs.

Training programs are available to eligible individuals enrolled in Workforce Investment Act programs who cannot find adequate employment through normal job search strategies.

This assistance may include occupational skills training, On-the-Job Training, entrepreneurial training, skills upgrading, job readiness training, and adult education and literacy activities.

Some workers may be eligible to receive vouchers for Individual Training Accounts that allow them to choose educational options from a list of eligible training providers.

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WIN Job Centers Work With Businesses

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

In support of Mississippi businesses, WIN Job Centers provide a vast array of services, including providing E-Verify, hosting job fairs, posting jobs, screening potential workers, providing meaningful data about Mississippi’s labor market and providing training services — all at not cost to businesses and workers.

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

Recruitment and Screening

- Recruit, screen and refer a variety of job seekers, ranging from entry-level workers to skilled professionals.
- Recruit full-time, part-time and seasonal workers.
- Post job openings.
- Host job fairs.
- Partner with businesses to clarify job descriptions and eligibility criteria.
- Screen applicants to ensure that the right workers with the right skills are interviewed.
- Provide access to federal funding for programs.

Training

- On-the-Job Training helps businesses find workers by reimbursing a portion of expenses incurred during the initial training process. The WIN Job Center reimburses a company up to one-half the cost of training eligible workers through On-the-Job Training. Reimbursement is based on the trainee’s wage at hire date. The amount available to be reimbursed depends upon the intensity of the skills required for the position. On-the-Job Training

continued —



is limited to 50 percent of a business's workforce and is at the discretion of the Local Workforce Investment Board. Businesses may be reimbursed for up to six months. The length of training usually ranges from 160 hours to 1,040 hours per employee. Upon completion of the training, the company may be eligible for the federal Work Opportunity Tax Credit. To be eligible for the Work Opportunity Tax Credit, a business must have at least two full-time employees and provide workers' compensation coverage.

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

Other Services

- Provide businesses with access to the labor pool.
- Provide information about wages and employment trends.
- Keep companies informed about state demographic and economic information.
- Provide information on Alien Employment Certification guidelines. These guidelines are for businesses that want foreign workers to fill company employment needs due to their inability to recruit specially skilled individuals from local labor markets.
- Provide office space for interviewing and on-site screening.
- Help businesses determine eligibility for the Work Opportunity Tax Credit, a federal tax savings of up to \$2,400 per person for hiring workers from certain target groups.
- Assist companies with Rapid Response services to help manage layoffs.



PY10 WIA Training

	ITA	OJT	
Adult	1,688	1,679	
Dislocated Worker	1,172	818	
Youth	112	18	
Total	2,972	2,515	5,487

WIN Job Center Locations

South Delta Planning and Development District

P. O. Box 1776, Greenville, MS 38702 Phone: 662-335-6889

Delta WIN Job Centers

Batesville

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

Belzoni

662-247-2264*
501 Hayden St.
Belzoni, MS 39038-3615
Tues., Thurs., 8 a.m. - 5 p.m.

Clarksdale

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

Cleveland

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

Greenville

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

Greenwood

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

Indianola

622-887-2502
226 N. Martin Luther King Drive
P.O. Box 963
Indianola, MS 38751-0963

Lexington

662-834-2426*
16979 Highway 17
Lexington, MS 39095
Tues., Thurs., 8 a.m. - 5 p.m.

Rolling Fork

662-873-4180*
614 Pine St.
Rolling Fork, MS 39159-2222
Mon., Fri. 9 a.m. - 4 p.m.

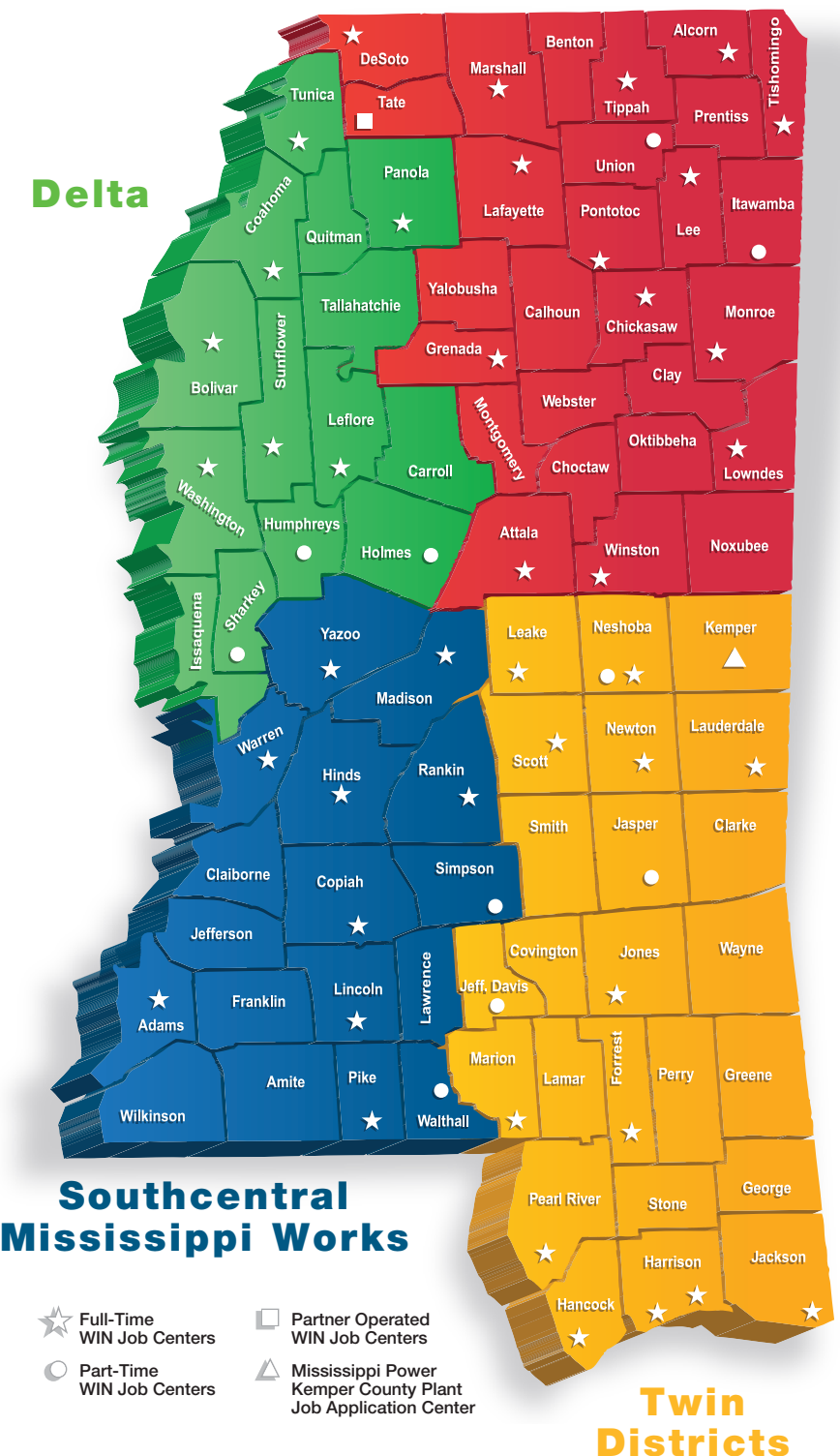
Tunica

662-363-2764
1054 S. Fitzgeralds Blvd.
P.O. Box 639
Robinsonville, MS 38664-0639

* Part-time offices

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

Mississippi Partnership



continued —

Three Rivers Planning and Development District

P. O. Box 690, Pontotoc, MS 38863 Phone: 662-489-2415

Mississippi Partnership WIN Job Centers

Amory

662-256-2618
1619 Highway 25
P.O. Box 415
Amory, MS 38821-0415

Corinth

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

Columbus (Golden Triangle)

662-328-6876
5000 N. Frontage Road
Columbus, MS 39701-9412

DeSoto County

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

Fulton

662-862-3824*
201 W. Main St., Courthouse
Fulton, MS 38843
Wed. & Thurs., 8 a.m.-4 p.m.

Grenada

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

Holly Springs (Marshall/ Benton Counties)

662-252-7893
145-A Rust Ave.
Holly Springs, MS 38635

Houston

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

Iuka

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

Kosciusko

662-289-2621
127 Northside Shopping Center
P.O. Box 630
Kosciusko, MS 39090-0630

Louisville

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

New Albany

662-692-1502*
301 North St.
New Albany, MS 38652
Mon., Wed., Thurs.
8 a.m. - 4 p.m.

Oxford

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

Pontotoc

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

Ripley

662-837-7411
111 E. Spring St.
Ripley, MS 38663-2043

Senatobia

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

Tupelo

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

* Part-time offices

continued —

Central Mississippi Planning and Development District

P. O. Box 4935, Jackson, MS 39296 Phone: 601-981-1511

Southcentral Mississippi Works WIN Job Centers

Brookhaven

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

Hazlehurst

601-894-2121
1016 Carroll Drive
P.O. Box 511
Hazlehurst, MS 39083-0511

Jackson

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

Madison County

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

McComb

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

Mendenhall

601-847-1322*
150 W. Court Ave.
Mendenhall, MS 39114-3550
Tues., 8 a.m. - 5 p.m.
Thurs., 8 a.m. - 12 p.m.

Natchez

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

Pearl

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

Tylertown

601-222-2161*
200 Ball Ave., Courthouse
Tylertown, MS 39667-2170
Thurs., Fri., 8 a.m. - 5 p.m.

Vicksburg

601-638-1452
1625 Monroe St.
P.O. 1398
Vicksburg, MS 39181-1398

Yazoo City

662-746-1141
306 E. Jefferson St.
P.O. Box 287
Yazoo City, MS 39194-0287

* Part-time offices

continued —

Southern Mississippi Planning and Development District

700 Hardy Street, Hattiesburg, MS 39401 Phone: 601-545-2137

Twin Districts WIN Job Centers

Bay Springs **601-764-2594***

Courthouse Annex
37 W. Eighth Ave., 37-D
Bay Springs, MS 39422-0402
Tuesday 8 a.m. - 5 p.m.

Biloxi

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

Carthage

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

Columbia

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

Forest

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

De Kalb

(Mississippi Power
Kemper County Plant
Job Application Center)
601-743-2384*
14817 Highway 16 W
DeKalb, MS 39328

Gulfport

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

Hancock County

228-466-5041
454 Highway 90, Suite C
Waveland, MS 39576-2557

Hattiesburg

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

Laurel

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

Meridian

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

Newton

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

Pascagoula

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

Philadelphia

601-656-2811
1120 E. Main St., Suite 11
P.O. Box 549
Philadelphia, MS 39350-0549

Philadelphia Resort

601-656-0680*
390 Industrial Road
P.O. Box 6280
Philadelphia, MS 39350
Friday 8 a.m. - 12 p.m.

Picayune

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

Prentiss

601-792-2473*
Old Courthouse
2325 Columbia Ave.
Prentiss, MS 39474
Thursday 8 a.m. - 12 p.m.

* *Part-time offices*

Presented by:
State Administrative Entity for WIN in Mississippi

Executive Director Les Range
Mississippi Department of Employment Security

Yolonda Boone
Director, Office of Grant Management

1235 Echelon Parkway
Jackson, MS 39213
Phone: 601-321-6050
Fax: 601-321-6598

Submitted Oct. 3, 2011



MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

For more information, call:

888-844-3577

Or visit: mdes.ms.gov



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

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

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